



Florida Department of Financial Services

*Florida Accountability Contract Tracking System
(FACTS)*

Agency User Account Procedures

July 2014

FACTS Access

Florida Accountability Contract Tracking System (FACTS) access is controlled by the FACTS Administrator within the Division of Accounting and Auditing, Special Projects Section. A unique FACTS User ID & password is required to access FACTS.

FACTS User IDs 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 characters.
- iii. If the user does not have a middle name, an X takes that position.
- iv. If more than one user has the same last name, first name and middle initial, incrementing the numeric sequence identifies them separately.

Agency Access Custodian

Each agency must designate a primary and backup access custodian to serve as the liaison between the agency and the Department of Financial Services (DFS) regarding access to the FACTS. The Agency Access Custodian Contact designation is part of the *FACTS Contact Form (DFS-A0-2100)* available at <http://www.myfloridacfo.com/Division/AA/Forms/default.htm> [Forms Home](#). The agency head or Director of Administration must sign the form. Scan the form and email to FACTS Administrator at FACTS.Info@myfloridacfo.com. Submit any changes to the primary or backup access custodian or their contact information using the same form and process; we regard the most recent form received as current for that agency.

Agency User Accounts

Agency Access Custodians must request a new user accounts for employees requiring access to FACTS using the *FACTS User Account Request Form (DFS-A0-2101)* available at <http://www.myfloridacfo.com/Division/AA/Forms/default.htm> [Forms Home](#). The Agency Access Custodian must sign the form. Scan the form and email to 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 at <https://facts.fldfs.com/Search/ContractSearch.aspx>.

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

FACTS Administrator emails each new Agency Account User his/her FACTS User ID, copies the Agency Access Custodian and instructs the new user to contact 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.

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 maximum length – 20 alphanumeric digits

Password Resets

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

Quarterly Verification of User Accounts

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

Revision Control

Name	Action	Date
Bill DuBose	Original	3/7/12
Bill DuBose	Added All Agreement User, Contract/Grant Disbursement User & Grant Award User Roles	2/18/14
Bill DuBose	Added Inquiry User Role	6/12/14