# PURPOSE

This instruction aid covers user login and password renewal and password reset.

# AUDIENCE

Agency employees and volunteers who access Link2Feed

# PREREQUISITES

Notification of account creation and temporary password

# INSTRUCTION STEPS

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| 1. Access Link2Feed web page |
| 1. Log in to Link2Feed |
| 1. New User: Renew Password |
| 1. New user: Accept End User Licensing Agreement |
| 1. Request password reset |

# Revision History

Nov 19, 2018 Initial Release

Dec 1, 2022 Re-release; update Dashboard / Case Management screen

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| 1. **Access Link2Feed web page** | |
| 1. Open web browser |  |
| **HINT: The web browsers supported by Link2Feed are Google Chrome, Apple Safari and Mozilla Firefox. Do not use Microsoft Internet Explorer** |  |
| 1. Enter <https://accounts.link2feed.com>  into the web browser |  |

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| 1. **Log in to Link2Feed** | | |
| 1. You should now see the Login to the Portal screen | |  |
| 1. Enter the email address used to create your user account | |  |
| 1. Enter your password  New User: Enter the temporary password used to create your account | |  |
| 1. Error message “Invalid email or password” will appear if you do not enter email and/or password correctly  Repeat steps b. and c. | |  |
| **HINT: A warning will appear if you do not enter email and/or password correctly on the 2nd attempt. You will be locked out with one more failed attempt.** | |  |
| **First-time users proceed to Step 3.** | | |
| 1. Click Open in the Case Management box | Graphical user interface, application  Description automatically generated | |

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| 1. **Renew Password** | |
| 1. You will be requested to Renew (change) your password |  |
| 1. Enter the temporary password used to create your account |  |
| 1. Enter a new password in the “New Password” field. Re-enter the new password in the “confirm new password” field |  |
| **RULE: Link2Feed passwords must be:**   * **At least 8 characters in length** * **Include on UPPERCASE letter** * **Include one numeral (0-9)** * **Include one special character (!,@,#,$,%,)** | |
| 1. Click “change My Password” |  |

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| 1. **Accept End User Licensing Agreement (EULA)** |

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| 1. You will be requested to accept the Link2Feed End User Licensing Agreement (EULA | |  |
| 1. Click the “+” at the right side of the message to expose the Agreement. | |  |
| 1. Read the Link2Feed End User Software License Agreement.  Click the “-“ at the right side of the screen to hide the Agreement | |  |
| 1. Scroll down to the “I have read and understood….”message | |  |
| 1. Click the box to confirm you have read and understood the agreement. | |  |
| 1. Click “Agree” | |  |
| 1. Click Open in the Case Management box | Graphical user interface, application  Description automatically generated | |

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| 1. **Request password reset** | | |
| 1. From the “Login to the Portal” screen | |  |
| 1. Click “I Forgot My Password” | |  |
| 1. You should see the “Request a Password Reset” screen | |  |
| 1. Enter the email address on your user account | |  |
| 1. Click “Make Request” | |  |
| 1. A message titled “Reset password instructions” will be sent to the email on your user account | |  |
| 1. Open the message and click in the “Change my password” link | |  |
| 1. You should now see the “Change Your Password” Portal screen | |  |
| **RULE: New password must be different than the current password** | | |
| **RULE: Link2Feed passwords must be:**   * **At least 8 characters in length** * **Include on UPPERCASE letter** * **Include one numeral (0-9)** * **Include one special character (!,@,#,$,%,)** | | |
| 1. Enter a password in the “New Password” field | |  |
| 1. Re-enter the password in the “New Password Again” field | |  |
| 1. Click the “Change My Password” button | |  |
| 1. Click Open in the Case Management box | Graphical user interface, application  Description automatically generated | |