

# FREQUENTLY ASKED QUESTIONS

## FORMS ACCOUNT CREATION AND LOGIN

- **How do I create an account in the DFC Forms system?**

Please click [here](#) to see an illustrated user guide with the steps to create and activate an account in the DFC forms system.

- **I forgot my password. Can I re-set it myself?**

On the login screen, click where it says “To reset your password, please [click here.](#)” It will ask you to input the username and email address that you entered when you created the account. The system will then send to that email address a temporary password and a link that will take you through the re-set process. Click [here](#) for a step-by-step illustrated user guide.

- **If I email for help, what information should I provide to ensure prompt resolution of my issue?**

At a minimum, please provide your name, email address, telephone number and a description of your issue/question.

If you are already working with a DFC officer on a particular project/transaction, please provide the name of the DFC officer with whom you are working, the name of the project and the country where the project is located. That enables technical staff to coordinate with business line personnel to understand the context of your inquiry.

If you are encountering a technical difficulty or are confused by what you are seeing on the screen, take a “snapshot” of the screen (press the CTRL and the PRNT SCRN buttons at the same time) and paste that into your email along with a description of what you are trying to do. Being able to see what you are seeing may help technical personnel to diagnose the problem.

- **I submitted the information necessary to create an account, but I didn’t receive the account activation email that the system was supposed to send. How do I activate the account and log in?**

Send an email to [helpdesk@dfc.gov](mailto:helpdesk@dfc.gov), tell them the username and email address information that you entered when you created the account, and they can have a technical specialist activate the account for you.

- **I received the account activation email, but when I click on the activation link in the email, it doesn’t work.**

First, try copying the activation link and pasting it into your web browser manually. If that does not work, send an email to [helpdesk@dfc.gov](mailto:helpdesk@dfc.gov), tell them the username and email address information that you entered when you created the account, and they can have a technical specialist activate the account for you.

- **I forgot both my username and my password. How do I get those?**

Send an email to [helpdesk@dfc.gov](mailto:helpdesk@dfc.gov). Tell them your name, company/project name and the email address that you used when you created the account, and they will assist you with getting your username so that you can update your password.

- **The person who created our DFC Forms account has left our company. How do I change the username, password, contact email address and other information on our account?**

If you do not have the current login information, send an email to [helpdesk@dfc.gov](mailto:helpdesk@dfc.gov). Tell them the name and former email address of the person who created the account, and they will assist you with getting the current username so that you can update the password and log into the account.

If you have the current login information, login and click on the arrow next to the account holder name in the upper right-hand corner. Click “Edit Profile” and then make the desired edits. Click [here](#) for a user guide on this.

- **I’m not sure if my company already has an account in the DFC Forms system, and I don’t want to create another account if we already have one. How do I determine if we already have an account?**

If your company applied for an OPIC Finance, Funds or Insurance product any time after September 2012 OR a DFC Finance, Funds or Insurance product since the inception of DFC, they probably already have an account. Send an email to [FormsSupport@dfc.gov](mailto:FormsSupport@dfc.gov) and ask them to search for you. Please provide as much information as you can about the products that your company applied for and the OPIC or DFC-related projects in which it was involved. For example, if you explain that your company received an OPIC loan for [brief project description] in [name of project country], DFC personnel will be able to find that project record and determine if there is a DFC Forms account associated with it.

- **Can I put all my forms into one account or do I need to create separate accounts for each form/project?**

To avoid confusion, it is a good idea to keep all the forms associated with a particular project/investment in one account, with the exception of Personal Identification Forms. Since the Personal Identification Form often contains sensitive personal information (such as a U.S. social security number or a passport number), some users prefer to complete them in accounts that are separate from the main account where other project-related forms have been completed. That is fine since the activation codes used to initiate each Personal Identification Form link them back to the main record on the DFC side of the system even when they are stored in a separate account.

With regard to keeping forms associated with multiple projects/investments in one account, an applicant is free to do that. Whether to maintain one account for all projects or a separate account for each project that an applicant may be working on is a matter of personal preference.

- **We have a multi-person team working on the forms for our project. Can each person have their own login?**

Each account in the DFC Forms system has only one set of login credentials (i.e. a username and a password). If multiple team members all need to work on the forms for a particular project, we recommend that they share the single set of login credentials with each other so that the relevant parties may all access the one account.