Locked eAuthentication Account
Quick Reference

Purpose

This document summarizes the process of reestablishing ezFedGrants External Portal access if your eAuthentication Account is permanently locked.

Your eAuthentication Account will be locked if you forget your password *and* fail to correctly answer the security questions when attempting to reset your password. Locked accounts *cannot* be recovered, therefore you must create an entirely new eAuthentication Account as if you are a new user.

If the below steps are not completed in order, you may need to contact the ezFedGrants Help Desk to ensure your new ezFedGrants profile is correctly configured and your old profile is deactivated.

Procedure

1. Create a new eAuthentication Level 2 Account, using the procedure described in the **eAuthentication Level 2 Account Creation Job Aid**.

2. A user with the Grants Administrative Officer (GAO) role in your organization must deactivate your old ezFedGrants External Portal access (because this profile is linked with the locked eAuthentication Account).
    - Deactivation of user access is described in the **ezFedGrants External Portal User Role Management Job Aid** and the **ezFedGrants Manage Permissions Screen Quick Reference**.
    - If you were the only GAO for your organization and you are locked out, please contact the ezFedGrants Help Desk so another user can be assigned to the GAO role.

3. Once you have a new eAuthentication Level 2 Account *AND* your old ezFedGrants access has been deactivated, you will need to submit a new ezFedGrants External Portal access request.
    - Refer to the instructions provided in the **ezFedGrants External Portal Access Request Submission Job Aid**.

4. When a GAO reviews your access request, the GAO must select your contact record from the **Find Contact** search.
    - Refer to the information provided in the **ezFedGrants External Portal Access Request Review Job Aid** for details on the **Find Contact** search.

    Note: This step is crucial for recovery of your work items and actions tied to agreement partner-related responsibilities. However, some work items may not be recovered.

5. If a work items is not recovered:
    - Check if the work item is in another user's worklist (**Actionable Items** tile).
        o GAOs are able to reassign reports by opening the report work item, clicking the **Reassign** button, and selecting a user from the dropdown menu (pictured below).
        o Users with locked accounts may appear on the list twice, once for their old account and again for their new account. If the work item doesn't appear in the user's work list, you may have selected the "old account" option.
    - Check if the work item was completed by another user while you were reestablishing your ezFedGrants access.
    - Try recreating the work item. For example, if you were working on a claim before your eAuthentication Account was locked, you may be able to just start a new claim.
    - If these options fail, most tasks can be completed outside of ezFedGrants. In this case, please contact the relevant USDA agency for guidance.