To request a user account for those employees who will require access to FACTS, the information in the FACTS User Account Request Form must be submitted to the Department of Financial Services.

User Account must be requested by the Agency Access Custodian or authorized backup, scanned with signature and submitted to:

DFS Point of Contact – Karen Preacher Karen.Preacher@MyFloridaCFO.com or

FACTS In-Box: FACTS.Info@MyFloridaCFO.Com

There is no limit to the number of employees who can be assigned access to the system. However, please keep in mind that anyone with access to the system for your agency will have the authority to modify all of your agency's records in the system.

Each user within an agency must have a unique Login assigned to limit confusion, mitigate complexity of support and to assure proper tracking of database changes by each user. DFS will assign the logins for each agency. To ensure that user id's are not duplicated the following standardized naming convention will be utilized in the assignment of a user id:

User ID assignment protocol:

[Last Name][First Name][Middle Initial][Numeric Sequence] - Example JonesWilliamF1. Maximum user id size is 20 alphanumeric charters. If the user does not have a middle name, an X or any other placeholder will be used for that position. If more than one user has the same last name, first name and middle initial, incrementing the numeric sequence will be done to identify them separately.

Once the FACTS User Account Request Form has been received, the employee information will be verified against current active users for that OLO to determine if there are any duplicates. The appropriate Login will be assigned and the information will be provided to the Agency User and the Agency Access Custodian via email.

The email will contain instructions for the user to contact DFS via phone for the default password. This password will expire on the first use and the user will then be required to change the password following the criteria outlined in the User's Guide.

Password – 20 digits alphanumeric
The password must contain at least one instance from three of the following four categories. It can contain all four.

1. English lowercase characters (a-z)
2. English UPPERCASE characters (A-Z)
3. Base 10 digits (0-9)
4. Non-alphanumeric/special characters (e.g. $, !, #, %,)

Resetting of Passwords

If a user has forgotten their password or locked their FACTS user account and needs to have their password reset, the user will need to contact their Agency Access Custodian and request that the Access Custodian provide the information to DFS. The Access Custodian should submit the following to the DFS Contact via email:

User Name
User Login
User Email
User Phone Number

Once the DFS Contact has reset the password they will advise the Access Custodian via email that the password has been reset and contact the User via phone with the default password.