


FACT24 ONE Login

FACT24
ultimate PLUS

New simplified login process for all your FACT24 applications

Munich, 18 May 2020



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1. Simplified login process
2. Note: Login attempts by different users with the same e-mail address
3. What to do if you have forgotten your password

Introduction: New simpler login process

FACT24
ultimate PLUS

We have simplified the login process to enable you to log into the Crisis Management Tool **quickly and easily**. You can now use your FACT24 login data to log into the Crisis Management Tool!

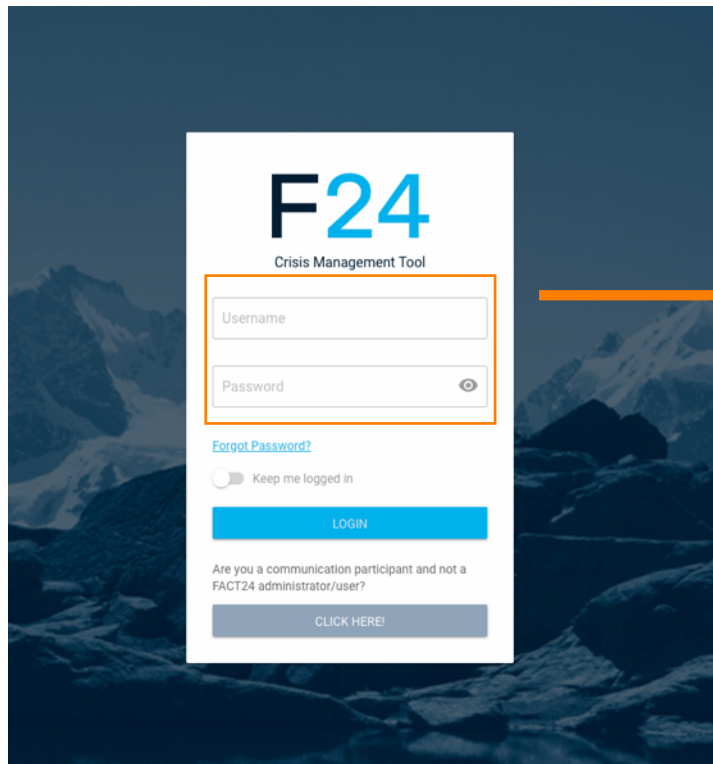
In future, your FACT24 username and password will apply for:

- the FACT24 administration interface,
- the Crisis Management Tool (FACT24 ultimate PLUS),
- the F24 Alert! app.

This presentation explains what has changed and what you may need to look out for:

Logging in with your FACT24 user data

New login window from 25 May, 2020:



Step 1:

Enter your FACT24 **username** and **password** in the login window – i.e. the data you always use to log into FACT24. Click **“LOGIN”** to confirm your entries.

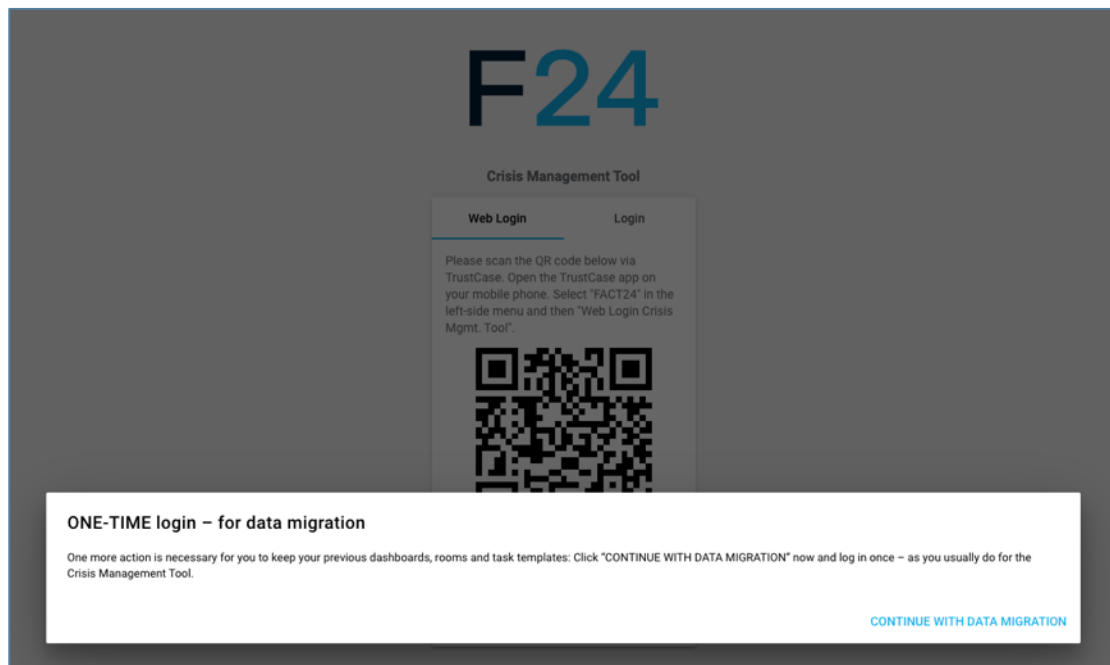
If you want to save your user data for this website, click **“Keep me logged in”** first.

Forgotten your password? See page 9 for instructions.

FOR COMMUNICATION PARTICIPANTS ONLY:

If you are a communication participant, not a FACT24 administrator and/or user, go to **“CLICK HERE!”**.

Introduction to data migration – for adopting previous dashboards, rooms and task templates



Step 2:

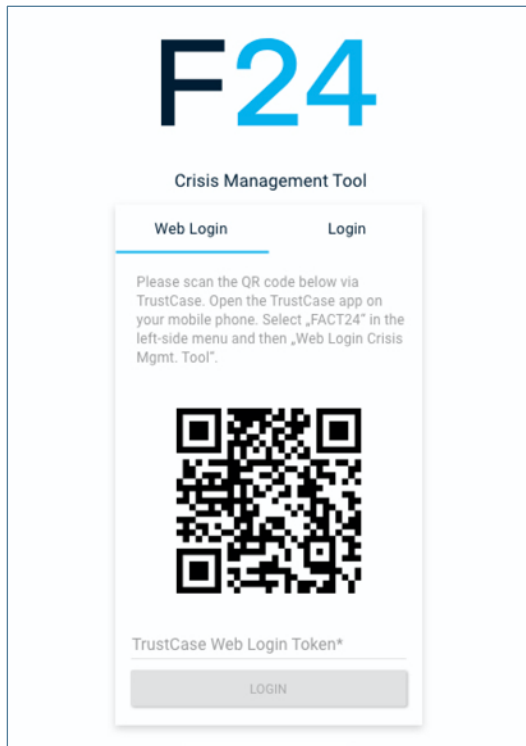
Click “**CONTINUE WITH DATA MIGRATION**” and log into the Crisis Management Tool **once** (as you usually do).

This is essential in order to keep your previous dashboards, rooms and task templates!

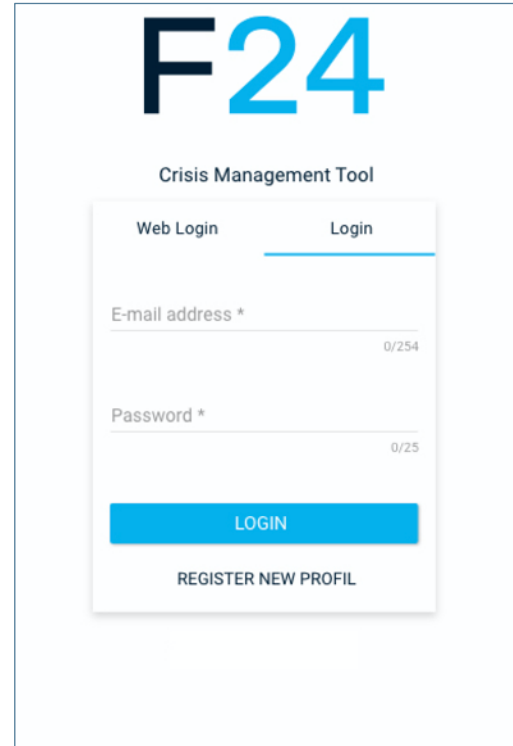
This step must be performed by all administrators.

For data migration: LAST login using the “old method” – the previous login window

Login with
QR code scan



Login with
E-mail address



Step 3:

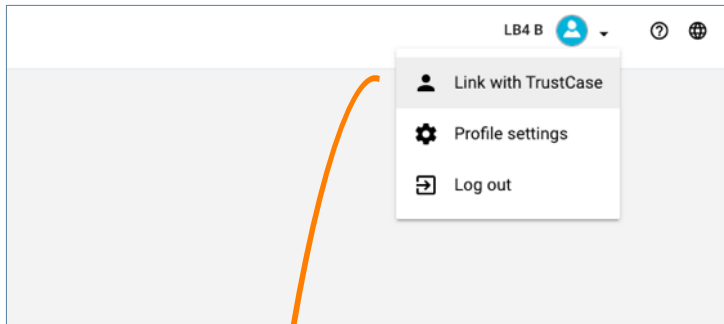
One last time, log in using the same method you have always used previously – either QR code scan (Web Login) or e-mail address (Login). This is essential to ensure that your existing data are migrated.

Login using QR code scan (tab: Web Login):

Open your TrustCase app on your smartphone. In the TrustCase app, select “FACT24” in the page menu, then “Web Login Crisis Management Tool”, and scan the QR code. Enter the code that appears in your display and click “LOGIN”.

Login using e-mail address (tab: Login): Enter your e-mail address and password in the window and confirm your entry by clicking “LOGIN”.

For worst-case scenarios: Later connection to TrustCase in the Crisis Management Tool



You can also log into TrustCase in the Crisis Management Tool at a later stage. This may be necessary if e.g. you have lost your device and need to connect a new device.

To do so, open the Crisis Management Tool, click your profile at top right and then click **“Link with TrustCase”**.

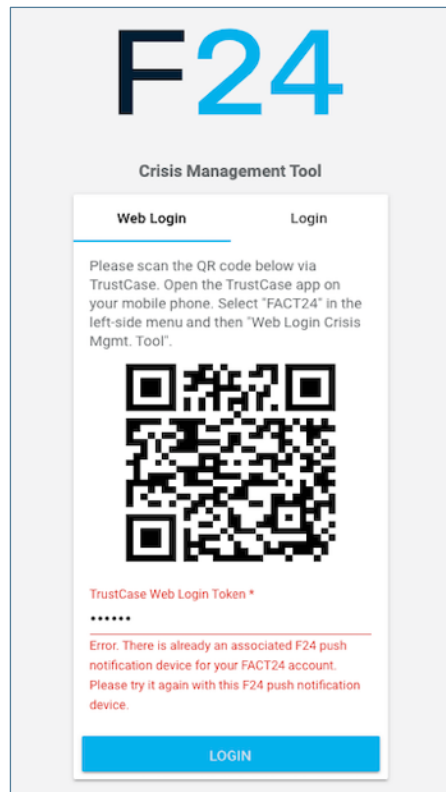
You will now be able to access your previous rooms again. If you need to access your dashboards and task templates as well, please contact F24 Support.

Link with TrustCase

Here you can link a new F24 push notification device (TrustCase) to your FACT24 account. Rooms of this device will be directly available in the Crisis Management Tool. If you need access to your former dashboards and task templates, please contact our support team.

CANCEL [LINK NOW](#)

Error message – in case of “shared” login with the same e-mail address



As a general principle for reasons including security, we recommend assigning a **unique individual e-mail address** in FACT24 to every user.

If **multiple users use the same e-mail address** for specific reasons, **connection to TrustCase is only possible by using the same smartphone** to scan the QR code!

An **error message** is displayed with the information that an F24 push notification device is already saved for that account.

The code may not have been entered correctly. Please re-enter the code. Or the device may not be the same F24 push notification device that is assigned in FACT24. In this case, use the correct F24 push notification device.

You can then click “**LOGIN**” to continue.

FORGOTTEN PASSWORD & PASSWORD RESET

The image shows two side-by-side screenshots of the FACT24 user interface. The left screenshot is the login page, featuring the 'F24 Crisis Management Tool' logo, a 'Username' input field, a 'Password' input field with a visibility toggle, a 'Keep me logged in' checkbox, a 'LOGIN' button, and a 'CLICK HERE!' button. A blue link labeled 'Forgot Password?' is highlighted with an orange box, and an orange arrow points from it to the right screenshot. The right screenshot is the password reset page, titled 'To reset your password, enter your user data.' It contains a 'User name / User number' input field, a section for selecting notification methods with checkboxes for 'E-mail' and 'SMS or F24 push notification' (both checked), a blue 'Reset password' button, and an alternative method for faxing queries.

If you have forgotten your password, click “**Forgot password?**”

A password reset window opens. To reset your password, enter your user data (username or user number).

Depending on your selection, your new password will be sent to your e-mail address and/or sent by F24 push notification or SMS.

You must select at least one option for receiving your new password.

Then click “**Reset password**”.

Assigning a new password

The password must contain a minimum of 8 characters.

The password must contain standard characters (Aa-Zz).

The password must contain numerals (0-9).

The password must contain uppercase (capital) and lowercase (small) letters.

The password must contain special characters (., # @ ! ? \$ _ - *).

User name / User number

Password

Repeat password

Password strength
Empty

You will see a message that an e-mail and/or F24 push notification or SMS with confirmation link has been sent to you.

Click the confirmation link to open the window shown here on the left.

Enter your new password in the window.
Then confirm with **“OK”**.

Click [here](#) to get a more detailed explanation about how to reset your password.

Contact

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