

FFAVORS FAQ and Tips



Food and Nutrition Service
U.S. DEPARTMENT OF AGRICULTURE

November 13, 2023



This document is intended to supply answers to commonly asked questions about FFAVORS and Login.gov / eAuthentication access.

This document has been reviewed for Section 508 compliance as of 11/13/23.

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1. User Registration Tips

1.1 When creating a new user, the last name and email address must be the same in both FFAVORS and Login.gov.

1.2 The registration process starts with an email sent to the new user from sm.fn.ffavors@usda.gov with the email subject line “FFAVORS New Account”
See FFAVORS new user registration email sample in [Appendix A](#)

1.3 Most common issues with registration:

- User enters a different last name and/or email address when setting up a Login.gov account that does not match with what is in FFAVORS.
- FFAVORS user registration email is blocked by the user organization’s email server. User should contact their organization’s IT department or email service provider to allow emails to be received from:
 - sm.fn.ffavors@usda.gov
- Login.gov user registration email is blocked by the user organization’s email server. User should contact their organization’s IT department or email service provider to allow emails to be received from:
 - no-reply@login.gov
- FFAVORS supports multiple web browsers including Chrome, Edge, or Firefox. Any other web browsers used may result in performance issues with the Login.gov registration pages.
- Performance issue with Login.gov website during the user registration process that requires user to contact the Login.gov Help Desk at:
 - Phone (24/7 support): (844) 875-6446
 - Website Help Ticket submission: <https://www.login.gov/contact/>

1.4 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.

1.5 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 if a password change is required.

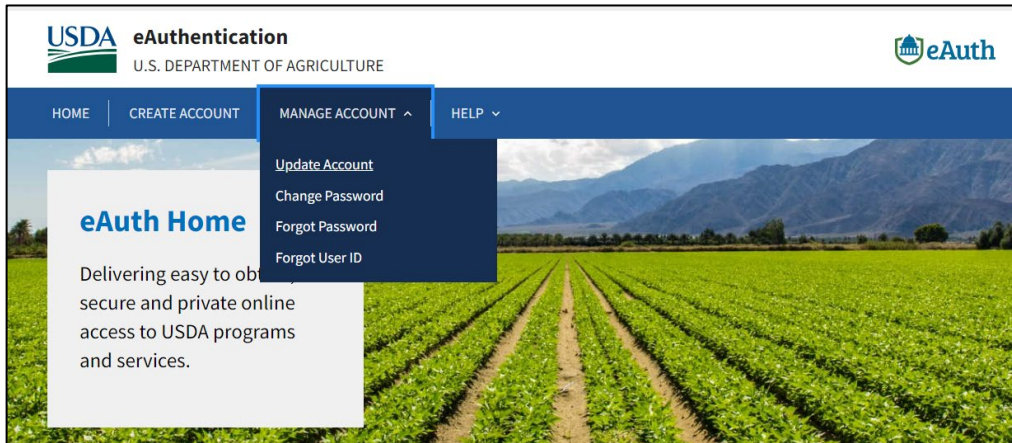
[Back to top](#)

2. Questions Relating to eAuthentication accounts

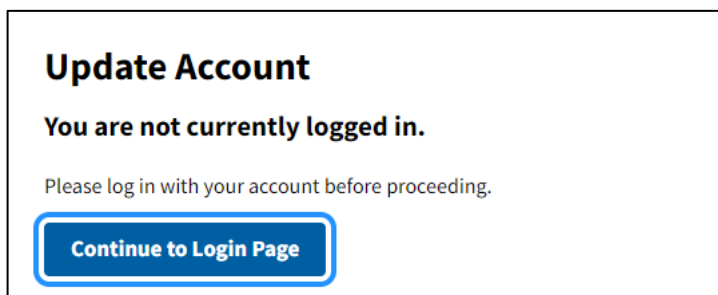
2.1 How do I view or change my eAuth profile information?

You can view or modify your profile information by following these steps:

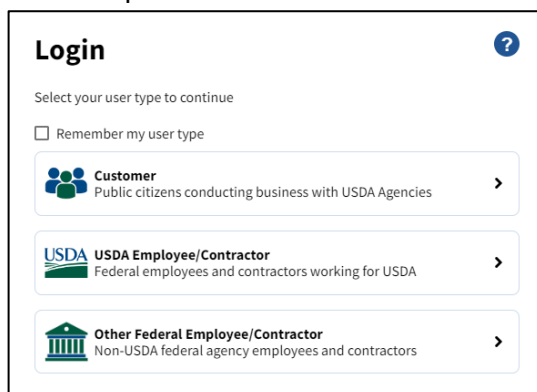
- Log into the USDA eAuthentication Homepage by going to <https://www.eauth.usda.gov>
- Select “MANAGE ACCOUNT” from the upper menu panel.



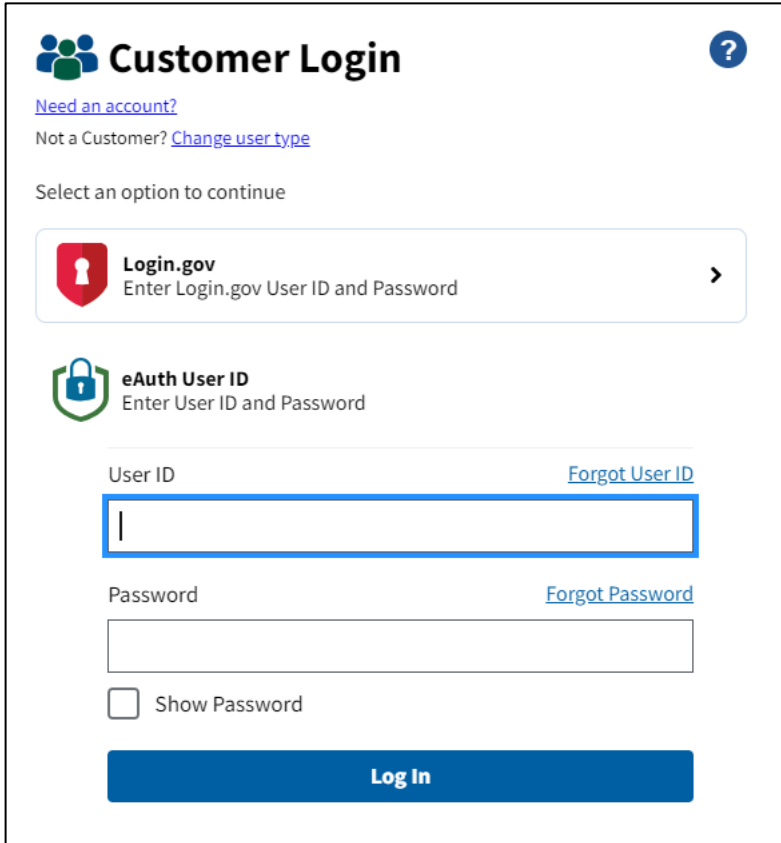
- Click on the “Update Account” menu item
 - If you are currently not logged in, click the “Continue to Login Page” button to log in before proceeding



- Select the user type “Customer”
 - If you are a federal employee or contractor and have a PIV/CAC card, select the second option.

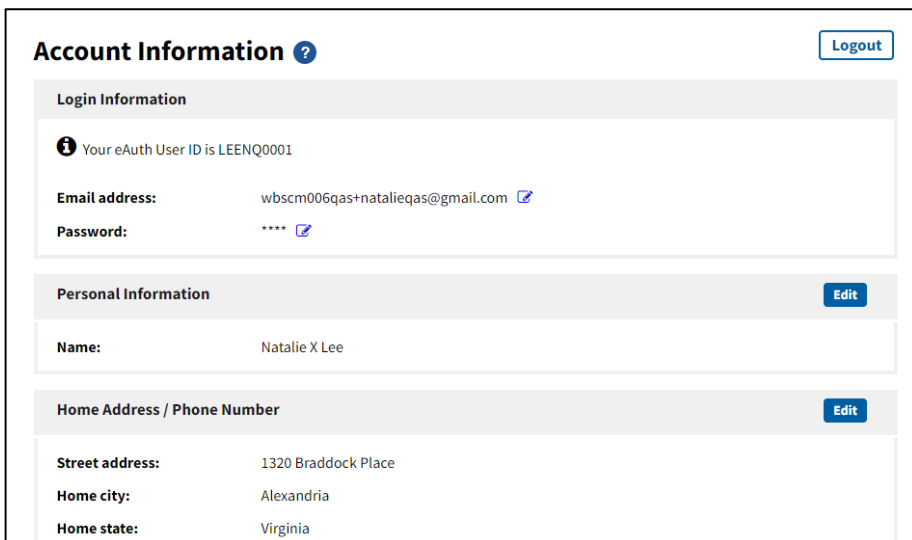


- Enter eAuth User ID and Password and click the “Log In” button




The screenshot shows the 'Customer Login' page. At the top left is the 'Customer Login' logo with a help icon on the right. Below the logo are links for 'Need an account?' and 'Not a Customer? Change user type'. A section titled 'Select an option to continue' contains two options: 'Login.gov' (with a red shield icon) and 'eAuth User ID' (with a blue padlock icon). The 'eAuth User ID' option is selected. Below it are input fields for 'User ID' and 'Password', each with a 'Forgot' link. A 'Show Password' checkbox is present. At the bottom is a blue 'Log In' button.

- The “Account Information” screen will display where you can view or edit user profile information.
 - Email Address
 - Password
 - Name
 - Address/Phone Number



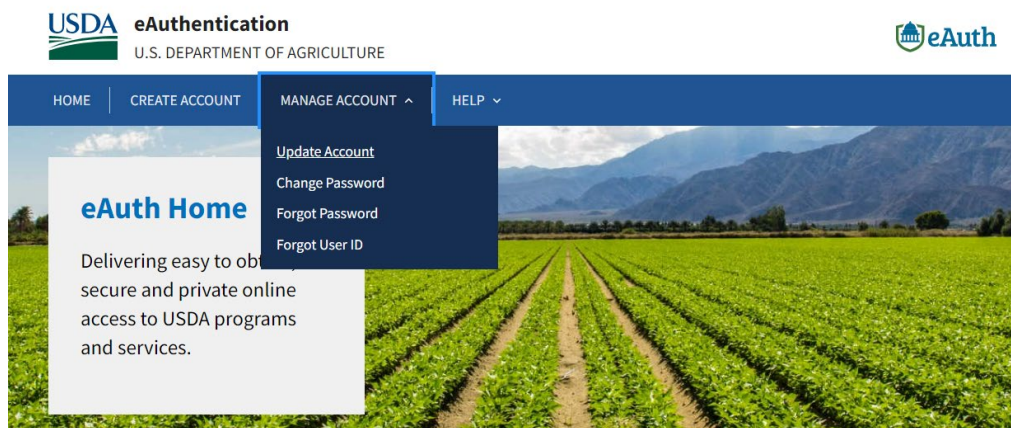
The screenshot shows the 'Account Information' page. At the top left is the 'Account Information' title with a help icon, and at the top right is a 'Logout' button. The page is divided into three sections: 'Login Information', 'Personal Information', and 'Home Address / Phone Number'. Each section has an 'Edit' button. The 'Login Information' section shows the eAuth User ID as LEENQ0001, the email address as wbscm006qas+natalieqas@gmail.com, and the password as masked with four asterisks. The 'Personal Information' section shows the name as Natalie X Lee. The 'Home Address / Phone Number' section shows the street address as 1320 Braddock Place, the home city as Alexandria, and the home state as Virginia.

- Click the "Edit" button for all sections under the Account Information screen that need to be changed
 - To edit Email Address or Password, click the  icon
- Once you have finished modifying your information, click the "Update" button
- Exit the screen by clicking the "Logout" button at the top or by closing your web browser


2.2 I've forgotten my password. How do I obtain a password reset?

Follow the steps below to reset your forgotten password:

- Log into the USDA eAuthentication Homepage by going to <https://www.eauth.usda.gov>
- Select "Manage Account" from the upper menu panel



- Click on the "Forgot Password" menu item
 - If you are currently not logged in, click the "Continue to Login Page" button to log in before proceeding
- Select "I want to reset my password with my email" and click the "Continue" button
 - If you are a federal employee or contractor and have a PIV/CAC card, select the second option.

Forgot Password 

I want to reset my password with my email

I want to use my PIV/CAC Card (for federal employees and contractors)

[Continue](#)

- Enter your email address and click the “Submit” button

Forgot Password ?

Please enter your email address

Email Address

Submit

- Check your email. If eAuth is able to match the email address to an account in the eAuth system, it will send an email with instructions to reset your password to that email address. **NOTE:** If you no longer have access to that email address, please contact the FFAVORS Help Desk (sm.fn.ffavors@usda.gov) as DLA will need to update your existing FFAVORS profile with your new email address or create a new FFAVORS profile using your updated email address.

Forgot Password ?

Check your email

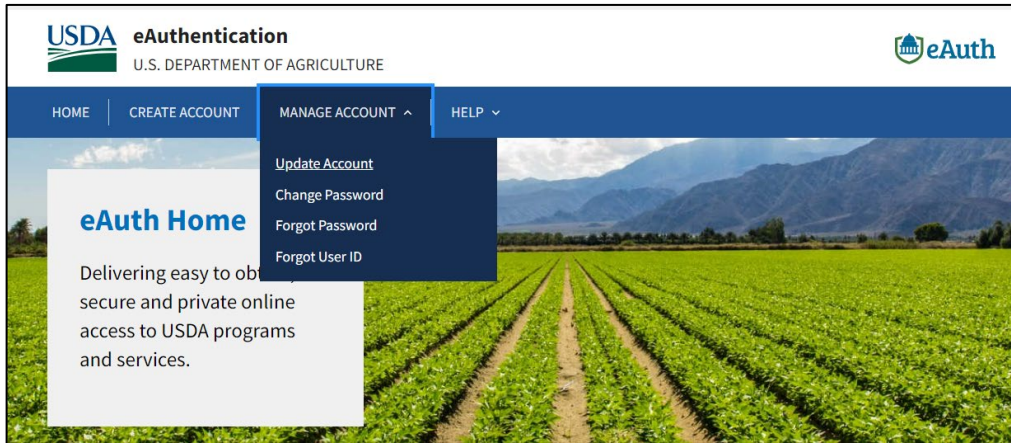
We sent an email to wbscm006qas+NATALIEqas@gmail.com with instructions to reset your password.

Resend Email

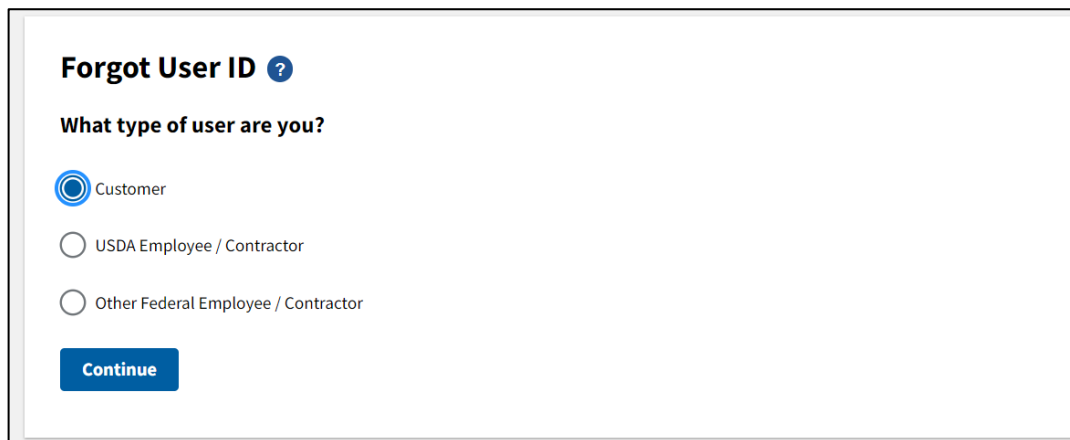
2.3 I've forgotten my User ID. How can I recover it?

Follow the steps below to recover your User ID:

- Log into the USDA eAuthentication Homepage by going to <https://www.eauth.usda.gov>
- Select "Manage Account" from the upper menu panel



- Click on the "Forgot User ID" menu item
- Select the type of user
- Click the "Continue" button

A screenshot of the 'Forgot User ID' form. The title is 'Forgot User ID' with a help icon. Below the title is the question 'What type of user are you?'. There are three radio button options: 'Customer' (which is selected), 'USDA Employee / Contractor', and 'Other Federal Employee / Contractor'. At the bottom of the form is a blue 'Continue' button.

- Enter your First Name, Last Name, and Email Address to retrieve your User ID. Click the "Submit" button.

Forgot User ID

Enter the information below to retrieve your eAuthentication User ID(s).

First name

Last name

Email Address

Submit

- If eAuth is able to match your information to an account in the eAuth system, it will send an email with your User ID to the email address you provided. **NOTE:** If you no longer have access to that email address, please contact the FFAVORS Help Desk (sm.fn.ffavors@usda.gov) as DLA will need to update your existing FFAVORS profile with your new email address or create a new FFAVORS profile using your updated email address.

Forgot User ID

Check your email

If we are able to match your information to an account in our system, we will send an email with your User ID to the address you provided.

2.4 What are the criteria and rules governing passwords within the eAuth system?

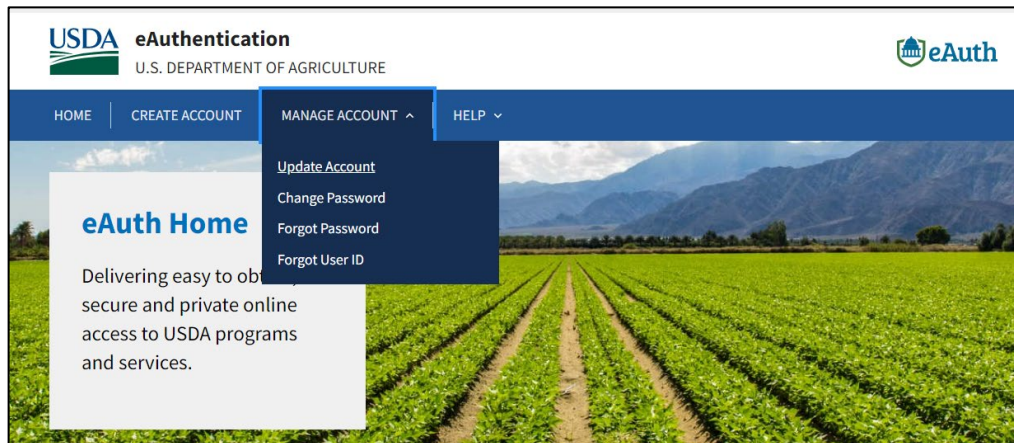
The key to making your eAuth account as secure as possible is to create a strong password using a variety of alphanumeric and special characters, while still making it easy to remember. There are a few special characters that are not allowed in passwords for technical reasons. The password entry form will let you know if you enter a character that is not allowed and will also show you the strength of your password as you enter it. Your password must meet a strength requirement of 'Good' to save it. Passwords are case sensitive and must follow these requirements:

- Password must be a minimum of 12 characters
- Cannot contain the following special characters / \ @ ^ () [] { } " > < & ' . _ ` |
- Cannot be a commonly used password (for example: Password123!)
- Previous passwords may not be re-used within 365 days
- The previous 24 passwords may not be re-used

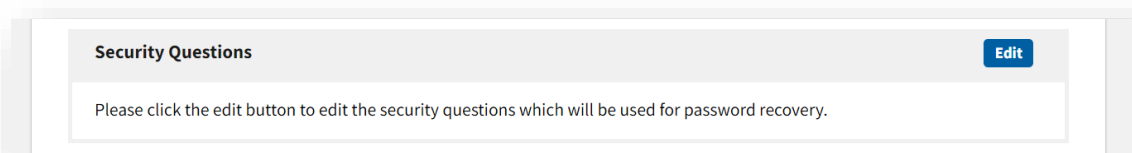
2.5 How do I change the answers to my security questions (for legacy eAuth accounts)

Security questions assist in account protection and self-service. If you need to view or change the answers to your security questions, please follow these steps:

- Log into the USDA eAuthentication Homepage by going to <https://www.eauth.usda.gov>
- Select “MANAGE ACCOUNT” from the upper menu panel.



- Click on the “Update Account” menu item
 - If you are currently not logged in, click the “Continue to Login Page” button to log in before proceeding
- The “Account Information” screen will display where you can view or edit user profile information
- Click the “Edit” button on the “Security Questions” section



- Once you have finished modifying or viewing your questions and answers, click the “Update” button

Update Security Questions

Security Questions ?

Please select and answer four distinct questions from the selection below. This information will be used to validate your identity if you forget your password.

1.

What was the last name of your third grade teacher? ↕

2.

What is the first name of your first manager? ↕

3.

What is the first international city/town you traveled to? ↕

4.

What was the name of your first stuffed animal/doll/action figure? ↕

- Exit the screen by clicking the "Logout" button at the top or by closing your web browser

2.6 How do I contact the USDA eAuth Help Desk for issues with my eAuth account?
For USDA eAuthentication Help Desk support, visit the following website:
<https://www.eauth.usda.gov/eauth/b/usda/helpdesk>







Click the “Continue” button to complete and submit a Help Desk ticket using the online form.

Contact eAuth Help Desk

The eAuth Help Desk is here to assist with issues related to registering for and using your USDA eAuthentication account.

Note: The eAuth Help Desk cannot reset your password for you. To reset your password use the [Forgot Password](#) option.

Check our quick help resources below before contacting the eAuth Help Desk.

 Application Access Agency contacts to report specific USDA agency application issues or application access roles, etc.	 Forgot Password Reset your password if you have forgotten your password or your account is locked due to inactivity.	 Forgot User ID Retrieve your forgotten User ID.
 Identity Verification Learn about identity verification options, previously known as a Level 2 account.	 Confirm Account Confirm that your eAuth account is working and accessible by logging into your account.	 FAQs Many questions are already answered in the eAuth FAQs.

Still need help?
If you tried the quick help resources above and still need help then you can continue to the help desk contact form.

[Continue](#)

You can also call the USDA eAuthentication Help Desk at 1-800-457-3642 (select option 3) to speak to a representative.

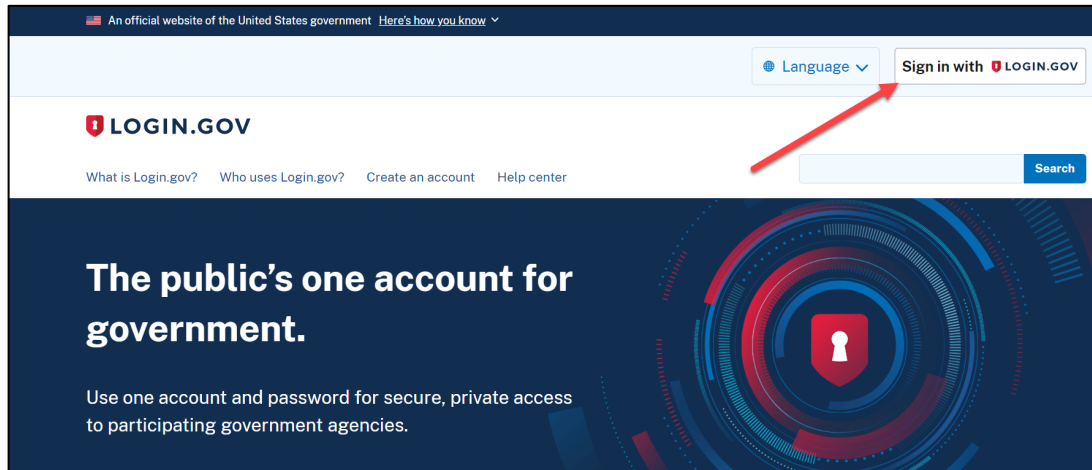
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3. Questions Relating to Login.gov accounts

3.1 How do I view or change my Login.gov account information?

Follow the steps below to change your Login.gov account information:

- Access the Login.gov website: <https://www.login.gov/>
- Click the “Sign in with LOGIN.GOV” button



- In the Login screen, enter Email address and Password and click the “Sign in” button.

A screenshot of the Login.gov sign-in form. At the top, there are two buttons: 'Sign in' (highlighted in blue) and 'Create an account'. Below this is the heading 'Sign in for existing users'. The form contains two input fields: 'Email address' and 'Password'. There is a checkbox labeled 'Show password' which is currently unchecked. Below the input fields is a large blue 'Sign in' button. At the bottom of the form, there are several links: 'Sign in with your government employee ID', 'Forgot your password?', 'Security Practices and Privacy Act Statement', and 'Privacy Act Statement'.

- Enter your one-time code (or whatever information is requested for the authentication method selected by the user during account creation). Click the “Submit” button.

Enter your one-time code

We sent a text (SMS) with a one-time code to (***) ***-9929.
This code will expire in 10 minutes.

One-time code

Example: 123456

Remember this browser

Submit

[↻ Send another code](#)

Having trouble? Here's what you can do:

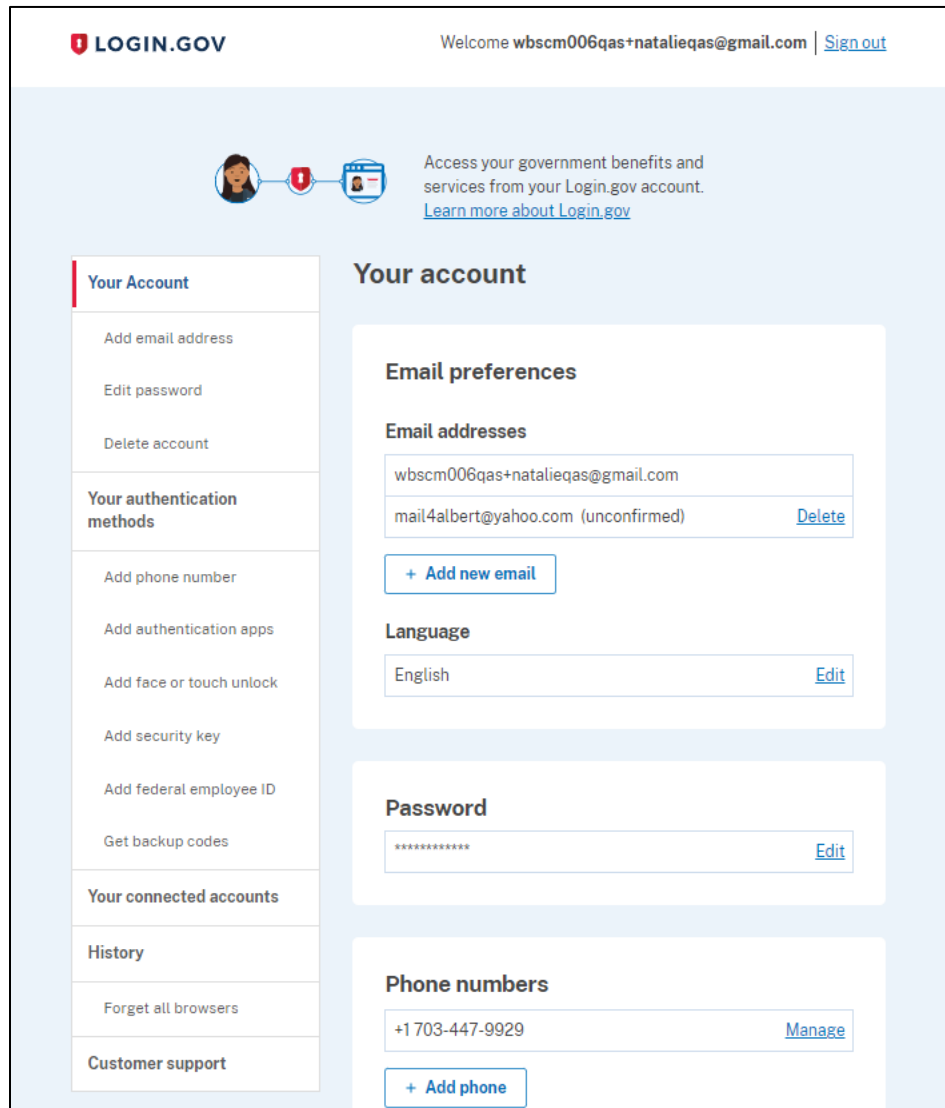
[Choose another authentication method](#) >

[I didn't receive my one-time code](#) >

[Learn more about authentication options](#) >

[Cancel](#)

- In the “Your account” screen, you may perform the following actions to update user account information:
 - Add email address (cannot edit existing email address) **NOTE:** If adding a new email address, you can log into FFAVORS using the new email address instead of the original email address
 - Add/edit phone number
 - Edit password
 - Delete account
 - Change authentication methods

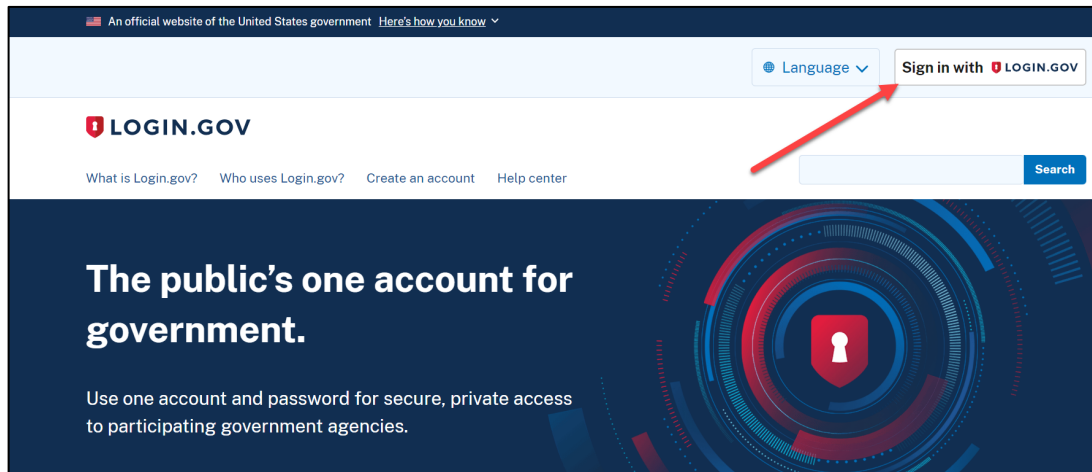


- Click “Sign out” when all changes have been made.

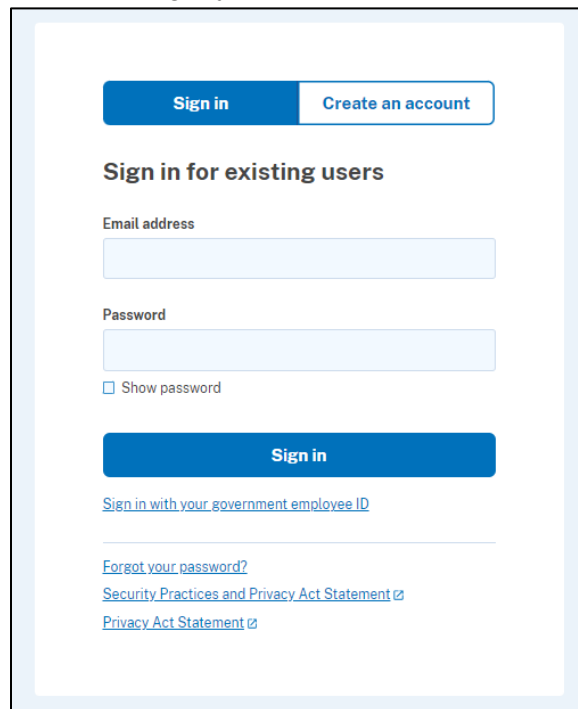
3.2 I've forgotten my password. How do I obtain a password reset?

Follow the steps below to reset your forgotten password:

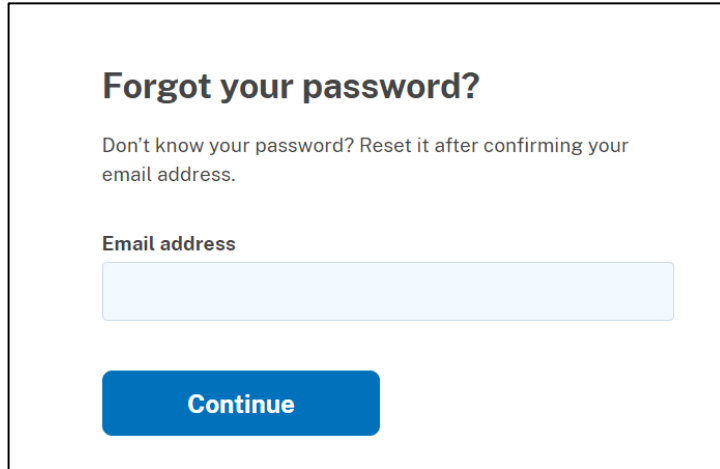
- Access the Login.gov website: <https://www.login.gov/>
- Click the “Sign in with LOGIN.GOV” button



- In the Login screen, click the “Forgot your password?” link to reset password.



- Enter Email address and click the “Continue” button



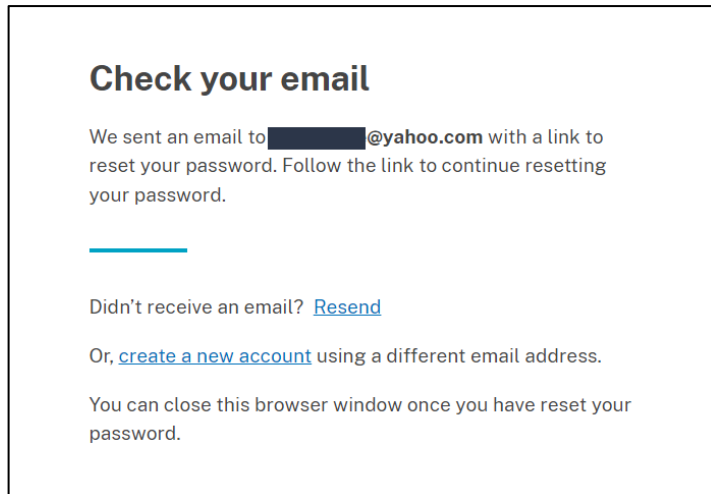
Forgot your password?

Don't know your password? Reset it after confirming your email address.

Email address

Continue

- A message will display indicating that an email with a link to reset your password will be sent to the email address entered. Click on the link in the email to reset your password.



Check your email

We sent an email to [redacted]@yahoo.com with a link to reset your password. Follow the link to continue resetting your password.

Didn't receive an email? [Resend](#)

Or, [create a new account](#) using a different email address.

You can close this browser window once you have reset your password.

3.3 I've forgotten my Login.gov User ID. How do I retrieve my User ID?

Your Login.gov User ID is the email address used during creation of your Login.gov account. This should also match the email address found on your FFAVORS user profile.

3.4 How do I contact the Login.gov Help Desk for issues with my Login.gov account?

The Login.gov Help Desk provides phone and website ticket support:

- Phone (24/7 support): (844) 875-6446
- Website Help Ticket submission: <https://www.login.gov/contact/>

The Login.gov Help Desk can troubleshoot common issues users have including the following:

Creating a Login.gov account

- I am not receiving the Login.gov confirmation email
- Login.gov is not accepting my email address. It says it is invalid.
- How do I update my Login.gov password?
- I can't create my Login.gov account because I don't have a phone
- My email/username and password are not working
- How do I set up an authentication app?
- My personal key is not working
- I don't know where to create an account
- I'm seeing an error/blank screen when creating my account

Signing in to your Login.gov account

- I forgot my Login.gov password and I can't reset it
- My personal key is not working
- I am locked out of my account
- How do I stop receiving security codes?
- How do I sign into my account if I don't have my phone or personal key?
- My email/username and password are not working
- How do I use my backup codes to sign in?

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4. Internet Web Browsers Questions

4.1 What internet web browsers are recommended for use?

FFAVORS works with multiple browsers including Chrome, Firefox, and Edge. Also, it is recommended that you use a web browser that supports 128-bit encryption, accepts cookies, and is JavaScript enabled.

4.2 Why does my web browser re-direct me back to the eAuth login screen after I click the “Login” button?

Ensure that you are using a supported web browser. FFAVORS supports Chrome, Firefox, and Edge web browsers.

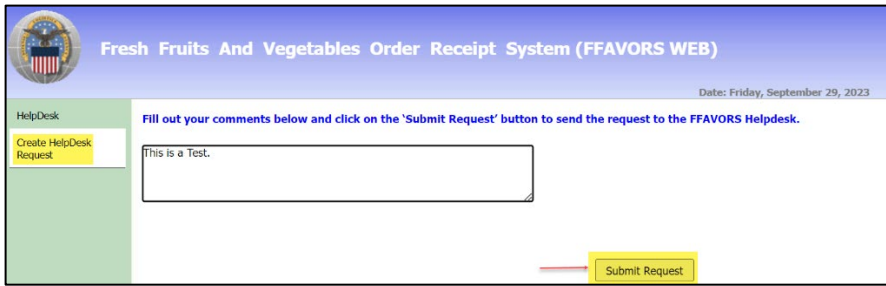
5. FFAVORS Web Specific Questions

5.1 Who do I contact for FFAVORS Web questions?

Your DLA account representatives are still the go to people for your questions concerning FFAVORS Web. They will be able to assist you as they have and if not, they will know where and how to direct your questions.

If you can access FFAVORS Web, you can click on the “HelpDesk” link to contact DLA for any order inquiries, delivery day change requests, or general questions. This link will allow you to submit an online help desk ticket request.



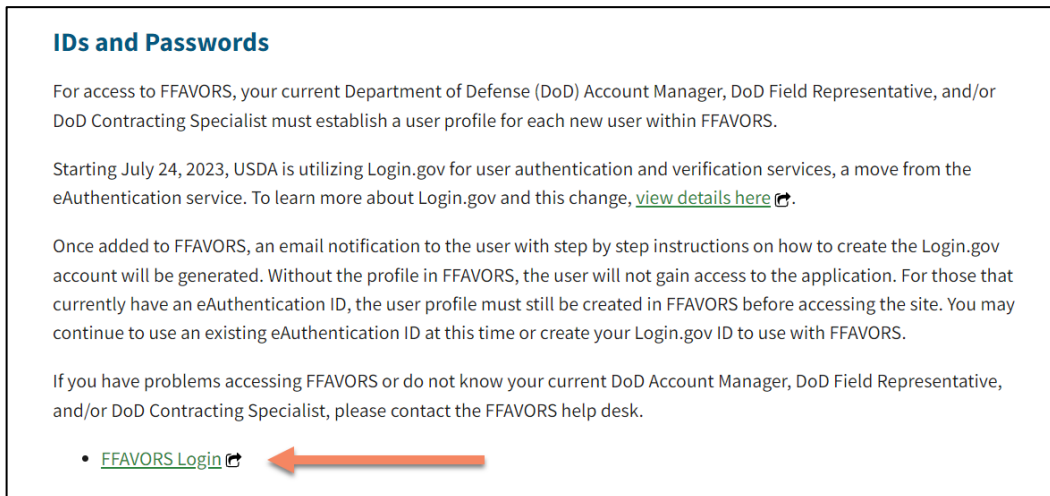


The one area they cannot help will be questions concerning your User ID and passwords to get into the system. All questions concerning that topic need to be addressed with the Login.gov or eAuthentication help desks.

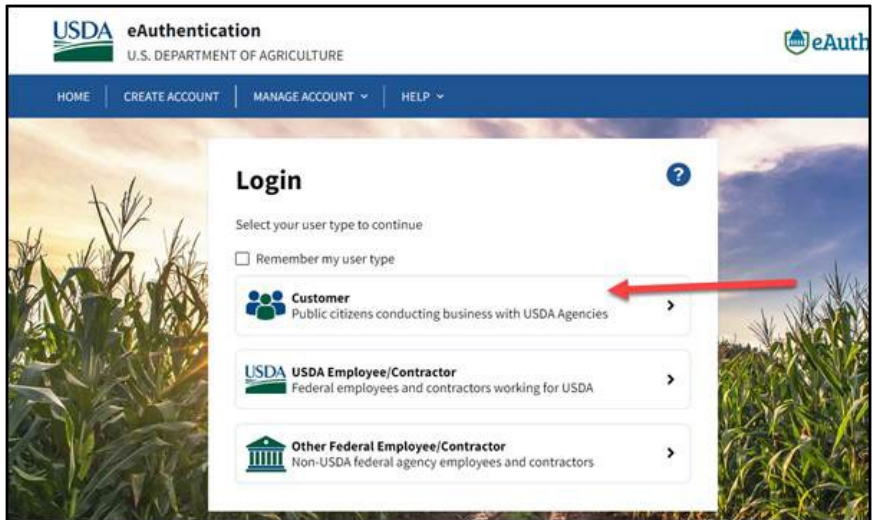
5.2 If I am unsure of who to contact, is there a general email address for questions?
 Yes, send questions or inquiries to the FFAVORS Help Desk sm.fn.ffavors@usda.gov

5.3 How do I access FFAVORS Web once I have a Login.gov User ID and password?
 Follow these steps:

- Navigate to the FFAVORS Homepage: <https://www.fns.usda.gov/usda-foods/fresh-fruits-and-vegetables-order-receipt-system-ffavors>
- Under the “IDs and Passwords” section, click on the “FFAVORS Login” link

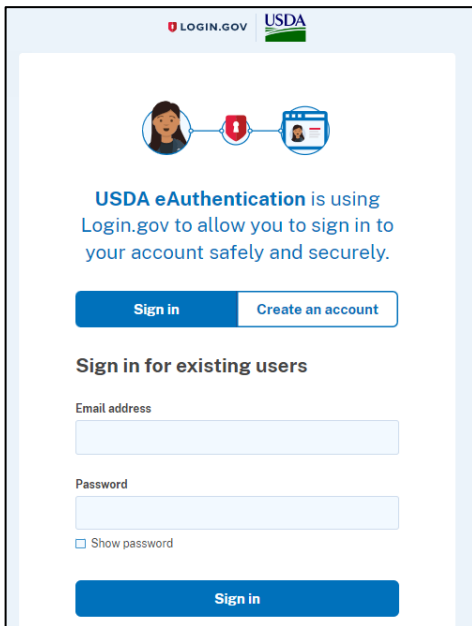


- Under the 3 Login options, Select “Customer” as shown below. **NOTE:** You may also click the “Remember my user type” checkbox so you do not need to make this selection each time.



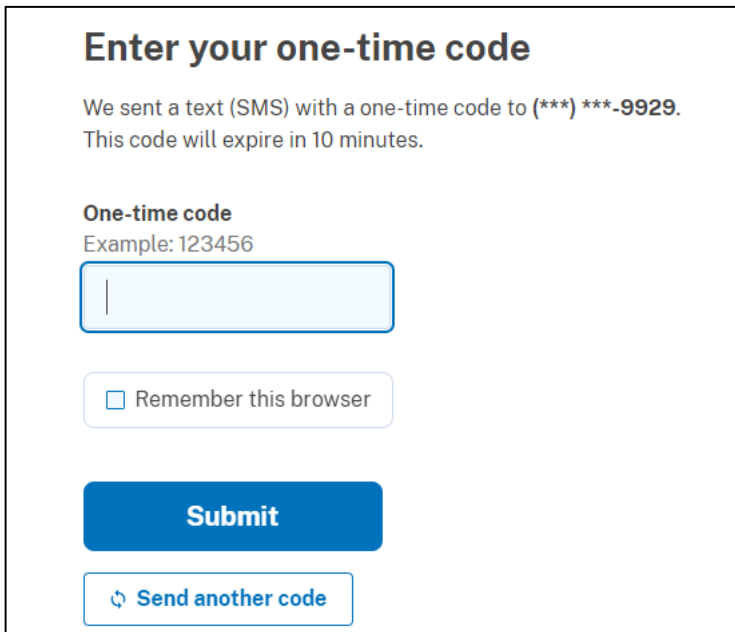
- Under Customer Login, click the Login.gov option (highlighted in red).
 - If you have an eAuth account, enter your eAuth User ID and Password in the User ID and Password fields highlighted in yellow.

- If the Login.gov option is selected, enter your email address and password to access FFAVORS Web.



The screenshot shows the USDA eAuthentication sign-in page. At the top, there are logos for LOGIN.GOV and USDA. Below the logos is a diagram showing a person's profile, a red shield with a white 'f', and a computer monitor. The text reads: "USDA eAuthentication is using Login.gov to allow you to sign in to your account safely and securely." There are two buttons: "Sign in" (highlighted in blue) and "Create an account". Below this is the section "Sign in for existing users" with input fields for "Email address" and "Password". A checkbox labeled "Show password" is present. At the bottom is a large blue "Sign in" button.

- Enter your one-time code for authentication (or whatever method of authentication was selected during Login.gov account creation).



The screenshot shows the "Enter your one-time code" page. The title is "Enter your one-time code". Below it, the text says: "We sent a text (SMS) with a one-time code to (***) ***-9929. This code will expire in 10 minutes." There is a section for "One-time code" with an example: "Example: 123456". Below this is a large text input field. A checkbox labeled "Remember this browser" is present. At the bottom are two buttons: a blue "Submit" button and a "Send another code" button with a refresh icon.

- If you have multiple FFAVORS accounts, you will be prompted to choose from a list of FFAVORS accounts that are available to be associated to the Login.gov/eAuth ID you logged in with. Click on the FFAVORS ID link that you want to access.

Logout

Fresh Fruits And Vegetables Order Receipt System (FFAVORS WEB)

Date: Thursday, October 26, 2023

Selection Page for Multiple FFAVORS Accounts

**You have successfully logged into FFAVORS; however, multiple user FFAVORS accounts were found.
Please select the FFAVORS User ID you wish to link to.**

You can return to this selection page by selecting the 'Switch' link in the top right-hand corner of any FFAVORS page. This allows you to switch between profiles without having to log out and log back in.

If a link does not exist for a FFAVORS ID, the customer is Inactive as noted in the Customer Code column. If you feel this is in error, please contact your DLA Account Representative.

FFAVORS ID	Role	Customer Code	Name	Last Login
100537	Customer	YMD956	LEE GRAPE SCHOOL	9/15/2023 11:24:55 AM
100538	Customer	YMD917	LEE YELLOW SCHOOL	9/25/2023 3:11:25 PM

Please contact the FFAVORS help desk at sm.fn.ffavors@usda.gov if you need further assistance.

- The FFAVORS Homepage displays.

Help Logout Switch

Fresh Fruits And Vegetables Order Receipt System (FFAVORS WEB)

Date: Thursday, October 26, 2023

Customer Homepage Last Login: Thursday, October 26, 2023 12:49:35 PM

[Please read the latest USDA market report here.](#)

Welcome, LEE GRAPE SCHOOL

Please select from the following options:

Orders

- [Place a New Order](#)
- [Modify Pending Order](#)
- [Edit Receipts](#)
- [View an Order](#)
- [Current Fund Balances](#)
- Product News Flashes

Customer / POC

- [Customer](#)
- [Point of Contact \(POC\)](#)

Reports

- [Usage](#)
- [Budget Balance/Spent](#)
- [Catalog](#)

Please Read (updated on 10/01/2023)

The following changes have been made to FFAVORS:

- State Reps, Ordering Customers: there is a new Existing POCs/Users dropdown in the POC section of the Customer detail screen. The dropdown will appear if POC(s)/User(s) exist within the county/district hierarchy to make it easier to select/assign POCs. The same dropdown will appear to State Reps when adding a pending school that is tied to an existing county/district.
- A new HelpDesk link was added to the My Profile section. Use this new screen to submit Help Desk tickets, and view status through to resolution.

If you have questions, please ask your FFAVORS account representative or email the FFAVORS help desk at sm.fn.ffavors@usda.gov.

NOTE: Click on the “Switch” link on the top right corner of the screen to access the Selection Page if you have multiple FFAVORS accounts associated to your Login.gov account.

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6. Troubleshooting FFAVORS Login Issues


6.1 User enters eAuth User ID and password and clicks the “Log in with Password” button but stays on the same login page.

What user will see: The eAuth Login page is returned and typically the password box will be blank.

Cause: This could be due to one of two items. First, user needs to access FFAVORS from the URL <http://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors> and then select the “FFAVORS Login” link. If user still experiences same result, follow resolution steps.

IDs and Passwords

For access to FFAVORS, your current Department of Defense (DoD) Account Manager, DoD Field Representative, and/or DoD Contracting Specialist must establish a user profile for each new user within FFAVORS.

Starting July 24, 2023, USDA is utilizing Login.gov for user authentication and verification services, a move from the eAuthentication service. To learn more about Login.gov and this change, [view details here](#) .

Once added to FFAVORS, an email notification to the user with step by step instructions on how to create the Login.gov account will be generated. Without the profile in FFAVORS, the user will not gain access to the application. For those that currently have an eAuthentication ID, the user profile must still be created in FFAVORS before accessing the site. You may continue to use an existing eAuthentication ID at this time or create your Login.gov ID to use with FFAVORS.

If you have problems accessing FFAVORS or do not know your current DoD Account Manager, DoD Field Representative, and/or DoD Contracting Specialist, please contact the FFAVORS help desk.

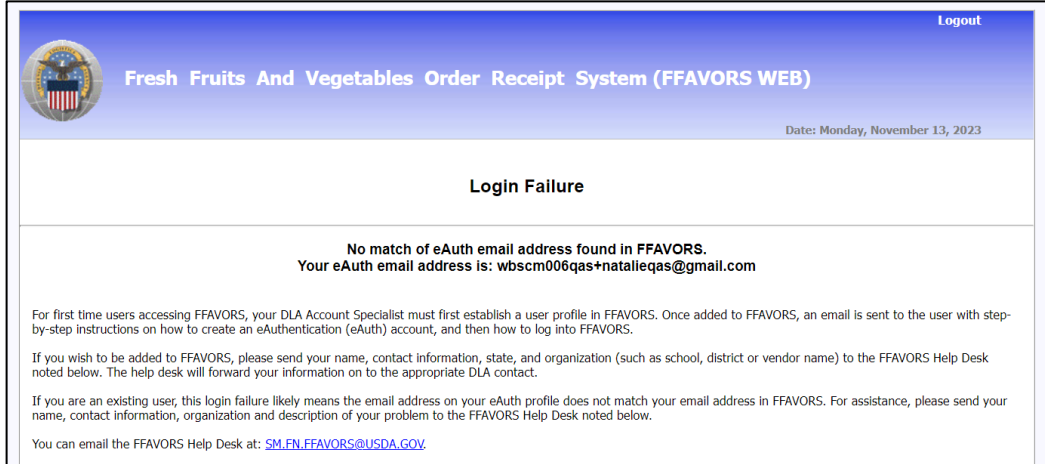
- [FFAVORS Login](#) 



Resolution: Verify the browser version used is up to date. Chrome and Firefox need to be at current version. FFAVORS works with multiple browsers including Chrome, Firefox, and Edge. Also, it is recommended that you use a web browser that supports 128-bit encryption, accepts cookies, and is JavaScript enabled.

6.2 FFAVORS Login Failure (No match of eAuth email address found in FFAVORS)

What user will see:



Cause: The last name and/or email address do not match between the FFAVORS and eAuth / Login.gov systems.

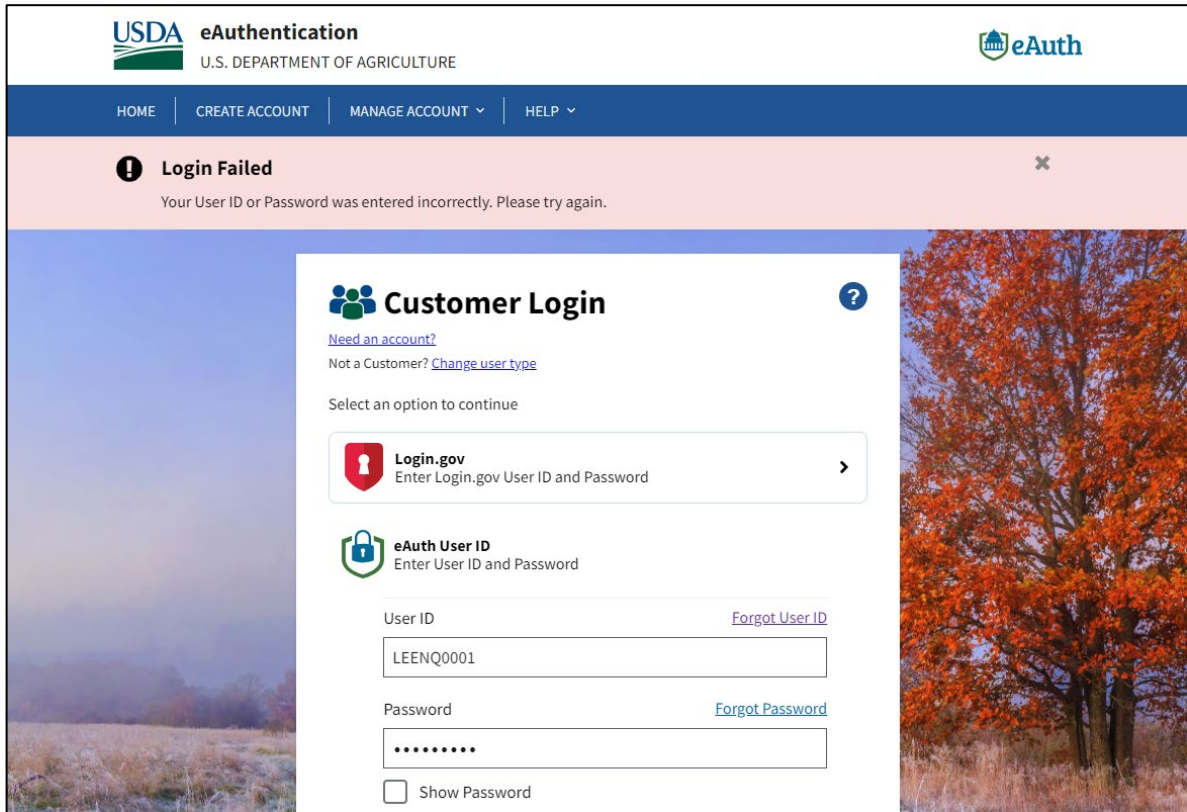
Resolution: Verify what last name and email address was used to create the Login.gov ID and then contact your FFAVORS DLA account rep to verify that the same information was used to create the FFAVORS user profile.

Once both systems are brought in alignment (i.e., last name and email address matches between the two systems), user will be able to successfully log into FFAVORS.

You may also email the FFAVORS Help Desk sm.fn.ffavors@usda.gov with the issue.

6.3 eAuthentication Login Failed (Your User ID or Password was entered incorrectly)

What the user will see:



Cause: Possible reasons for login failure below.

- User mistyped User ID or password
- Registration steps were not completed
- System issue with eAuthentication website

Resolution: Follow the steps below.

- Verify the User ID and password were entered correctly via manual entry into the User ID and Password fields (do not cut & paste and do not use web browser's auto-fill feature)
- Try accessing the eAuth 'Manage Account' menu and then selecting 'Update Account' to see if the User ID and password entered is valid.
 - Log into the USDA eAuthentication Homepage by going to <https://www.eauth.usda.gov> and selecting "Manage Account" from the upper menu panel.
 - Click on the "Update Account" menu item
 - If you are not currently logged in, click the "Continue to Login Page" button to log in before proceeding
 - If the "Account Information" screen displays successfully, the User ID and password entered is valid.

- If user can view their user information under Manage Account > Update Account but not access FFAVORS:
 - There is likely an error that occurred within eAuth that prevented the user ID from syncing to the appropriate sub systems. User must call the USDA eAuthentication Help Desk to resolve at 800-457-3642 option 1.
 - If user still can't access user information under Manage Account > Update Account or FFAVORS, call the USDA eAuthentication Help Desk at 800-457-3642 option 1.
- Verify user successfully completed the registration steps to obtain a Login.gov user account
 - Refer to [Appendix B: Steps to Obtain a Login.gov Account for FFAVORS](#)

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Appendix A: FFAVORS New User Registration Email (Sample)

From: <sm.fn.ffavors@usda.gov>
Date: Mon, Oct 30, 2023 at 4:22 PM
Subject: FFAVORS New Account
To: <alee@aretum.com>

Welcome! You have been added as a User to FFAVORS.

Please read the following information and instructions carefully and completely before proceeding.

To access FFAVORS for the first time, you must first obtain a User profile from the Login.gov System.

Important:

- The email address on your Login.gov profile and FFAVORS profile must match exactly. If the last name or email address listed here is incorrect, please contact the FFAVORS Help Desk noted at the bottom of this email, and have the information corrected before you proceed. Your current FFAVORS profile information is:
 - **Last Name:** LEE
 - **Email Address:** alee@aretum.com
- If you currently have a **Login.gov** profile to access FFAVORS or another government application AND you are using the same email address, you will skip STEPS 1 and 2 below. Proceed to STEP 3 to log into FFAVORS using your existing Login.gov ID/password.
- If you currently have an **eAuth** profile to access FFAVORS or another USDA application AND you are using the same email address, you will skip STEPS 1 and 2 below. Proceed to STEP 3 to log into FFAVORS using your existing eAuth ID/password.
 - Note: If you access multiple organizations in FFAVORS, you access all using the same Login.gov or eAuth profile. Once logged into FFAVORS, you will be presented with a page to select which profile you wish to continue as; you will also be able to 'Switch' to your other profile(s) using the link at the top right-hand corner of all FFAVORS pages, without having to log out and back in.
- If the above bullets do not apply, proceed to STEP 1 to register for a Login.gov profile.

STEP 1:

Using the link and instructions in this Step, a registration email will be sent for you to confirm. Proceed to STEP 2 right away to confirm. If you do not confirm within 24 hours, the confirmation expires and you will need to repeat STEP 1.

Remember: the email address entered in this step must match the email address that is in FFAVORS, shown above. If it doesn't match, contact the FFAVORS help desk at the bottom of this email.

Select this link to begin:

https://ffavors.fns.usda.gov/FFAVORS_WEB/USDAProduce/default.aspx

- In the Login box, choose 'Customer' for user type
- In the Customer Login box, select the Login.gov option
- On the next page, choose 'Create an account'
 - Enter email address
 - Select language preference
 - Check box to signify you have read and accept the Rules of Use
 - Click Submit

STEP 2:

From your email box, confirm the registration email described in STEP 1. If you did not receive the email, check junk/spam folders.

- Open the registration email and select 'Confirm email address'
- Follow instructions to create a password and click Continue
- Select your Authentication method and click Continue
- Complete the Authentication Method setup pages
- Add second method or choose 'Skip for now'
- On the 'Continue to USDA eAuth-Cert' screen, select 'Agree and continue'
- On 'Link with Login.gov screen', select 'Continue without linking to an existing eAuth account'
 - Note: if you are not directly taken to this screen, choose 'Customer' and then 'Login.gov' to get there
- Enter your First name, Last name and select Submit

Upon successful completion, you will be logged into FFAVORS. For subsequent logins, bookmark and use the link in STEP 3. **Your User ID is your email address.**

If the confirmation email you received states your email is already in use, you will be directed to reset your password.

STEP 3:

Log into FFAVORS using the 'FFAVORS Login' link on this page:

<https://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors>

Important: bookmark the above page. Do not bookmark FFAVORS pages after you have logged in.

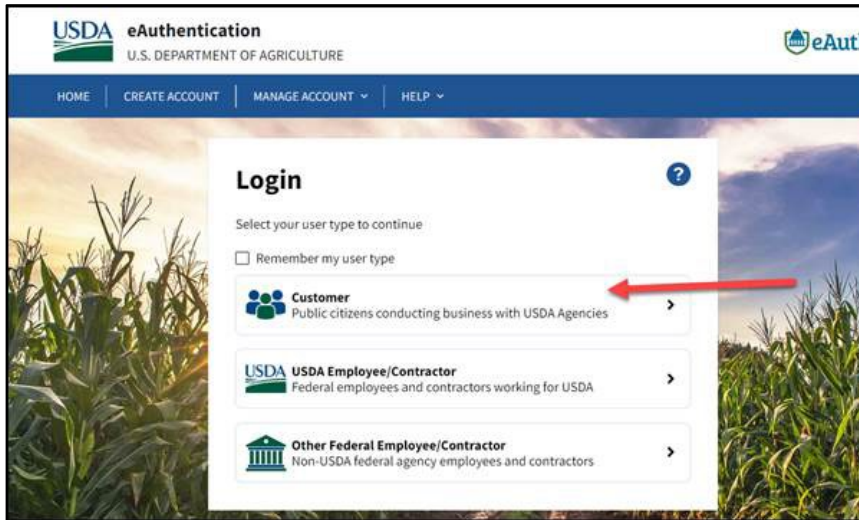
Use 'Customer' for user type. Check the 'Remember my user type' box to bypass on subsequent logins.

If you have any questions, please contact the FFAVORS help desk at: SM.FN.ffavors@usda.gov

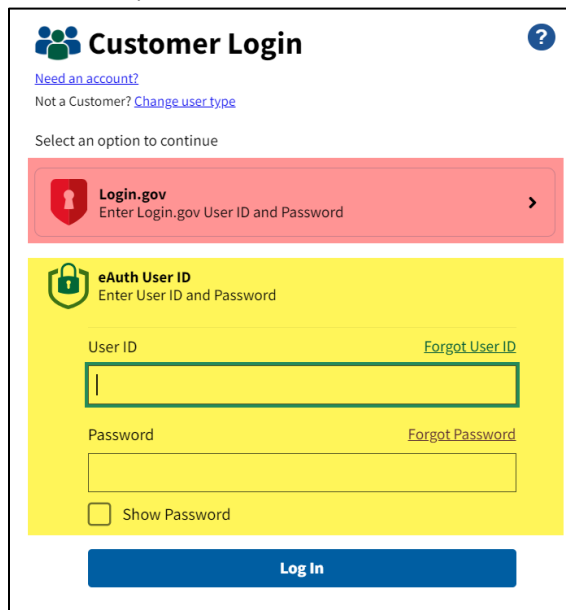
Appendix B: Steps to Obtain a Login.gov Account for FFAVORS

Follow the steps below:

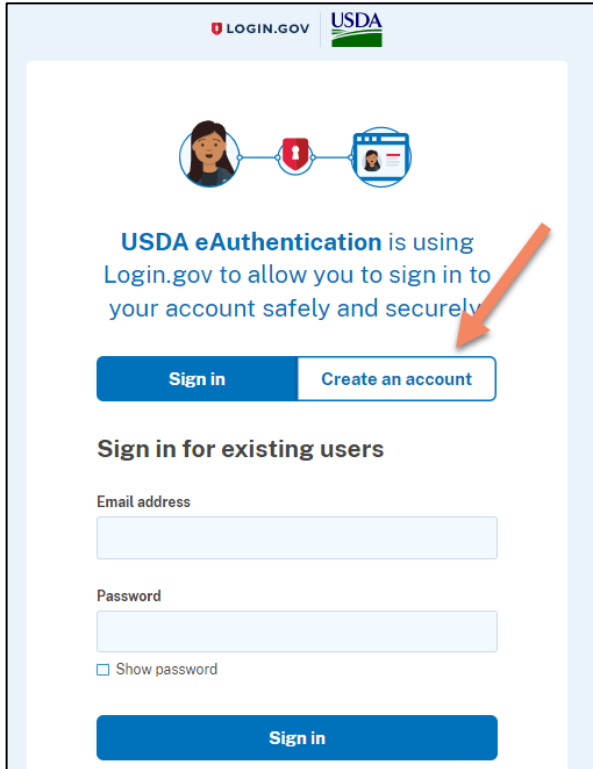
- From the new user registration email sent from FFAVORS (see [APPENDIX A: FFAVORS New User Registration Email](#)) with email subject line “FFAVORS New Account,” click the link in Step 1 of the email to create a Login.gov account.
- Under the 3 Login options, Select “Customer” as shown below. **NOTE:** You may also click the “Remember my user type” checkbox so you do not need to make this selection each time.



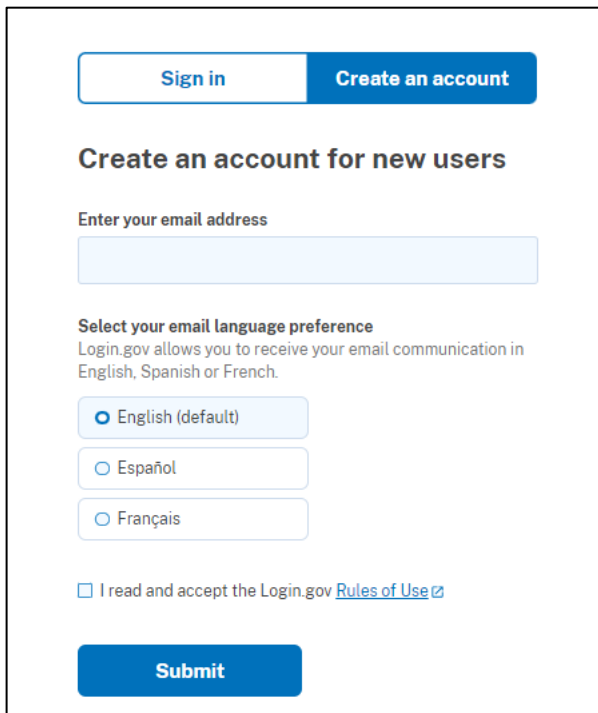
- Under Customer Login, you have 2 options for authentication (Login.gov or eAuth). Click the Login.gov option (highlighted in red).



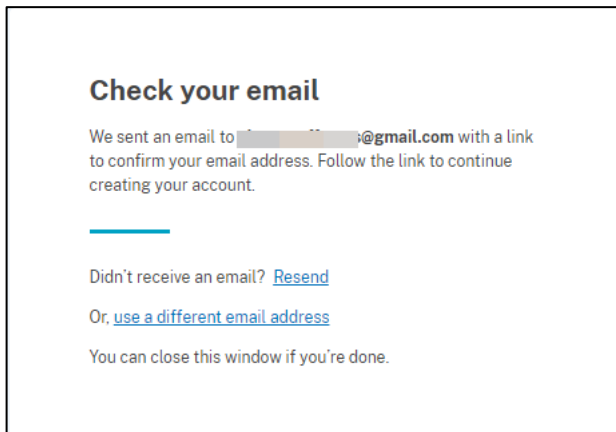
- At the Login.gov login page, select “Create an account”



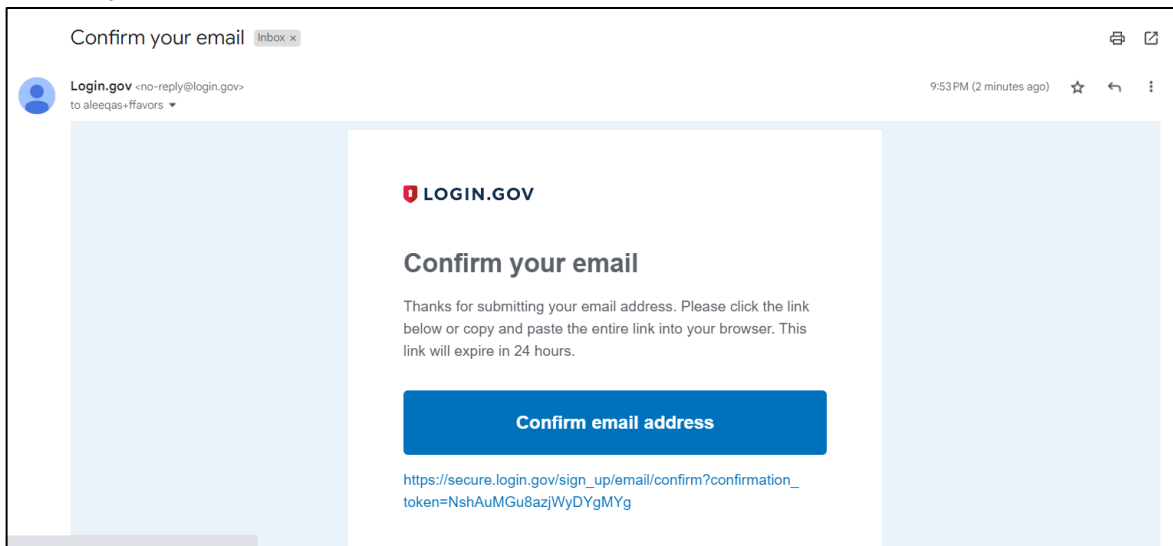
- In the Create account screen, enter your email address. This must match the email address used on your FFAVORS account profile. Select your email language preference, read and accept the Login.gov Rules of Use, and then click the “Submit” button.




- A message displays requesting you to check your email to receive a link to confirm your email address



- Check your email for an email from Login.gov (no-reply@login.gov) with Subject "Confirm your email." Click the "Confirm email address" button or copy/paste the URL to a web browser to confirm your email.



- Once confirmed, enter a password (must be 12 characters or longer) and enter the password again to confirm. NOTE: Click "Show password" to see what is typed. Click the "Continue" button.

 You have confirmed your email address

Create a strong password

Your password must be **12 characters** or longer. Don't use common phrases or repeated characters, like abc or 111.

Password

Confirm password






Show password

Continue

- Select the Authentication method of your choice (at least 1 is mandatory) and click the “Continue” button to proceed with the setup.

Authentication method setup

Add another layer of security by selecting a multi-factor authentication method. We recommend you select at least two different options in case you lose one of your methods.

-  **Authentication application**
Download or use an authentication app of your choice to generate secure codes.
-  **Text or voice message**
Receive a secure code by (SMS) text or phone call.
-  **Backup codes**
A list of 10 codes you can print or save to your device. When you use the last code, we will generate a new list. Keep in mind backup codes are easy to lose.
-  **Security key**
A physical device, often shaped like a USB drive, that you plug in to your device.
-  **Government employee ID**
PIV/CAC cards for government and military employees. Desktop only.

Continue

- If authentication method selected is “Text or voice message” enter your phone number and select whether to receive your code via text message (SMS) or phone call.

Add a phone number

We'll send you a one-time code each time you sign in.

Message and data rates may apply. Do not use web-based (VOIP) phone services or premium rate (toll) phone numbers.

Phone number

How you'll get your code

Text message (SMS) Phone call

You can change this anytime. If you use a landline number, select "Phone call."

Send code

- Enter your one-time code received on your phone and click the “Submit” button.

Enter your one-time code

We sent a text (SMS) with a one-time code to +1 703-447-9929. This code will expire in 10 minutes.

One-time code
Example: 123456

Remember this browser

Submit

[Send another code](#)

- If your one-time code was accepted, a confirmation message will display indicating that your first authentication method was added. You may add another method or click the “Skip for now” link

✔ A phone was added to your account.

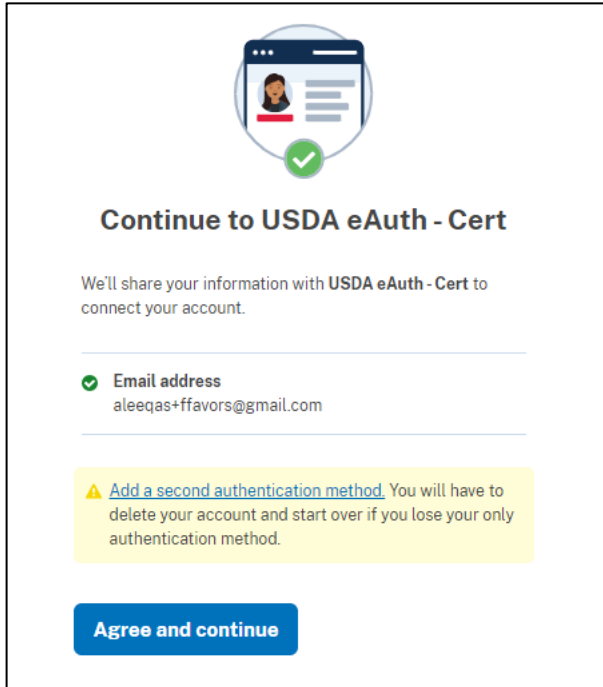
You've added your first authentication method! Add a second method as a backup.

Adding another authentication method prevents you from getting locked out of your account if you lose one of your methods.

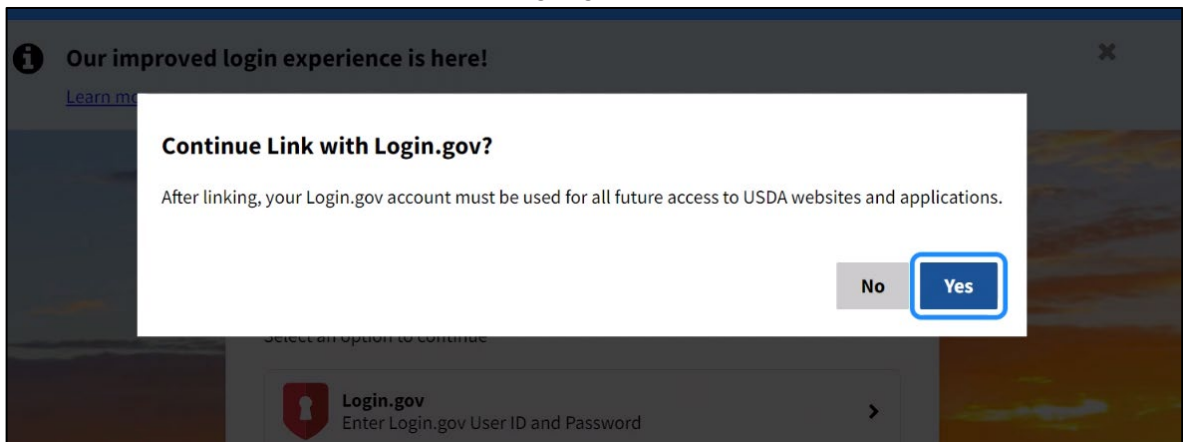
Add another method

[Skip for now](#)

- In the following screen “Continue to USDA eAuth” click the “Agree and continue” button



- When prompted to Continue Link with Login.gov, select Yes.



- If prompted to Link with Login.gov, there are 2 options to select from:
 - Use an existing eAuth account to link to my Login.gov (select this if you have an existing eAuth account you would like to continue using)
 - Continue without linking to an existing eAuth account (select this if you have no existing eAuth account)

USDA eAuthentication U.S. DEPARTMENT OF AGRICULTURE eAuth

HOME CREATE ACCOUNT MANAGE ACCOUNT HELP

Link with Login.gov ?

Login.gov must be linked to an eAuth account to use it with USDA applications.

Use an existing eAuth account to link to my Login.gov account.

Continue without linking to an existing eAuth account.

Continue

- If the 2nd option “Continue without linking to an existing eAuth account” is selected, the following screen “User Information Required” will allow you to enter your First name and Last name. This will automatically create an eAuth account that will be linked to your Login.gov account so that you can access FFAVORS. First name, Last name, and Email will match between your Login.gov account and eAuth account. **NOTE:** Last name must match the Last name on your FFAVORS user profile.

USDA eAuthentication U.S. DEPARTMENT OF AGRICULTURE eAuth

HOME CREATE ACCOUNT MANAGE ACCOUNT HELP

User Information Required ?

In order to complete setting up your Login.gov account with USDA eAuth, please provide the following information:

First name
Alberto

Last name
Leq

Submit

- Click Submit. You will then be authenticated and redirected to FFAVORS.
- Read the FFAVORS Website User Agreement and accept the FFAVORS terms by clicking the “Yes” button.

Fresh Fruits And Vegetables Order Receipt System (FFAVORS WEB)
Date: Monday, October 30, 2023

Fresh Fruits And Vegetables Order Receipt System WEBSITE USER AGREEMENT

TO ALL Fresh Fruits And Vegetables Order Receipt System WEBSITE USERS: PLEASE BE AWARE OF THE USER SECURITY RULES OF BEHAVIOR. BY VIRTUE OF YOUR USE OF Fresh Fruits And Vegetables Order Receipt System WEBSITE, YOU ARE IN AGREEMENT OF THESE RULES.

As a user of the Fresh Fruits And Vegetables Order Receipt System site, you agree to the following rules of behavior. The rules clearly delineate the responsibilities and expectations for all individuals with access to the Fresh Fruits And Vegetables Order Receipt System site. Failure to comply with these rules may result in the termination of your access to Fresh Fruits And Vegetables Order Receipt System and/or other sanctions as appropriate.

The below rules are not intended to replace existing local or DoD policies regarding network usage or internet/intranet access.

As a user of Fresh Fruits And Vegetables Order Receipt System:

I understand that I am responsible for the security of my login ID and my password.
 I understand that I may be held accountable for anything that occurs on Fresh Fruits And Vegetables Order Receipt System under my login ID and password.
 I understand that passwords will not be shared or displayed on my workstation or PC.
 I understand that if a password is written down, it will be protected with the same care as used to protect the personal identification number (PIN) for a credit card or bankcard.
 I understand that passwords will not be electronically stored. This includes the use of "hot keys" and macros that are intended to "shortcut" the authentication process.
 I understand that access is granted on need-to-know or least privilege basis. I will not attempt to circumvent established security configurations to gain more access.
 I understand that I will not modify my PC configuration settings to circumvent established security practices.
 I will not attempt to run "sniffer" or hacker-related tools on Fresh Fruits And Vegetables Order Receipt System.
 If I observe anything on the system while I am using Fresh Fruits And Vegetables Order Receipt System that indicates inadequate security, I will immediately notify the Fresh Fruits And Vegetables Order Receipt System system administrator and my local ISSO/ISSM or other authorized computer security personnel.
 I understand that use of Fresh Fruits And Vegetables Order Receipt System constitutes consent to monitoring. Fresh Fruits And Vegetables Order Receipt System is monitored to ensure that use is authorized and that users follow security procedures. Monitoring is also performed to see if hackers have gained access to computers. I will handle all sensitive information on an appropriate basis.
 I will comply with all security guidance issued by the Fresh Fruits And Vegetables Order Receipt System system administrator.

Your Fresh Fruits And Vegetables Order Receipt System registration is conditional upon your acceptance of these terms, which we suggest you print and file for your records.

Do you accept these terms?
 Yes No

- The FFAVORS User Registration page will display. Confirm the User and Customer information is correct and click the “Register” button to continue. If any of the information is incorrect, contact the FFAVORS Help Desk (sm.fn.ffavors@usda.gov) to make corrections.

Fresh Fruits And Vegetables Order Receipt System (FFAVORS WEB)
Date: Monday, October 30, 2023

User Registration

Application User Data


User ID:	100547
Email Address:	<input type="text" value="alee@aretum.com"/>
First Name:	ALBERT
Last Name:	LEE
Citizenship:	United States
Designation Of Person:	Civilian

Customer Demographics

Customer Code:	YMD950
Customer Name:	LEE MAGENTA SCHOOL
County Code:	019
County:	OBSOLETE VALL
Address 1:	475 K ST
Address 2:	
City:	WASHINGTON
State:	Maryland
Zip Code:	20910

- The FFAVORS Home Page displays

Help Logout



Fresh Fruits And Vegetables Order Receipt System (FFAVORS WEB)

Date: Monday, October 30, 2023

Customer Homepage Last Login: Monday, October 30, 2023 3:29:44 PM

Please read the latest USDA market report [here](#).

Welcome, LEE MAGENTA SCHOOL

Please select from the following options:

Orders

[Place a New Order](#)
[Modify Pending Order](#)
[Edit Receipts](#)
[View an Order](#)
[Current Fund Balances](#)
[Product News Flashes](#)

Customer / POC

[Customer](#)
[Point of Contact \(POC\)](#)

Reports

[Usage](#)
[Budget Balance/Spent](#)
[Catalog](#)

My Profile

[My Profile](#)
[System Emails](#)
[HelpDesk](#)

Please Read (updated on 10/01/2023)

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