Florida Department of Financial Services

Florida Accountability Contract Tracking System (FACTS)

Agency User Account Procedures

June 2023

FACTS Access

The Florida Accountability Contract Tracking System (FACTS) access is controlled by the FACTS Administrator within the Division of Accounting and Auditing, Bureau of Auditing, Enterprise Trends and Analysis (ETA) Team. A unique FACTS User ID and password is required to access FACTS.

FACTS User IDs are assigned by the FACTS Administrator using the following protocol:
   i. [Last Name][First Name][Middle Initial][Numeric Sequence] – Example: JonesWilliamF1.
   ii. Maximum User ID size is 20 alphanumeric charters.
   iii. If the user does not have a middle name, an 'X' takes that position – Example: SmithRoseX1.
   iv. If more than one user has the same last name, first name, and middle initial, incrementing the numeric sequence identifies them separately – Example: JonesWilliamF2.

Agency Access Approver

As a part of data integrity and access control for FACTS, each agency must designate a primary and back-up Access Approver. The designate primary and back-up Agency Access Approvers will serve as the liaison between the agency and the Department of Financial Services (DFS) regarding access to FACTS.

The designation of the Agency Access Approver is part of the *FACTS Contact Form (DFS-A0-2100)*. The agency head or Director of Administration must sign the form to provide authorization of the Agency Access Approver to FACTS. Once completed, the form can be scanned and emailed to the FACTS Administrator at FACTS.Info@MyFloridaCFO.com. These procedures should be followed if any changes are made to the primary or back-up Agency Access Approver or their contact information. The most recent form received will be seen as current for that agency.

Agency User Accounts

Agency Access Approvers must request a new user accounts for employees requiring access to FACTS using the *FACTS User Account Request Form (DFS-A0-2101)*. The Agency Access Approver must sign the form, scan the form, and email it to the FACTS Administrator at FACTS.Info@MyFloridaCFO.com. Deactivating a user account or updating a user's contact information requires the same form and process. Agency User Account holders enter data on behalf of their agency, which will be available to the public. Please note that an Agency User Account is not required to view contracts in FACTS. Anyone can view a contract in FACTS.

Types of Agency User Accounts:
- **Contracts/Disbursements User** – Can only enter and modify agency Contracts and Grant Disbursement Agreements.
- **Grant Awards User** – Can only enter and modify agency Grant Award Agreements.
- **All Agreements User** – Can enter and modify all types of agency agreements.
- **Inquiry User** – Can only view Contract, Grant Disbursement and Grant Award Agreements.

The FACTS Administrator emails each new Agency Account User his/her FACTS User ID, copies the Agency Access Approver, and instructs the new user to contact the FACTS Administrator to obtain a temporary default password.

FACTS prompts new users to create a new password when first accessing FACTS. The password must contain at least one instance from three of the following four categories. It can contain all four. Password maximum length is 20 alphanumeric digits.

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., $, !, #, *).

Password Resets

If a user forgets his/her password or becomes locked out of FACTS, the Agency Access Approver must contact the FACTS Administrator at FACTS.Info@MyFloridaCFO.com with the user's name and ID to request a password reset. The FACTS Administrator notifies the user and copies the Agency Access Approver when resetting passwords via email. After a password reset, FACTS prompts for creation of a new password when accessing FACTS again.

Account Deactivation

When a user leaves an agency, the Agency Access Approver must contact the FACTS Administrator at FACTS.Info@MyFloridaCFO.com to deactivate the user within two (2) business days of the user's departure from the agency.

Quarterly Verification of User Accounts

Quarterly, the FACTS Administrator emails the Agency Access Approver a listing of their agency's active users requesting access verification. Upon receipt of the Agency Access Approver email responses, the FACTS Administrator takes appropriate action. All emails are saved in the appropriate FACTS Inbox Access folder.

Revision Control

Name	Action	Date
Bill DuBose	Original	3/7/2012
Bill DuBose	Added All Agreement User, Contract/Grant Disbursement User, and Grant Award User Roles	2/18/2014
Bill DuBose	Added Inquiry User Role	6/12/2014
Tyesin Payne	Added Account Deactivation	1/11/2023
Ibis Alcala	Updated Language	6/1/2023