

## 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 [portalemail@erg.jhu.edu](mailto:portalemail@erg.jhu.edu). This email message includes a unique link for you to begin the Portal account renewal process. Please click on the link to begin the process and follow the instructions. The link in this email does expire, so if several days have passed since the email was sent, you may need to request that we re-send the email.
2. Once you've completed and submitted the form, look for another email from [portalemail@erg.jhu.edu](mailto:portalemail@erg.jhu.edu) in your inbox or junk mail folder right away. This email asks you to click on a link to verify your email address. Once you've done so, the system will then generate an email message (from the same email address as above) to your FSO or HR contact.
3. You can 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.
4. If you're a contractor, you'll also want to follow up with your GSO for the same reason.
5. Once you receive notification that your account has been approved (via an email from the same email address as above—check your junk mail if not in your inbox), follow the instructions to activate your account. Be sure to keep a record of the password you create for future use.

### ***If your Portal Account Status is “None”:***

1. Go to [www.jannaf.org](http://www.jannaf.org) today and click on “Create new account” in the top right corner of the screen.
2. Enter your email address to obtain a 6-digit validation code. Click Submit.
3. Look for an email message (check your inbox and junk mail) from [portalemail@erg.jhu.edu](mailto:portalemail@erg.jhu.edu).
4. Click on the link in that message, and enter your email address and the validation code provided in the message. Click Submit.
5. You will now have access to the Customer Verification Form.
6. Gather the information listed at the top of that screen BEFORE you begin completing the form.
7. Remaining steps are the same as steps 2 through 5 above (in the section titled, “If your Portal Account Status is “Expired”).

### ***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 16 characters and you set it up when you activated your approved account.
4. If you don't remember your password, type “12345” in the password field and click “Log in”.
5. Click on the “Have you forgotten your password?” link and follow the instructions to re-set.
6. Write down/save your password in a safe place.
7. Note that if your account will expire between now and May, you will need to go through the renewal process prior to the May meeting in order to register and attend. You'll receive a renewal email to begin the process a few weeks before your account expires.

### ***If your Portal Account Status is “In Process”:***

1. The action needed is indicated in parentheses after “In Process:” in the email you received. The title/role of the person you need to contact is provided; please follow up with the person whose contact information you provided for that role when you completed your portion of the Portal account form.
2. Ask that person to look for an email from [portalemail@erg.jhu.edu](mailto: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 Tricia Frey or Mary Gannaway at 410 -992-7300.