



*Florida Department of Financial Services*

*Florida Accountability Contract Tracking System  
(FACTS)*

*Agency Point of Contacts Procedures*

June 2023

## Agency Access Approver

Each agency must designate a primary and back-up Agency Access Approver to serve as the liaison between the agency and the Department of Financial Services (DFS) regarding access to the FACTS. The Agency Access Approver designation is part of the [FACTS Agency 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](mailto:FACTS.Info@MyFloridaCFO.com). These procedures should be followed when a correction, update, or change is made to the primary or back-up Agency Access Approver. The most recent form received will be seen as current for that agency.

## Agency Technical Contact

Each agency must designate a primary and back-up Agency Technical Contact to serve as the liaison between the agency and the Department of Financial Services regarding an FTP account and interface questions for FACTS. The Agency Technical Contact designation is part of the [FACTS Agency Contact Form \(DFS-A0-2100\)](#). The agency head or Director of Administration must sign the form to provide authorization of the Agency Technical Contact to FACTS. Once completed, the form can be scanned and emailed to the FACTS Administrator at [FACTS.Info@MyFloridaCFO.com](mailto:FACTS.Info@MyFloridaCFO.com). These procedures should be followed when a correction, update, or change is made to the primary or back-up Agency Technical Contact. The most recent form received will be seen as current for that agency.

## Public Inquiry Contact

Each agency must provide Public Inquiry Contact information for FACTS. The information recorded in FACTS as part of the “Contract Us State Agencies” functionality. At a minimum, FACTS requires a public record request unit or person’s name, phone number, and email address. The Public Inquiry Contact designation is part of the [FACTS Agency Contact Form \(DFS-A0-2100\)](#). The agency head or Director of Administration must sign the form to provide authorization of the Public Inquiry Contact to FACTS. Once completed, the form can be scanned and emailed to the FACTS Administrator at [FACTS.Info@MyFloridaCFO.com](mailto:FACTS.Info@MyFloridaCFO.com). These procedures should be followed when a correction, update, or change is made to the primary or (optional) back-up Public Inquiry Contact. The most recent form received will be seen as current for that agency.

## Revision Control

Name	Action	Date
Bill DuBose	Original	3/7/2014
Ibis Alcala	Updated Language	6/1/2023