# 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

|  |
| --- |
| 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

|  |
| --- |
| 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
 |  |

|  |
| --- |
| 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 passwordNew 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 correctlyRepeat 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 |

|  |
| --- |
| 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”
 |  |

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

|  |  |
| --- | --- |
| 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 |

|  |
| --- |
| 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 |