Community-Family Homepage Sign in Instructions

The Community-Family Homepage is a centralized location for a staff member to access all applications related to their program and role (e.g., CRM, Tableau).

This document provides step-by-step instructions on signing in for the first time, setting up Multi-Factor Authentication (MFA), logging out, and the day-to-day sign in process for a Community-Family account. In addition to that, there are brief instructions on resetting your password when you cannot remember it as well as updating MFA and password account settings. Note these instructions are for desktop and laptop computers. Signing in using a smartphone or tablet may display differently. Overall, the Community-Family Homepage may be accessed online from any place at any time.

User Credentials

Account credentials are provided by the Administrative Service Organization (ASO). If you do not have credentials, please contact FRCHelp@umassmed.edu.

Usernames look like: Kaela.Dunn@Community-Family.org

* Note For Users

Many staff have Microsoft accounts (e.g., having an Outlook email account) provided by another organization. To reduce the chances of having a problem signing into the Community-Family Microsoft account, **use a different web browser other than Microsoft Edge (such as Chrome or Firefox) and open an Incognito/Private browsing window.**
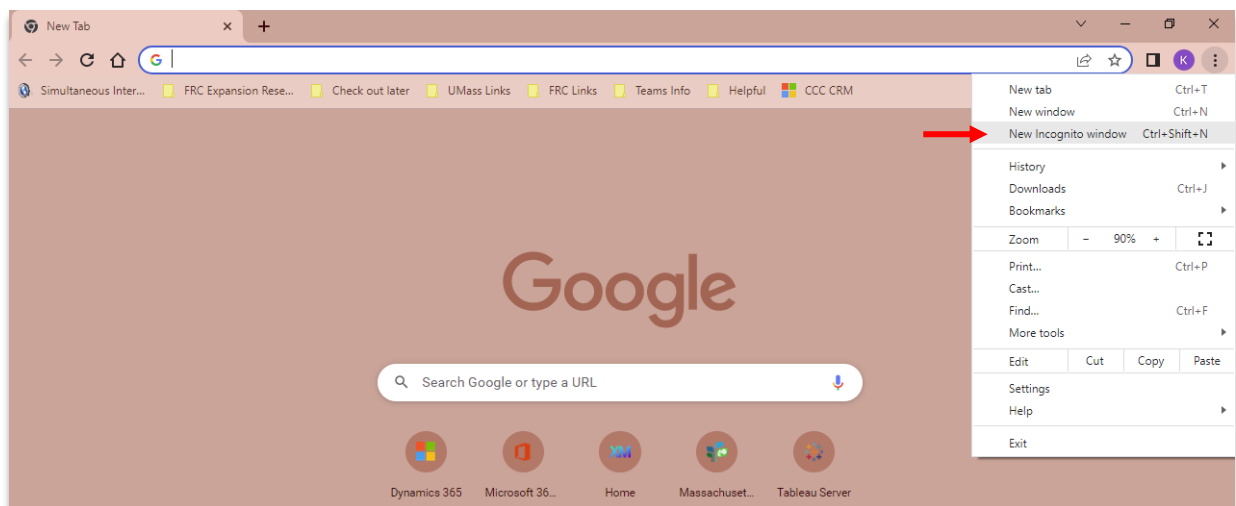
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1. Go to https://myapps.microsoft.com/.
2. Enter your User ID and temporary password provided by the ASO.
3. Set up a Multi-Factor Authentication (MFA) method.
4. Re-enter your User ID and temporary password provided by the ASO and then set a new personalized password.
5. Accept the Data Use Agreement.
6. See the applications you have access to on the Community-Family Homepage.
7. If you forgot your password and cannot log into your account, select "Forgot my password" on the sign in screen and follow the prompted steps.
8. Freely access your account settings to edit your Multi-Factor Authentication (MFA) method or account password.

II. First Time Signing-in

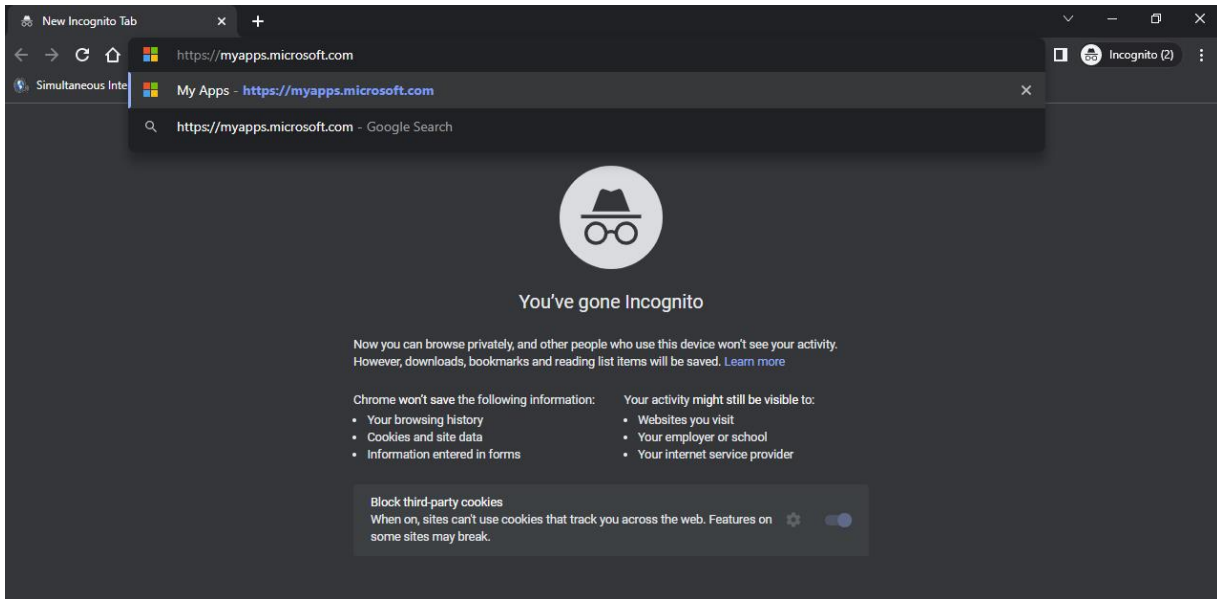Below are step-by-step instructions on how to sign into the Community-Family Homepage.

1. To open a Google Chrome Incognito Window. Follow the steps outlined below.
   a. Open a Google Chrome window.
   b. Select the 3 dots in the top right corner.
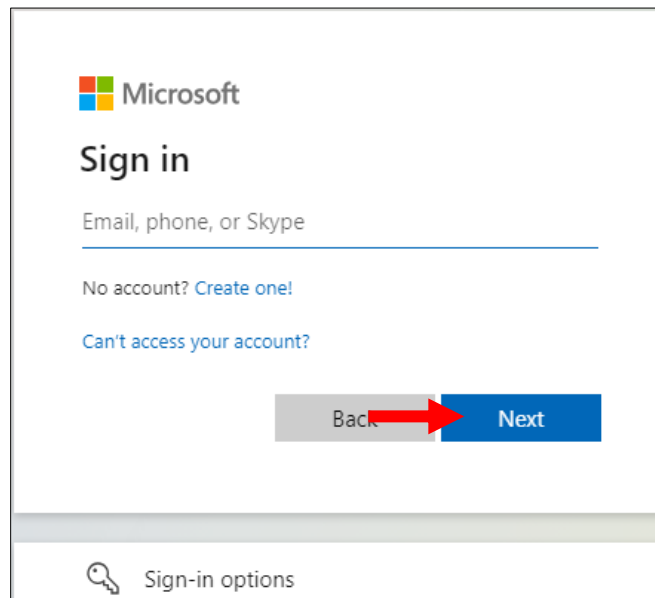   c. Select "**New Incognito Window**".

2. Copy and paste the following link into the search bar.
   https://myapps.microsoft.com

3. A Microsoft sign in page will display. Enter your username (e.g., Kaela.Dunn@Community-Family.org) and select "**Next**".

4. Enter the temporary password provided by the ASO. Then, select "**Sign in**".

5. You will be guided through a sequence of screens in which you will set up your account and Multi-Factor Authentication (MFA) settings. The first step will begin on the next page after selecting "**Next**" displayed below.

a. Setting up Multi-Factor Authentication (MFA)

Shown below are step-by-step instructions on setting up an additional security method beyond entering a password, also known as Multi-Factor Authentication (MFA).

6. In the top left of your browsing window, you will see "*ForHealth Consulting at UMass Chan*". Select "**I want to set up a different method**" annotated in red below (rather than the default option, Microsoft Authenticator).
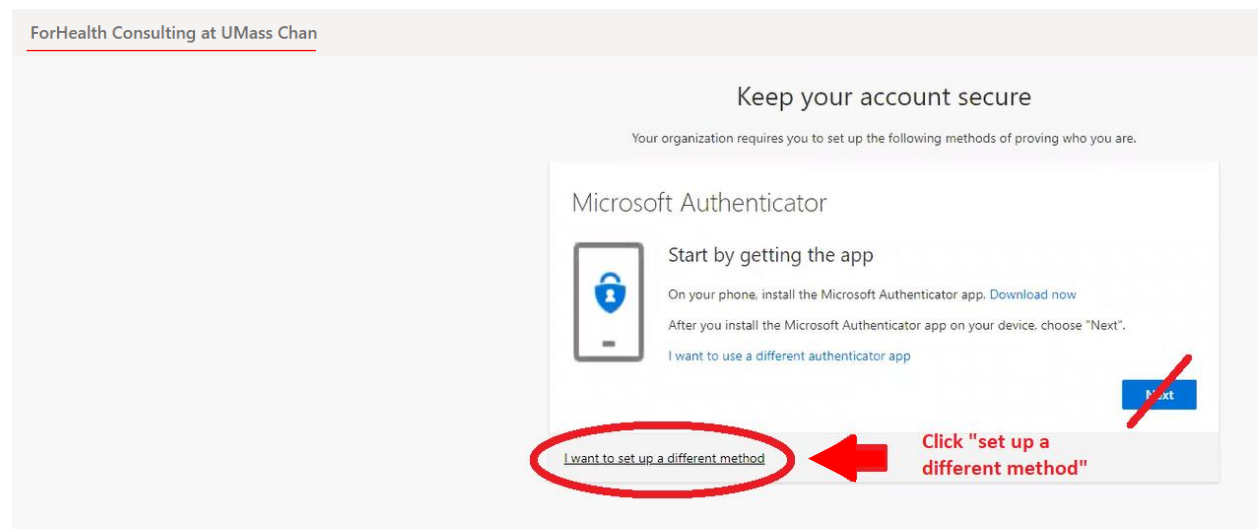
7. From the dropdown displayed, select "**Phone**", then select "**Confirm**".
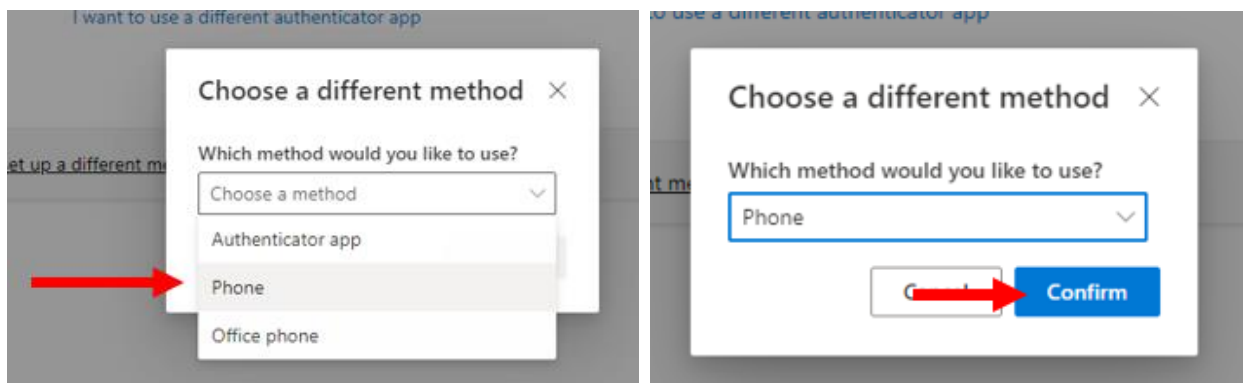
8. Next, a screen displays asking for a phone number you can receive a call or text message from. Please ensure this phone number is attached to a phone you have regular accessibility to during working hours. Select either "**Text me a code**" or "**Call me**", then select "**Next**".

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

| United States (+1) | 7742758440 |

⦿ Text me a code

◯ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Next

I want to set up a different method

9. If you selected "Text me a code", enter the 6-digit code you received into the provided box. Then select, "**Next**".
   a. If you selected "Call me", follow the steps on the phone call.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to +1 7742758440. Enter the code below.

680360

Resend code

Back   **Next**

I want to set up a different method

10. Once your phone number is registered successfully, you will receive the notification below. Select "**Next**".
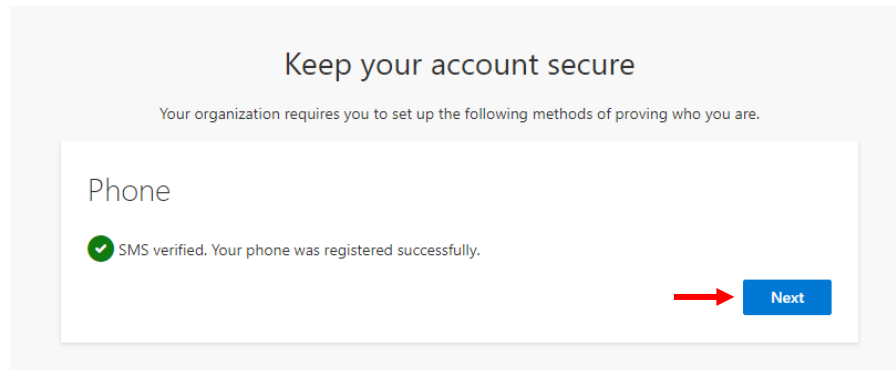
11. Now your account's Multi-Factor Authentication (MFA) is set up. Select "**Done**".
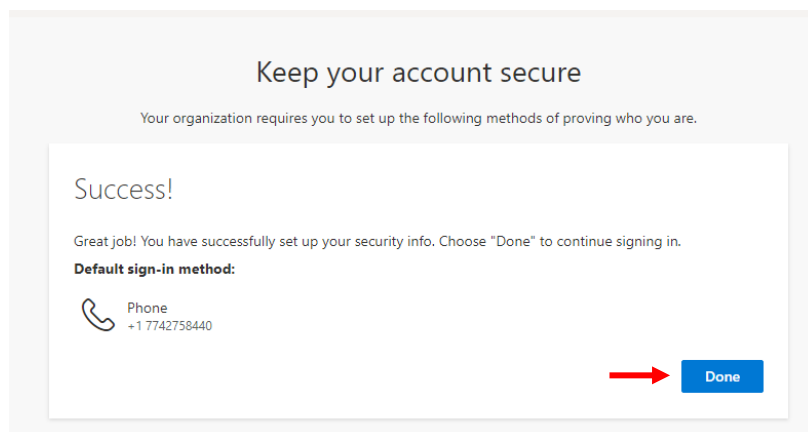
b. Setting up Your Account

The steps shown below walk through setting a new personalized password and accepting the Data Use Agreement to access the Community-Family Homepage.

12. This step is where you will change the temporary password, provided by the ASO, to a new personalized password. The screen will display a text box for you to enter the "*Current password*", meaning the temporary password provided to you. There will also be space to enter a "*New password*", meaning your new personalized password, then a second space to re-enter your "*New Password*". Once complete, select "**Sign in**".
    a. Password Requirements:
        i. 8 character minimum and must contain 3 of the 4 following characteristics:
            1. Upper case letters
            2. Lower case letters
            3. Numbers
            4. Any of the following symbols *#@$%^&!

13. The "*ForHealth Consulting at UMass Chan Terms of Use*" will display.

14. If you select "Accept" without reading the Data Use Agreement, you will not be allowed to proceed with signing in. If you see the screen below, select "**Ok**" to continue.
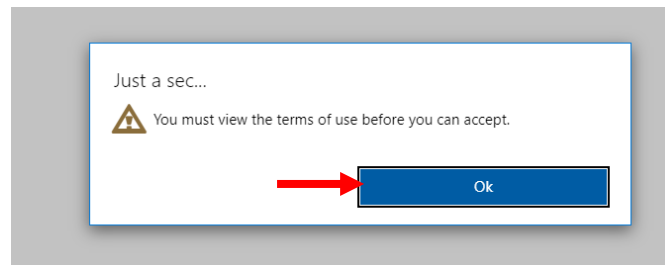
15. Select the "*Data Use Agreement*" drop-down to open the Data Access Agreement.

16. Scroll to the bottom of the screen and select "**Accept**".

secure return, re-transmission, or destruction, as ForHealth directs; and

17. Comply with all applicable state and federal laws which govern the use and security of computer systems and data including but not limited to the Federal Copyright Law, the Counterfeit Access Device and Computer Fraud and Abuse Act of 1984, the Electronic Communications Privacy Act of 1986, the Computer Security Act of 1986, the Health Insurance Portability and Accountability Act of 1996, M.G.L. chapter 93H, and the Health Information Technology for Economic and Clinical Health Act of 2009.

I further acknowledge that the termination or expiration of my access to ForHealth systems and/or electronic data will not relieve me of my obligations under this Agreement to keep confidential the personally identifiable data or ForHealth network security information I may have accessed under this agreement.

In case of conflict between this Agreement and any prior contracts between the parties, this Agreement will prevail.

Acceptance of Agreement Online is equal to user's agreement to terms.

User(signature)   **Date**
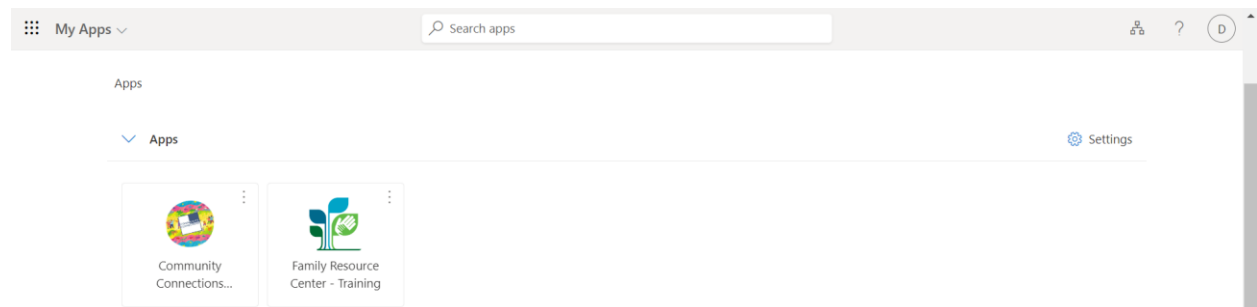
Last Reviewed 2/23/2023.

Please click Accept to confirm that you have read and understood the terms of use.

Decline   **Accept**

Privacy & cookies   Terms of use   Help   Feedback   ©2023 Microsoft

17. The Community-Family Homepage will appear, and you will see the appropriate applications you have access to.

⊞ My Apps ⌄   🔍 Search apps   ⚲ ? (D)

Apps

⌄ Apps   ⚙ Settings

Community Connections...   Family Resource Center - Training
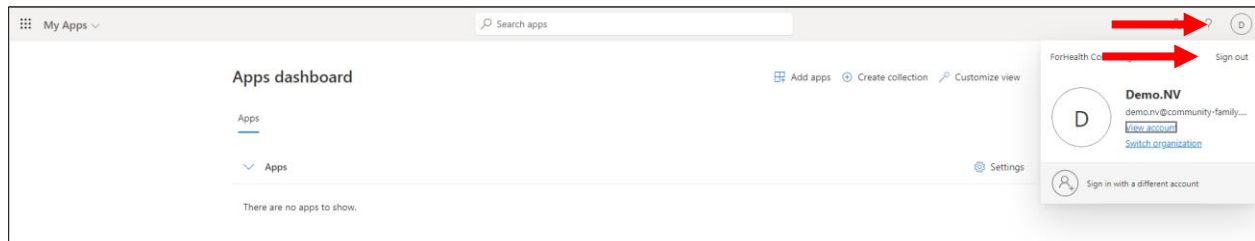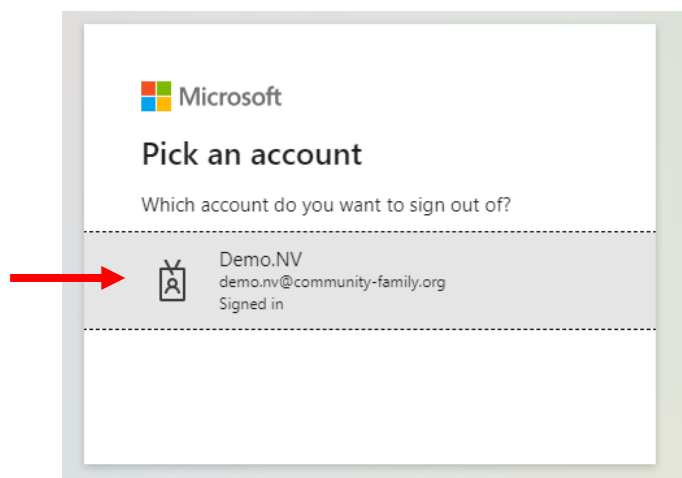
III. Signing Out of Your Account

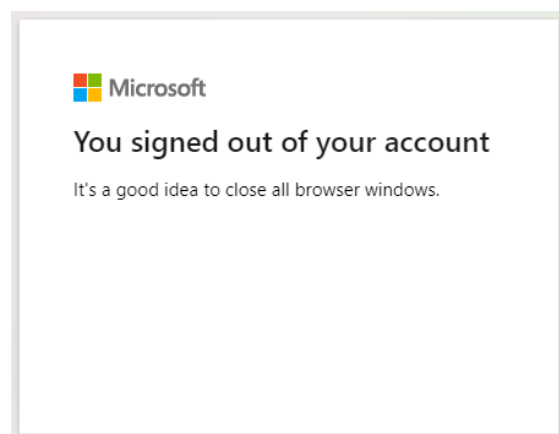To sign out of your account, follow the steps below.

1. Select the circle in the top right of the browsing window. Then, select "**Sign out**".

2. Select your "@community-family.org" account from the list shown.

3. Once you are fully signed out of your account, you will see the notification shown below.
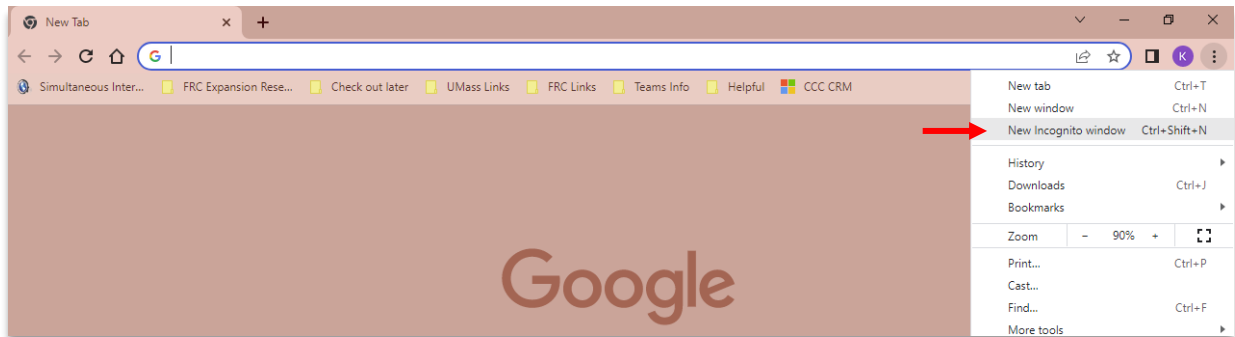
IV. Day-to-Day Sign in Process

The steps below outline the day-to-day sign-in process after setting up your account and MFA.

1. To open a Google Chrome Incognito Window. Follow the steps outlined below.
   a. Open a Google Chrome window.
   b. Select the 3 dots in the top right corner.
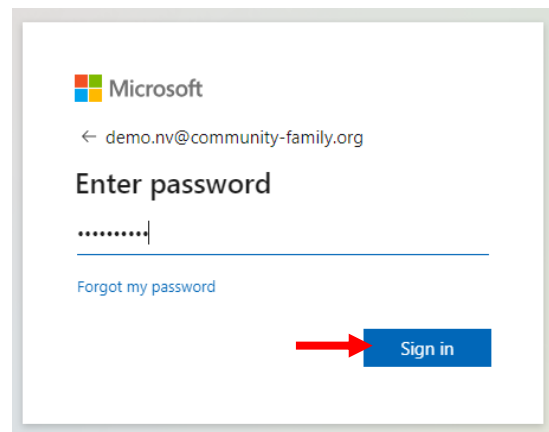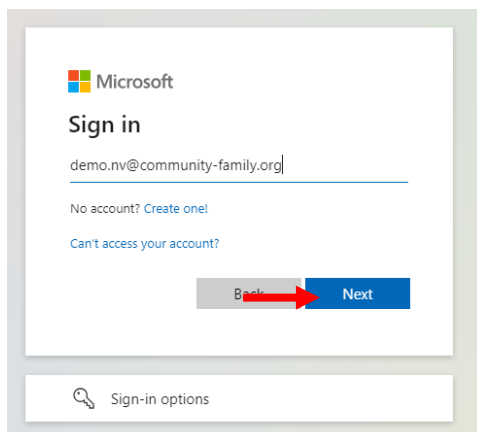   c. Select "**New Incognito Window**".

2. Copy and paste the following link into the search bar.
   https://myapps.microsoft.com
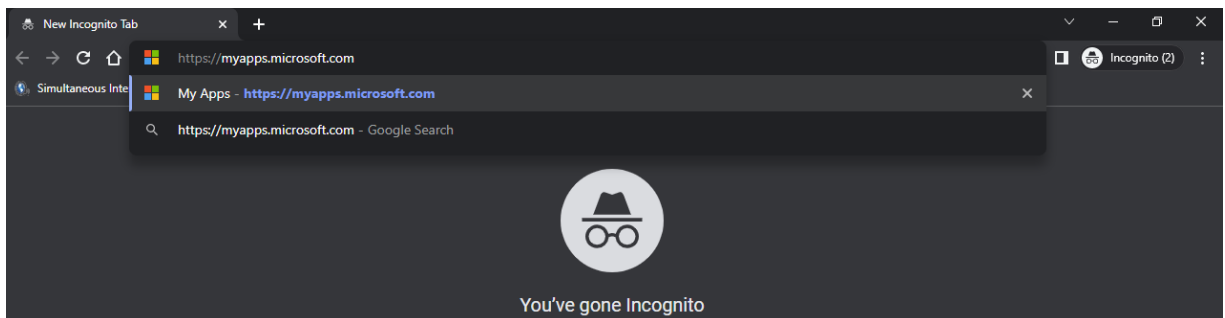
3. Enter your "@community-family.org" username, then select "**Next**". On the following screen, enter your personalized password, then select "**Sign in**".
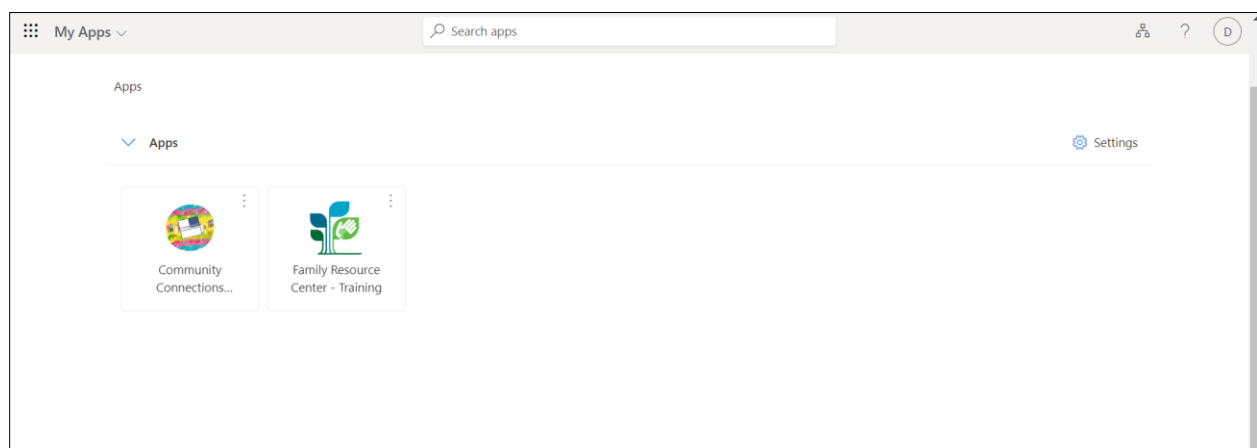
4. Select a method to verify your identity.
   a. If you choose to receive a call, follow the steps on the phone call.
   b. If you choose to receive a text, enter the 6-digit code you received into the provided box. Then select, "**Verify**".
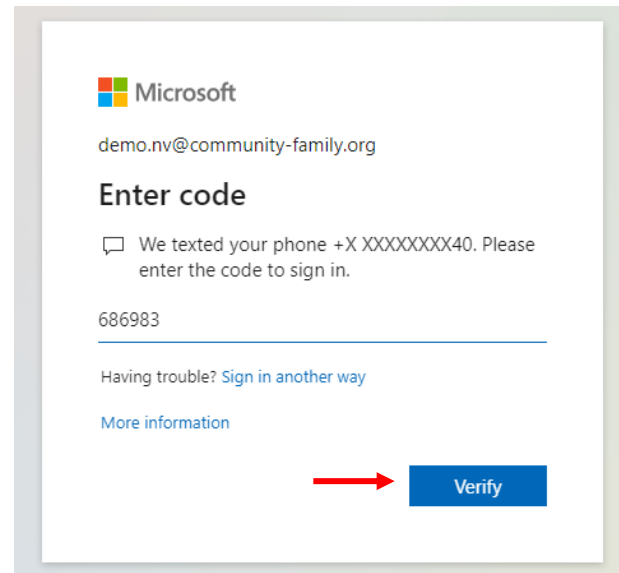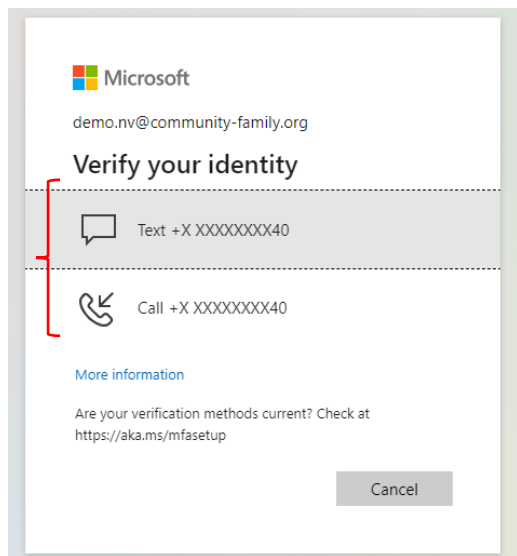
5. The Community-Family Homepage will appear, and you will see the appropriate applications you have access to.

V. Forgot Your Password and Cannot Sign in

The steps below outline how to reset your password when you forgot your password and cannot sign in.

1. On the "Enter password" screen, select "**Forgot my password**".

2. Enter the characters presented in the photo into the provided box. Then select "**Next**". (*Note: Do not enter the characters shown in the photo below into the provided box on your screen. Please refer to the box on your screen for the appropriate characters to enter.*)

3. Select a verification method and follow the guided verification steps.
   a. The option "Text my mobile phone" is shown below. Enter the phone number associated with the phone number listed in the message and the number linked to your account. When finished, select "**Text**".

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ Email my alternate email

● Text my mobile phone

○ Call my mobile phone

○ Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (***********40) below. You will then receive a text message with a verification code which can be used to reset your password.

7742758440

Text

4. Once the verification step is completed, enter a new password in both provided text boxes. Then select "**Finish**".

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

Password strength

* Confirm new password:

Finish   Cancel

5. Upon your password being reset, you will be presented with the message below. Select "**Click here**" to continue with signing in.
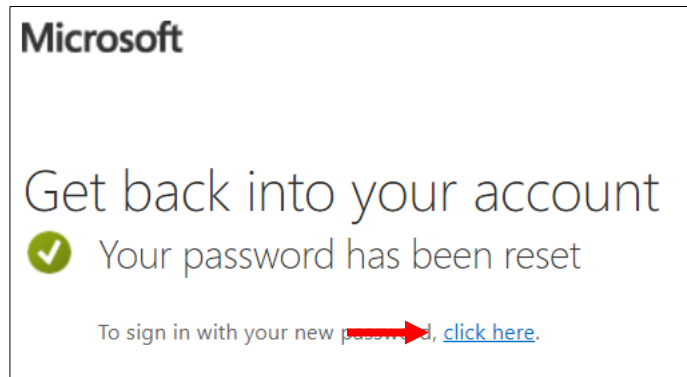
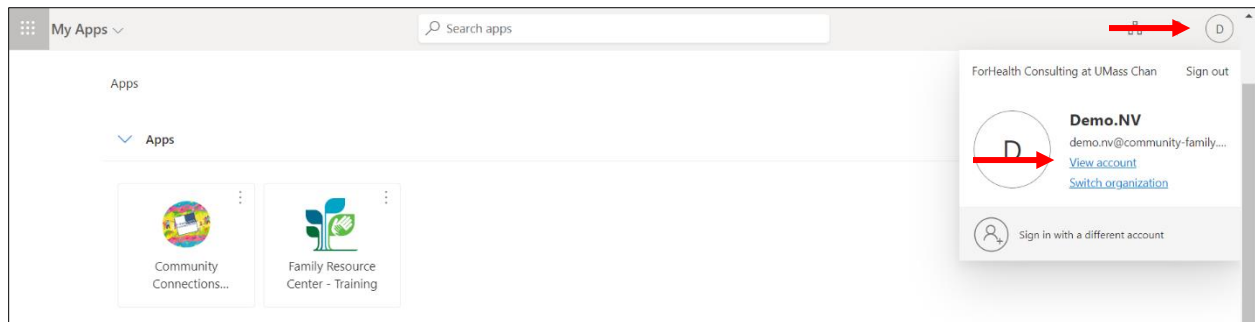6. Proceed signing in with your new password.
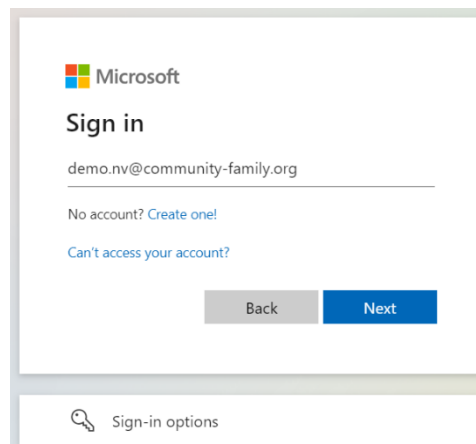
VI. Account Settings

The steps below outline how to access your account settings after signing in and editing your Multi-Factor Authentication (MFA) method or resetting your account password.

1. On the Community-Family Homepage, select the circle in the top right, then select "**View account**".


a. Editing Your Multi-Factor Authentication (MFA) Method

1. In your account settings, select "**Security info**" on the left-hand navigation bar or select "**Update Info**" in the Security Info box.
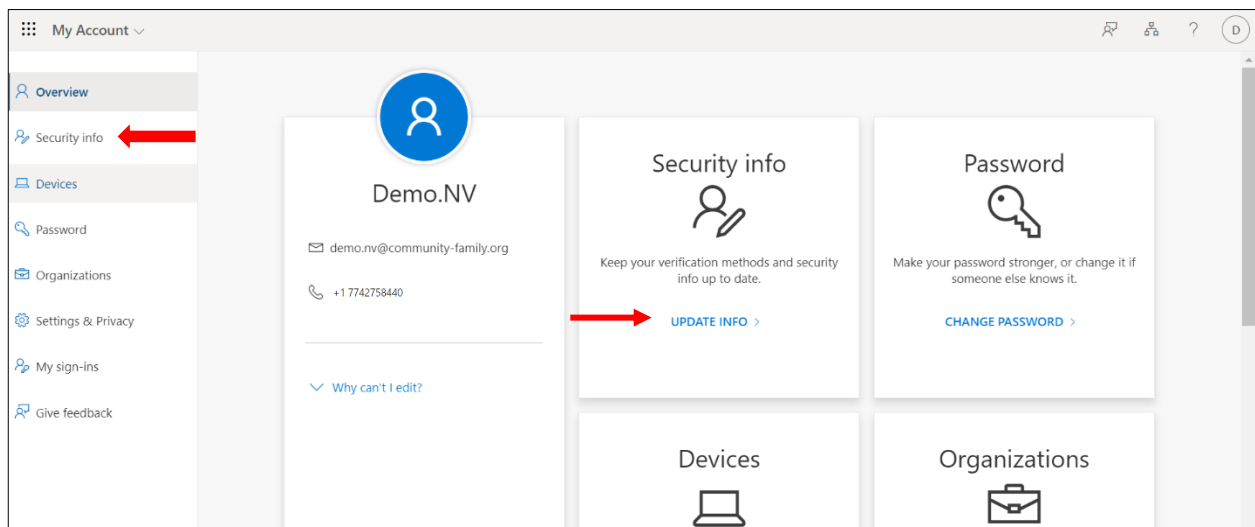
2. Select from the options presented.
   a. "**+Add sign-in method**" will allow you to add an additional Multi-Factor Authentication method. Options include: Authenticator App, Alternate phone, Security questions, and Office phone.
   b. "**Change**" will allow you to update the information used in that authentication method.
   c. "**Delete**" will permanently remove that authentication method.
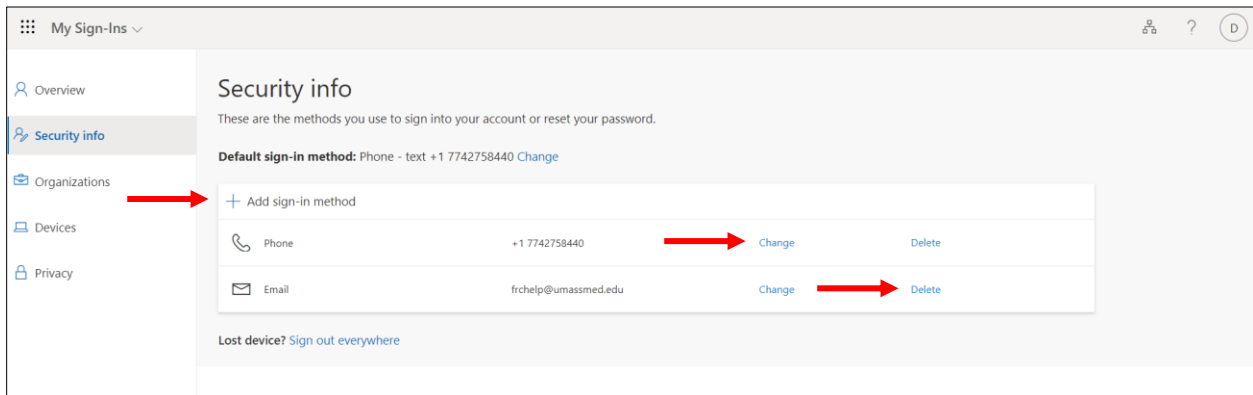
b. Resetting Your Account Password

1. In your account settings, select "**Password**" on the left-hand navigation bar or select "**Change Password**" in the Password box.
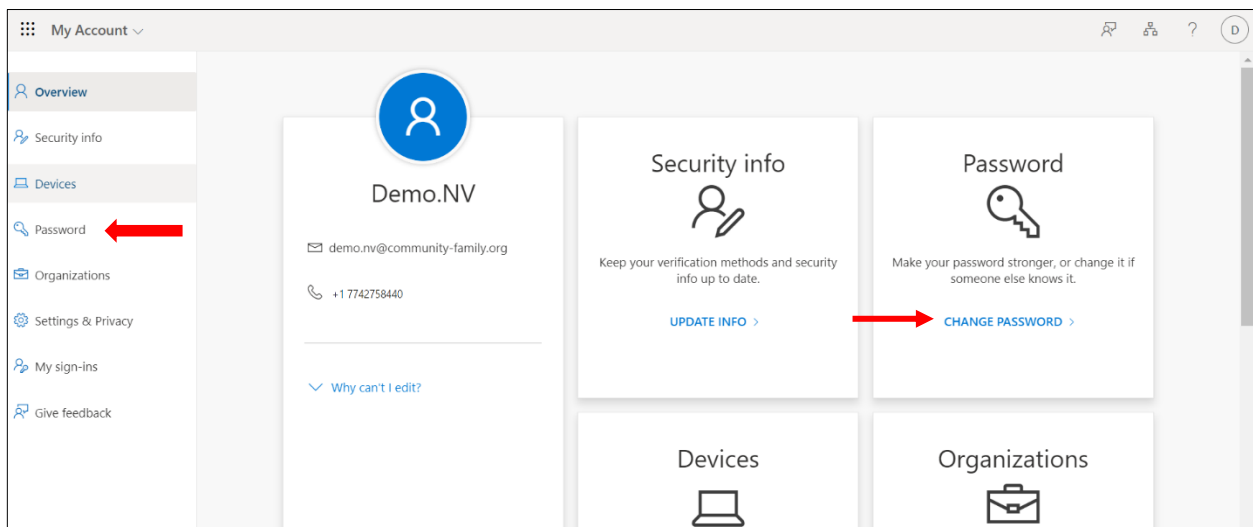
2. Enter your old password, then enter a new password in the two provided boxes. When done, select "**Submit**".

3. Your account screen will display confirming your account password has been changed. You may now close the window and sign in using your new password.