

# EAuthentication

- What is it?
- What is needed for FFAVORS?
- How do I obtain my ID?
- What can go wrong?
- Where can I get help?



# EAuthentication

## What is it?

Eauthentication is the single sign-on solution used by USDA for all websites that involve transactions. One login ID and password can be used for multiple USDA web sights. If you also access the Web Based Supply Chain Management System (WBSCM), you can use the same eAuth ID now for FFAVORS.



# EAuthentication

What is needed for FFAVORS?

For non DLA staff, a level 1 eAuth ID is all that is needed. This will allow you to access the site and perform the tasks needed.



Fresh Fruits And Vegetables Order Receipt System (FFAVORS WEB)

# EAuthentication

## How do I obtain my ID?

When DLA adds new users to FFAVORS, an automated e-mail will be sent to the user. The email will step the user through the registration process.

New users can obtain their ID and password at this link

<https://identitymanager.eems.usda.gov/registration/selfRegistrationForm.aspx?level=1>

This is a four step process.



# EAuthentication

## Step 1: Level 1 Access Account Registration

Complete the information on the registration page

It is very important that the Last Name and the email address used here are exactly the same in FFAVORS.

User ID needs to be: 6 – 20 Characters

Password is a challenge. It is required to be:

12 – 24 characters

At least 1 upper case letter

At least 1 lower case letter

At least 1 number

At least 1 special character of

!#-\$%\*=+;?~

No spaces

No Dictionary words

The screenshot shows the USDA eAuthentication registration page. The header includes the USDA logo and the text "United States Department of Agriculture USDA eAuthentication". The page title is "Register for Your Account - Level 1". The main content area is titled "Step 1 of 4 - Level 1 Access Account Registration". It contains instructions for users to complete the registration form, including a note that all required fields are marked with a red asterisk. The form fields are organized into sections: User Information (First Name\*, Middle Initial, Last Name\*), Contact Information (Email\*, Confirm Email\*), Login Information (User ID\*, Password\*, Confirm Password\*), and Security Questions (four questions, each with a dropdown menu and a text input field). A "Continue" button is located at the bottom right of the form. The footer contains links for eAuthentication Home, USDA.gov, Site Map, Accessibility Statement, Privacy Policy, Non-Discrimination Statement, and USA.gov.



# EAuthentication

## Step 2: Level 1 Access Account Verification

Verify the information was entered correctly.

Use [Edit] to make changes

[Submit] will move to step 3



You are here: [eAuthentication Account Registration](#) > Account Request Confirmation

## Create an eAuthentication Account

### Step 2 of 4 - Level 1 Access Account Verification

If this information is incorrect, please click the edit If the information is correct, please continue by clicking the submit button.

#### Verify User Information

User ID: FA1776

Name: Todd Griffith

Email: [Todd.griffith@fms.usda.gov](mailto:Todd.griffith@fms.usda.gov)

#### Verify Security Questions & Answers

Q: What is the name of your first pet

A: Dog

Q: What city was your first job in

A: Media

Q: What city did you graduate high school

A: Lima

Q: Who was your prom date

A: NA

Edit

Submit



# Eauthentication

## Step 3: Print Confirmation email

You will receive an email from either [eems.support@ocio.usda.gov](mailto:eems.support@ocio.usda.gov) or [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov) to print for your records and will outline the final step

If not received within a few hours:

Check other folders such as SPAM, JUNK

If not found: **CALL 1-800-457-3642**



You are here: [eAuthentication Account Registration](#) > Account Request Confirmation

## Create an eAuthentication Account

### Step 3 of 4 - Print Confirmation email

#### Account Created:

Your account has been created but you have one more step required to complete your registration!

Your confirmation email from [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov) should arrive within 1 hour. Please follow the instructions in the email complete step 4 of your registration.

#### eAuthentication Account Information:

**User ID:** PA1776

**Email:** [Todd.griffith@ftc.usda.gov](mailto:Todd.griffith@ftc.usda.gov)

If after 24 hours you do not receive the confirmation email:

1. Check the email filters of your provider and email client.
2. Contact the ITS Service Desk at [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov) or [800-457-3642](tel:800-457-3642). Please provide your User ID, first and last name, and email address.

Please [print](#) this page for future reference.



# Eauthentication

## Activate Your USDA Account with Level 1 Access

Within the email, step 2 will allow you to Activate the ID through the link '[ACTIVATE MY ACCOUNT](#)'

**From:** [eeems.support@ocio.usda.gov](mailto:eeems.support@ocio.usda.gov) [mailto:eeems.support@ocio.usda.gov]  
**Sent:** Sunday, August 19, 2012 1:08 PM  
**To:** Griffith, Todd - FNS  
**Subject:** eAuthentication: FY1 - Instructions to Activate Your USDA Account With Level 1 Access

### Step 4 of 4 - Instructions to Activate Your USDA Account with Level 1 Access

Congratulations PA1776, you have successfully created a USDA eAuthentication account with Level 1 access.

Before you can use your account with Level 1 access you must do the following:

1. Please wait approximately 10 minutes from the receipt of this email before you activate your account with Level 1 access.
2. Click [ACTIVATE MY ACCOUNT](#)

NOTE: If you have trouble accessing your activation link above, please copy and paste the following URL into your browser address bar:

<https://www.eauth.usda.gov/registration/self/RegistrationActivation.aspx?ID=7C8F32A71FEE4A3AA7E3342BF09C0655>

The User ID you created is: PA1776

The email address you provided is: [Todd.Griffith@fns.usda.gov](mailto:Todd.Griffith@fns.usda.gov)

**Please retain this information for future reference.**

Once you have activated your account you will have immediate access to the USDA portals and applications that accept accounts with Level 1 access.

You can also view or update your account information by clicking on the eAuthentication [USER ACCOUNT HOME](#) link.

NOTE: If you have trouble accessing your user account home link above, please copy and paste the following URL into your browser address bar:

<https://identitymanager.eems.usda.gov/iam/iam/ceems/oa12/index.jsp?console.tab=Home>

If you need further assistance, please contact the ITS Service Desk at [eAuthHelpDesk@fnc.usda.gov](mailto:eAuthHelpDesk@fnc.usda.gov) or call 800-457-3642.

Please include the following information in your request:

- Your first and last name
- Your eAuthentication User ID
- The URL (web address) of the website or application you were attempting to access
- The text of any error messages and a detailed description of the problem

Thank You,  
-- The USDA eAuthentication Team



# Eauthentication

## Step 4: Account Activation

Your ID is ready to be used!!!!

**Quick Links**

- [What is an account?](#)
- [Create an account](#)
- [Update your account](#)

**Administrator Links**

- [Local Registration Authority Login](#)

You are here: [eAuthentication Account Registration](#) > Account Activation

## Create an eAuthentication Account

### Step 4 of 4 - Account Activated

Your account has been activated with Level 1 Access Please wait 20 minutes from the time of activation before using the account.

#### eAuthentication Account Information:

**User ID:** PA1776

**Email:** [Todd.griffith@fns.usda.gov](mailto:Todd.griffith@fns.usda.gov)

### Non-USDA Federal Employees Requesting Level 2 Access

If you are not a USDA Federal Employee and have requested Level 2 Access, You must visit a USDA service center for identity-proofing by a Local Registration Authority (LRA). [Find an LRA](#)

If you cannot find an LRA, contact the ITS Service Desk:

**email:** [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov)

**Phone:** 800-457-3642



# EAuthentication

## What can go wrong?

- Browser issues
  - User will see either the error message **'Server Error in '/Login' Application'** or the login page will remain after clicking [Login]

```
Server Error in '/Login' Application.

Client found response content type of 'text/html'; charset=utf-8, but expected 'text/xml'.
The request failed with the error message:
--
<html>
<head>
<title>Runtime Error</title>
<style>
body {font-family: "Verdana";font-weight:normal;font-size: .7em;color:black;}
p {font-family: "Verdana";font-weight:normal;color:black;margin-top: -5px}
b {font-family: "Verdana";font-weight:bold;color:black;margin-top: -5px}
H1 { font-family: "Verdana";font-weight:normal;font-size:18pt;color:red }
H2 { font-family: "Verdana";font-weight:normal;font-size:14pt;color:maroon }
pre {font-family: "Lucida Console";font-size: .9em}
.marker {font-weight: bold; color: black;text-decoration: none;}
.version {color: gray;}
.error {margin-bottom: 10px;}
.expandable { text-decoration:underline; font-weight:bold; color:navy; cursor:hand; }
</style>
</head>
```

eAuthentication Login

Login with my User ID and Password

User ID:

[Forgot your User ID?](#)

Password:

[Forgot your Password?](#)

[Change My Password](#)

- FFAVORS requires Internet Explorer 7 or later.
  - If using Version 8 or 9, you need to run them in Compatibility mode



# EAuthentication

- Login Failed
  - Most likely one of two problems
    - Step 1: ID and password not correct
      - Use the 'Forgot your User ID' to verify
      - Use 'Forgot your Password?' to reset
      - If still issue, try step 2
    - Step 2: eAuth account issue
      - From Login page, click the 'Update your Account;' link
      - Try ID and password
        - If successful, need to contact eAuth Help desk and request they migrate your ID to the ID Minder system
        - If not, let your DLA account rep know so we can trouble shoot



# Eauthentication

- Login Failure 'No match of eAuth last name and email address was found in FFAVORS'
- Verify what was used to create the eAuth ID and then Contact your FFAVORS account rep to verify or email [paamagic@dla.mil?subject=FFAVORS Web](mailto:paamagic@dla.mil?subject=FFAVORS%20Web) the issue. Once both systems are brought in alignment, user will gain access.



# EAuthentication

## Where can I get help?

- At the FFAVORS site (<http://www.fns.usda.gov/fdd/ffavors.htm>)
  - FFAVORS FAQs and Tips
- DLA Help Desk ([paamagic@dla.mil?subject=FFAVORS Web](mailto:paamagic@dla.mil?subject=FFAVORS%20Web) )
- FNS Help Desk ([FFAVORS@fns.usda.gov](mailto:FFAVORS@fns.usda.gov))
- Eauth Help Desk: 1-800-457-3642

