

eAuth New User Registration Tips

1. When creating a new user the Last Name and email address must be the same in FFAVORS and eAuthentication.
2. Registration process should start with an email received from FFAVORS@FNS.USDA.GOV with the subject line '**FFAVORS Web New Account**'
3. Most common issues with registration:
 - a. When completing eAuth registration page, user cannot use Internet Explorer 7. Internet Explorer 8 is recommended or IE 9 in compatibility mode.
 - b. eAuth registration email is blocked by users mail server. Need to allow emails from: eAuthHelpDesk@ftc.usda.gov and eems.support@ocio.usda.gov.
 - b. New user does not select the "ACTIVATE MY ACCOUNT" within the notification from eAuthentication. This must be done within **7 days** of the creation of the eAuthentication account.
 - c. User enters a different last name/email address in eAuthentication than what is in FFAVORS. e. Issue with the eAuthentication web site during the users registration process that requires user to contact the eAuth help Desk at 800-457-3642 option 1.
4. Once user has successfully accessed FFAVORS, they **MUST** continue to use the same eAuth ID. Users should not obtain a new ID and expect to have the same access. The eAuth ID is mapped to the users FFAVORS profile.
5. Registration emails that are sent to users when their FFAVORS profile is created are for that specific user only and **SHOULD NOT BE SHARED**. If a user tries to register using another person's registration email it will not work.
6. Allowing your computer to 'remember' your password. It is recommended not to utilize this feature unless you are completely comfortable with resetting the saved password as the eAuth password expires after 60 days.