

Steps to Ensure that you Have an Active JANNAF Portal Account

If your Portal Account Status is “Expired”:

1. Look for an email in your **inbox or your junk mail folder** from msharp@erg.jhu.edu. This email message includes a link and temporary login credentials for you to begin the Portal account renewal process. If you can't locate it, please email [Mionna Sharp](mailto:Mionna.Sharp) or call (410) 992-7300, ext. 224 to have that email sent again.
2. Click the link within the email to begin the renewal process and follow the instructions.
3. Once you've accessed the Customer Verification Form (CVF), provide your current information, complete all required fields, and then submit the form. The system will then generate an email message (from portalemail@erg.jhu.edu) to your FSO or HR contact.
4. Speed the renewal process along by alerting your FSO or HR contact to look for this email in their inbox or junk mail folder, and completing their part of the process a.s.a.p.
5. If you're a contractor, you'll also want to follow up with your GSO for the same reason.
6. Once you receive notification that your account has been approved (via an email from portalemail@erg.jhu.edu—check your junk mail), follow the instructions to activate your account, which involves setting a different password (go to www.jannaf.org to do this) that you'll use to log into JANNAF sites.
7. Note that your CVF needs to be renewed each year unless you're a contractor and your DLA expiration date or Government Contract expiration date occur sooner.

If your Portal Account Status is “None”:

1. Look for an email in your **inbox or your junk mail folder** from msharp@erg.jhu.edu. This email message includes a link and temporary login credentials for you to begin the application process. If you can't locate it, please email [Mionna Sharp](mailto:Mionna.Sharp) or call (410) 992-7300, ext. 224 to have that email sent again.
2. Click on the link in that message, login, and you will now have access to the Customer Verification Form.
3. Complete all required fields. If you don't have all of the required information, you can save and return to your form once you gather it. Once you submit, the system will then generate an email message (from portalemail@erg.jhu.edu) to your FSO or HR contact.
4. Remaining steps are the same as steps 4 through 7 above (in the section titled, “If your Portal Account Status is “Expired”).

If your Portal Account Status is “In Process”:

1. The action needed is indicated in parentheses after “In Process:” in the email you received from the ERG Meetings Team. The title/role of the person you need to contact is provided; please follow up with that person. In most cases, it is someone whose contact information you provided when you completed your portion of the Customer Verification Form.
2. Ask that person to look for an email from portalemail@erg.jhu.edu in their inbox or junk mail folder, click the link in that message, and complete/submit the form.
3. If you don't remember whose name/information you provided in the form, please contact Mionna Sharp (msharp@erg.jhu.edu or 410-992-7300 x224).

If your Portal Account Status is “Active” (including if you've forgotten password):

1. Check to be sure you can login to your account.
2. Your user name is your email address.
3. Your password is a minimum of 15 characters and you set it up when you activated your approved account. Password format instructions are provided on the password reset page.
4. If you forgot your password, go to www.jannaf.org, click “Login”, and then click the link “Forgot Password?”
5. An email with a password reset link will be sent to you. You may need to check your junk mail folder.
6. Note that if your account will expire between now and December, you will need to go through the renewal process prior to the December meeting in order to register and attend. You'll receive a renewal email to begin the process shortly before your account expires.