FFAVORS FAQs and Tips

This document is intended to supply answers to commonly asked questions about FFAVORS and EAuthentication and how they work together.

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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 FFAVORS and eAuthentication

1.2. When adding a new user in FFAVORS, the User ID filed is still a required field to be entered by the DLA System Administrator.

1.3. 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 .
c. 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.
d. 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.

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.

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2. Questions relating to Customer Account Creation

2.1 Q. Who can use eAuthentication?

A: Any public customer who would like to conduct business with the USDA can establish an eAuthentication account on this Web site. However, an account with Level 2 access is required to conduct official electronic business transactions with the USDA via the Internet. USDA Employees may register for a Public Customer eAuthentication Account ONLY when they would like to conduct PERSONAL business with the USDA. Do NOT register for a Customer Account if you need an Employee Account! Only Employee accounts can be used successfully for official business at USDA websites.

If you are a USDA Federal Employee , you should continue with the USDA eAuthentication **Employee Create an Account** process

2.2 Q. Do I have to submit an application for an account for Level 1 access and then submit another one for Level 2 access?

A: You only need a single account to do business with the USDA at any eAuthentication-protected website. However, an account with Level 2 access is required to conduct official electronic business transactions with the USDA via the Internet.

2.3 Q. I signed up for an eAuthentication account with Level 1 or 2 access. What is my next required step?

A: All levels of eAuthentication access require you follow the directions in the Confirmation email you received at the email address provided in your profile.

2.4 Q. How long do I have to respond to the Confirmation email?

A: You have a maximum of seven (7) days to respond to the Confirmation email, or your account will be deleted. You can respond by using the link provided in the Confirmation email.

2.5 Q. It's after the seven (7) day period and I didn't respond in time. What now?

A: After seven (7) days the account you created was deleted. You must start the entire process over to create a new eAuthentication account. You will need to use a new User ID. You cannot use your previously selected User ID. You must follow the instructions on your confirmation email within the required seven (7) day time frame.

2.6 Q. If my account is deleted because I didn't respond within the seven (7) day limit, can I use the same User ID?

A: No, that User ID cannot be used again. You must create a new unique User ID.

2.7 Q. The Customer Profile won't accept the User ID I have created. Why?

A: The User ID is already in use by someone else. Since User IDs are required to be unique, you cannot use the same one.

2.8 Q. I don't see a confirmation email from the USDA, but I am within the seven (7) day window.

A: It is common that anti-spam software in your email software or at your email servers can interfere with the USDA's confirmation email message to you. Look in folders other than your "Inbox" such as "SPAM", "Junk Mail", "Bulk", or "Suspected SPAM". In addition, some Internet Service Providers include a service that captures suspected SPAM and maintains these files outside of your individual email account.

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

- Turn off your email provider's filters.
- Turn off your personal email filter settings.
- If it has been more than one day since the account was created and you have searched, but can't find the confirmation email, then be sure that you don't have any filters, forwarding, or anti-spam measures that might affect your incoming mail. Once you've

completed that, then create a new account and be ready to respond to the confirmation email. Be advised that you will not be able to use the same User ID.

2.9 Q. I never found my first confirmation email, so as you suggested, I turned off my anti-spam and filters and created another account. It's been a day and still no confirmation email. What now?

A: Call the eAuthentication Help Desk at 800-457-3642 and explain the situation in detail. Provide your first and last names and the User ID for any accounts you created. Since you now have multiple accounts, please identify the single account that you wish to use and authorize the Help Desk to disable the others.

2.10 Q. I can't get the link in the Confirmation email to work. What now?

A: At the bottom of the Confirmation email is long string of alphabetic and numeric characters. Copy and paste the entire string of characters into the address window of your browser and press the Enter key.

2.11 Q. I couldn't get either the link in the Confirmation email or the long string technique to work. What now?

A: We suggest you forward the entire Confirmation email you received to the ITS Service Desk for troubleshooting at **eAuthHelpDesk@ftc.usda.gov**. Please include your User ID and the date you attempted to confirm your email.

2.12 Q. I signed up for an account with Level 1 access and confirmed my email address. What now?

A: Your account is ready to use! You can access any USDA application that requires an account with Level 1 access. The receiving application may require a user profile within its data base to ensure access.

2.13 Q. I signed up for an account with Level 2 access and confirmed my email address. What now?

A: You must visit a local USDA Service Center in person for identity proofing. (Find an LRA) Take your government-issued photo ID to the nearest USDA Service Center most convenient to you for identity proofing

The government-issued photo IDs that are accepted for eAuthentication Level 2 account activation are:

- State- or Province-issued Driver's License or Photo Identification card from the United States or Canada
- US Military or US Federal Government employment PIV/CAC (Smart) identification card (DoD, DoS, DHS, etc.)
- Valid passport from one of the following countries: Andorra, Australia, Austria, Belgium, Bermuda, Brunei, Canada, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guam, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mariana Islands, the Marshall Islands, Mexico, Micronesia, Monaco, the Netherlands, New Zealand, Norway, Portugal, San Marino,

Singapore, Slovak Republic, Slovenia, South Korea (Republic of Korea), Spain, Sweden, Switzerland, the United Kingdom or the United States of America.

Note: Your first and last names must appear exactly as they appear on your government issued photo ID that you present at the Service Center.

2.14 Q. I logged into my Level 2 account and was prompted to answer questions. Why did this happen?

A: USDA eAuthentication is trying to make it easier for all customers to retrieve their forgotten password and increase account security. The security questions and answers are a way to make your information more personal (memorable) and more difficult to research.

If you forget your password in the future, you will now be asked to answer these questions instead of entering your original security attributes.

2.15 Q. How do I locate my nearest USDA Service Center?

A: Please browse to **http://offices.sc.egov.usda.gov/locator/app?type=lra**. This site will help you to identify a USDA Service Center with an LRA, and will provide you with contact information and map directions to help you find it.

2.16 Q. I am a federal employee from an agency other than the USDA, why would I need to register for an account with Level 1 or 2 access?

A: Two possible reasons for you to obtain an eAuthentication account would be: 1) you would like to conduct personal business transactions with the USDA or 2) you need to access a Web site protected by eAuthentication that requires an eAuthentication account with Level 2 access.

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3. Questions relating to Customer Account Maintenance

3.1 How do I change my profile information?

A: You can modify your profile information by following these steps:

- Log into eAuthentication Identity Manager by going to https://www.eauth.usda.gov and selecting "Update your account" on the left.
    - If you have an Internal USDA eAuthentication account, please use your LincPass to log in.
- Click on the **"Home"** tab and select **"Modify My Profile."**
- Depending on whether you have an Internal or External account, you can view and/or modify your account information.
    - Internal account holders may need to contact their HR representative or Supervisor to modify personal profile information (such as address).

- Once you have finished modifying or viewing your information, click the **Submit** button in the bottom right corner of the screen.
- You can exit Identity Manager by either clicking the "Logout" link at the top or by closing your web browser.

3.2 How do I change the answers to my security questions?

A: 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 eAuthentication Identity Manager by going to https://www.eauth.usda.gov and selecting "Update your account" on the left
    - If you have an Internal USDA eAuthentication account, please use your LincPass to log in.
- Click on the **"Home"** tab and select **"Modify My Security Questions."**
- Once you have finished modifying or viewing your questions and answers, click the **Submit** button in the bottom right corner of the screen.
- You can exit Identity Manager by either clicking the "Logout" link at the top or by closing your web browser.

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4. Questions relating to your password or User ID

4.1 Q. I have an account with Level 1 access. I've forgotten my password. How do I obtain a password reset?

A. Please follow the steps below to reset your forgotten password:

1. Go to link : Home
2. Click on **Update your account** in the **Quick Links** box.
3. Click the **I Agree** button on the **warning** page
4. Below the **Password** field, click on the **Forgot your Password?** Link
5. Click the **Continue** button
6. Follow the steps to Change My eAuthentication Password

A. You can visit the General Help and follow the instructions under 'Have you forgotten your User ID or password?'

4.2 Q. I have an account with Level 2 access. I've forgotten my password. How do I obtain a password reset?

A: Please follow the steps below to reset your forgotten password:

1. Go to link : Home
2. Click on **Update your account** in the **Quick Links** box.
3. Click the **I Agree** button on the **warning** page
4. Below the **Password** field, click on the **Forgot your Password?** Link

5. Click the **Continue** button
6. Follow the steps to Change My eAuthentication Password

You can visit the General Help and follow the instructions under 'Have you forgotten your User ID or password?'

Please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642 for further assistance. Include your User ID, First name, Last name, and email address.

4.3 Q. I cannot remember my User ID. How can I recover it?

A: Please follow the steps below to recover your User ID:

1. Go to link : Home
2. Click on **Update your account** in the **Quick Links** box.
3. Click the **I Agree** button on the **warning** page
4. Below the **User ID** field, click on the **Forgot your User ID?** Link
5. Click the **Continue** button
6. Follow the steps to Change My eAuthentication Password.

You can visit the General Help and follow the instructions under 'Have you forgotten your User ID or password?'

Please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642 for further assistance.

4.4 Q. What are the "Reset My Forgotten Password" feature and the new "Retrieve My Forgotten User ID" feature?

A: We have developed a new process to make it easier for you to reset your forgotten password and retrieve your forgotten User ID. The new process to reset your password utilizes questions that you may select, and which only you know the answers to. The new process for retrieving your User ID will allow you to go online and follow the simple steps for getting your User ID without the assistance of the Help Desk. An email will be sent to your email address on record

The following are components of the new features:

- New security questions that make it easier for you to retrieve your password.
- Online functionality for you to retrieve your User ID.
- Enhanced Security

New security questions that make it easier for you to retrieve your password.

Online functionality for you to retrieve your User ID.

Enhanced Security

Read the following documentations to learn more about the eAuthentication process:

- User Guides & Documentation

Please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642 for further assistance.

4.5 Q. How will the "Reset My Forgotten Password" feature and the new "Retrieve My Forgotten User ID" feature affect me?

A: The eAuthentication system will eventually prompt you to select your choice of security questions, and to provide answers to them. This is a quick and easy process that increases security for all USDA eAuthentication accounts, and only takes about ten minutes of your time

4.6 Q. Why am I being prompted to answer new security questions when logging into my eAuthentication account?

A: To ensure a higher level of security for your account information, the eAuthentication team is redesigning the "Reset My Forgotten Password" components of the eAuthentication system. You will be prompted to do this only once. Thereafter, the system will provide you with opportunities to update this information if you wish to do so. Please choose and answer four (4) security questions from the list of questions provided. Continue through the steps to the completion page.

4.7 Q. Why does the eAuthentication system require such complicated passwords?

A: eAuthentication protects web sites that involve submitting personal and private information as well as financial transactions via the Internet. eAuthentication security standards are consistent with those established by the National Institutes for Standards and Technology (NIST), which determines the standards for the Federal Government.

4.8 Q. Why is the complexity of my password important to Protecting Privacy at USDA?

A: The USDA eAuthentication Service enables USDA customers to confidently share data and conduct official business transactions with USDA electronically via the Internet.

To learn more about Protecting Privacy at USDA, read the Privacy Presentation for End Users.

4.9 Q. What are the criteria and rules governing passwords within the eAuthentication system?

A: Please create a password that you will remember. Your password is case sensitive:

All passwords in eAuthentication (for Level 1 and Level 2 accounts) must adhere to the following criteria: ***Required Character:***

- 12 - 24 characters long
- Have at least one uppercase letter (A, B, C, etc.)
- Have at least one lowercase letter (a, b, c, etc.)
- Have at least one of these special characters
    - 0 1 2 3 4 5 6 7 8 9
    - ! # $ % = + : ; , ? ~ * -
- No spaces allowed

Restricted Information (Do Not Use)

- Dictionary Words
- Profile Information
- Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc
- Your password will expire after 60 days
- Your previous 24 passwords may not be re-used

Click here to learn more about creating a strong password for your eAuth account

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5. Questions relating to Web Browsers

5.1 Q. What kind of browser do you recommend using?

A: It is recommended that you use Internet Explorer 8. Also, it is recommended that you use a browser that supports 128-bit encryption, accepts cookies, and is Javascript enabled

For further information about your program and/or download instructions, please access the following sites:

For Internet Explorer - **http://www.microsoft.com/windows/ie/default.asp**

5.2 Q. I use America On Line (AOL) and I am still having trouble. What should I do?

A: If you are using an AOL browser and/or email client, please follow the steps provided below:

1. Connect to the AOL Program
2. Once connected, minimize your AOL browser window
3. Open a new Internet Explorer or Netscape window
4. Validate that you are running a compatible version of the software
5. Click on the "Help" button from the menu bar
6. Select the "About" feature for your program from the drop down menu
7. Review the dialog box that will display the version of the software that you are currently running
8. If you are running an out dated version of the software, install new a version of Internet Explorer

5.3 Q. I useWebTV and I am having trouble. What should I do?

A: If you are using WebTV, please note that this is not compatible with many USDA sites. Thus, we do not provide support when it is used. Please use an alternate program (e.g. Internet Explorer)

5.4 Q. I keep getting re-directed back to the login screen after I click the "Login" button.

A: Enabling "Compatibility View" in Internet Explorer may resolve this issue. If it does not, please contact the eAuthentication helpdesk at 800-457-3642.

To set Compatibility View in IE 8:

1. Start Internet Explorer 8
2. On the Tools menu, click Compatibility View Settings
    i. Note: If Compatibility View Settings is not available, you may need to contact your network administrator for assistance.
3. Select the box that says Display all websites in Compatibility View and then click Close

To set Compatibility View in IE 9:

Click the Compatibility View icon on the IE9 menu OR follow the steps for IE8 (above).
Note: If the IE9 menu is not displayed, press the ALT key on your keyboard to display it

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6. FFAVORS web specific questions

6.1 Q. Who do I contact now with FFAVORS web questions

A: 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.

The one area they cannot help will be with questions concerning your eAuthentication IDs and passwords to get into the system. All questions concerning that topic need to be addressed with the eAuthentication help desk. Look at the questions under question 2 of this document for possible answers for these.

6.2 Q. If I am unsure of who to contact, is there a general email address that I can send a question to?

A: Yes, you can send questions to paamagic@dla.mil?subject=FFAVORS Web

6.3 Q. How do I access FFAVORS web?

A: Follow the these steps:

Please note that the recommended browser for eAuth/FFAVORS is Internet Explorer 8. If using Internet Explorer 9, you will need to set compatibility (add *usda.gov* on Tools/Compatibility View Settings menu).

- **Log into USDA FFAVORS Web**
  - Navigate to: **http://www.fns.usda.gov/fdd/ffavors.htm**
  - Select the **Log into FFAVORS web** link under the 'I want to' section.
  - On the blue warning page, read and click the 'I Agree' button.
  - On the eAuthentication Login page, enter your eAuth ID and password in the User ID and Password fields.
- If you have multiple FFAVORS accounts, you will be prompted to choose from a list which FFAVORS account you want to be associated to the eAuth ID you logged in as. This will only occur the first time you log in for a given eAuth ID. Only accounts not previously associated will appear as viable options.

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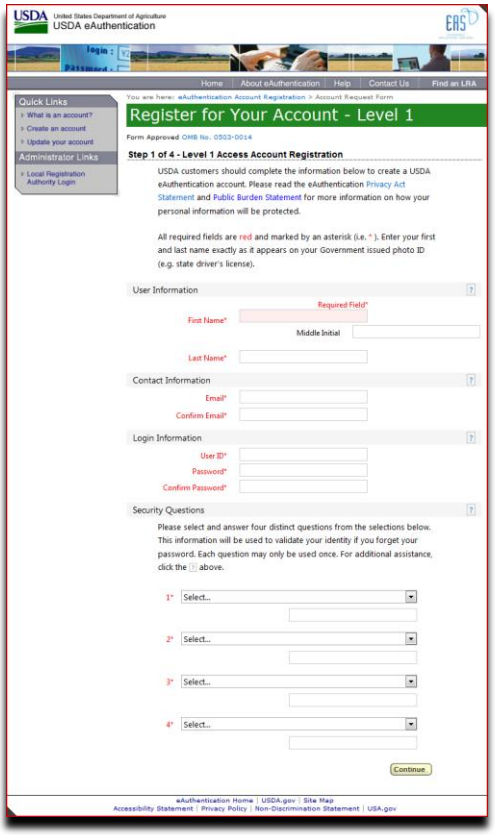
7. Steps to obtain the eAuth Level 1 ID for FFAVORS

Step 1: Obtaining eAuth Level 1 ID

Access this link

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

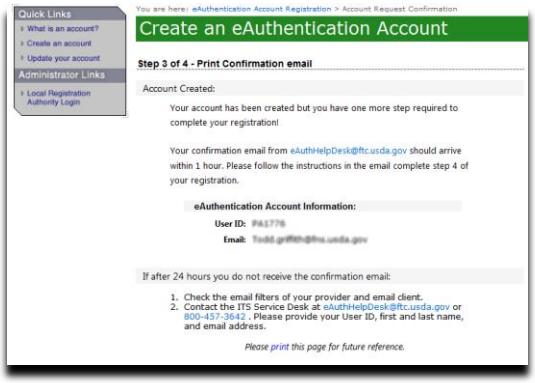
Step 2: Complete screen. Click [Continue] button



<u>Step 3</u>: Verify data entered. If ok, click [Submit]

If you get any error returned instead of the above, 'Step 2 of 4' message, close browser and try in 20 minutes. If still have error page, please contact the eAuth Help Desk at 800-457-3642.

Step 4: If no issues where found such as Dictionary of profile words used, you will receive the confirmation screen below:



If you get any error returned instead of the above, 'Step 3 of 4' message, close browser and try in 20 minutes. If still have error page, please contact the eAuth Help Desk at 800-457-3642.Step 5:

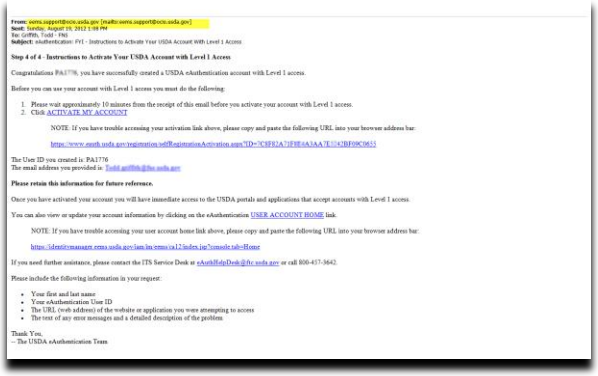
As mentioned in the screen above. Confirmation email is sent to the email addressed used in Step 2 above. The email will come from one of two email addresses: eAuthHelpDesk@ftc.usda.gov or eems.support@ocio.usda.gov .

If not received within a day:

Check other folders such as SPAM, JUNK, …

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

Step 5: Email is received.


From: eems.support@ocio.usda.gov [mailto:eems.support@ocio.usda.gov]
Sent: Tuesday, August 28, 2012 1:08 PM
To: Griffith, Todd - FNS
Subject: eAuthentication: PV1 - 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/selfRegistrationActivation.aspx?ID=7C8F82A77F8E4A3AA7E1E42BF09C0655

The User ID you created is: PA1776
The email address you provided is: 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/im/eems/ca12/index.jsp?console.tab=Home

If you need further assistance, please contact the ITS Service Desk at eAuthHelpDesk@ftc.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

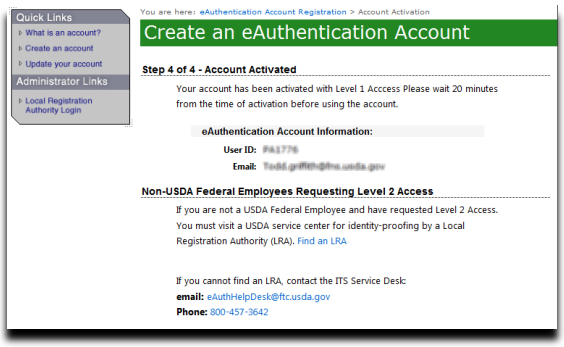
Thank You,
-- The USDA eAuthentication Team

Step 6: Click on the link in the email labeled: **Activate My Account**

If the link within the email does not working, copy and paste the URL into the browser, as mentioned in the email.

Step 7: Successful Activation

If the activation worked you will receive the screen:



If receiving error message saying an error has occurred or other, call 800-457-3642

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8. Login Issues encountered

8.1 Are there any potential error conditions I might encounter that have solutions?

A: Yes, there are some potential error conditions that a user could hit when attempting to access FAVORS web. The three most common are outlined below with the appropriate resolutions.

Access Issue 1: Server Error in '/Login' Application

What user will see:

```
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>
```

Cause: Newer versions of Internet Explorer are not currently compatible with FFAVORS.

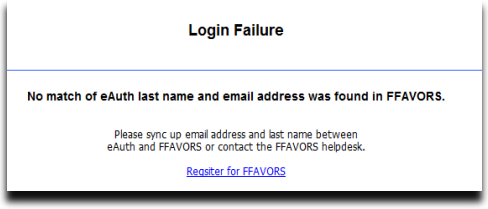
Resolution: This error will be corrected by allowing Internet Explorer to run USDA.GOV web sites in Compatibility mode.

Compatibility Mode:

Open Browser (IE)
Hold the [Alt] key and hit 'T'
Gray window under Tools opens
Click 'Compatibility View Settings'
In the window labeled 'Add this website' enter/ensure you see usda.gov
Click the [Add] button
Click the [Close] button
Log into FFAVORS http://www.fns.usda.gov/fdd/ffavors.htm

Access Issue 2: FFAVORS Login Failure

What user will see:

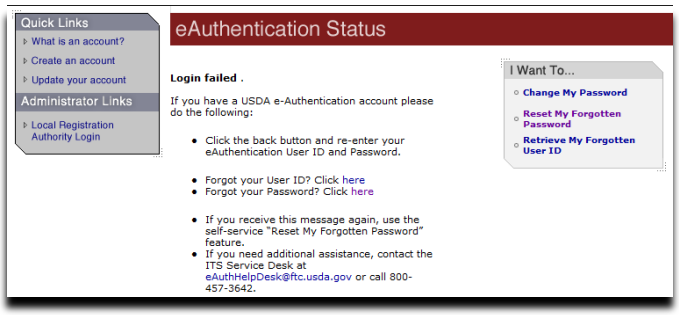


Cause: The last name and/or email data do not match between the FFAVORS application and eAuth.

Resolution: Verify what was used to create the eAuth ID and then Contact your FFAVORS account rep to verify or email paamagic@dla.mil the issue. Once both systems are brought in alignment, user will gain access.

Access Issue 3: eAuthentication 'Login failed' message

What the user will see:



Cause: This has three possible reason ranging from user mistyping ID or password, Registration steps not complete or system issue with eAuthentication.

Resolution: Follow the steps below.

a) Verify the ID and Passwords were entered correctly (DO NOT CUT & PASTE)

b) Verify user successfully completed the steps above to obtian and activate eAuth user ID

   a. See step 6 below for the entire process

c) Try accessing the 'Update your account' link to see if ID and password will access the EEMS Identity Manager pages.

   a. If user can access EEMS but not FFAVORS

i. Might be compatibility issue:

1. Open Browser (IE)
2. Hold the [Alt] key and hit 'T'
3. Gray window under Tools opens
4. Click 'Compatibility View Settings'
5. In the window labeled 'Add this website' enter/ensure you see usda.gov
6. Click the [Add] button
7. Click the [Close] button
8. Log into FFAVORS http://www.fns.usda.gov/fdd/ffavors.htm

ii. If still cannot access FFAVORS

1. Most likely an error occurred within eAuth that prevented the user ID from syncing to the appropriate sub systems. User must call help desk to resolve at 800-457-3642

b. If user can't access either, use the correct link under 'I Want To…' (upper right corner)

i. Reset My Forgotten Password

ii. Retrieve My Forgotten User ID

c. If still can't get into either EEMS or FFAVORS call eAuth HD 800-457-3642. Must be issue with eAuth account.

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9. eAuthentication Check Browser and Settings

9.1 Identify the version of Internet Explorer you are using:

1) Open Internet Explorer

If you are not able to locate the IE icon on your Windows Start Menu or Desktop you can click on Start – then Run and type in "iexplore.exe" to run Internet Explorer directly.

2) Press ALT-H to access the Help menu

3) Select "About Internet Explorer" from the help menu.

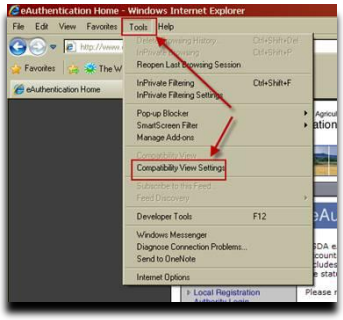
This screen should help you identify the version of Internet Explorer you are using.

9.2 Set Compatibility Mode for your IE version

IE 9 and Higher

1) Browse to https://www.eauth.usda.gov/

2) Press ALT-T to access the Tools Menu and select "Compatibility View Settings".

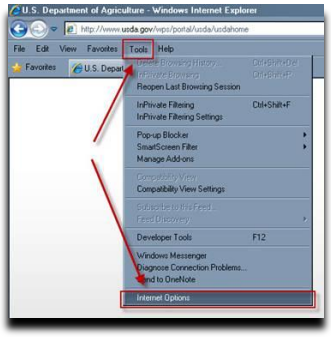


Click the check box for "Display all websites in Compatibility View" then click the Close button

3) Continue on and complete the settings changes for all versions of Internet Explorer 5.5 and higher.

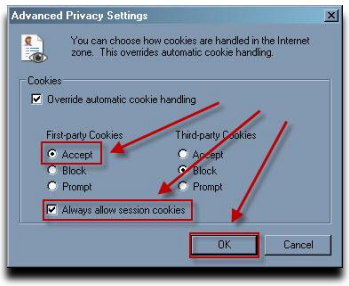
IE 5.5 and Higher

1) Press ALT-T to access the "Tools" menu and select "Internet Options".

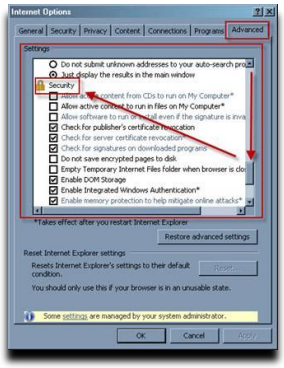


2) Select the "Privacy" tab and click on "Advanced"

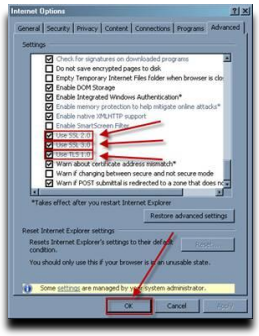
3) Under "First-Party Cookies" click "Accept". Check the box next to "Always allow session cookies". Click "OK".



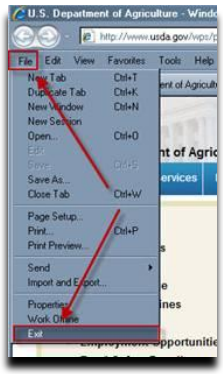
4) Select the "Advanced Tab" and scroll down in the "Settings" window to the "Security" section.



5) Check the boxes next to “Use SSL 2.0”, “Use SSL 3.0” and “Use TLS 1.0” then click OK.



6) Press ALT-F to access the File Menu and select Exit.



7) Access the FFAVORS Home Page at http://www.fns.usda.gov/fdd/ffavors.htm and log into FFAVORS.

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