

Logging Into Portal – Members/Customers

There are important changes to the login process that will go into effect after go-live.

Portal Login

Members/Customers will no longer be able to login using their ADA number. After go-live, the portal login will be enabled by Salesforce, which requires each user to login using a unique email address and to set a password.

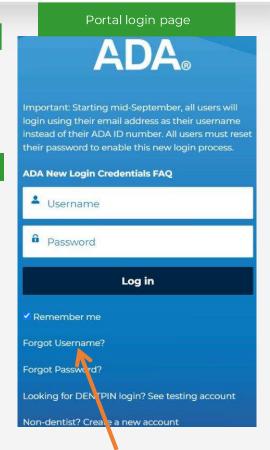
Username

If the member/customer has a unique email address on their contact record:

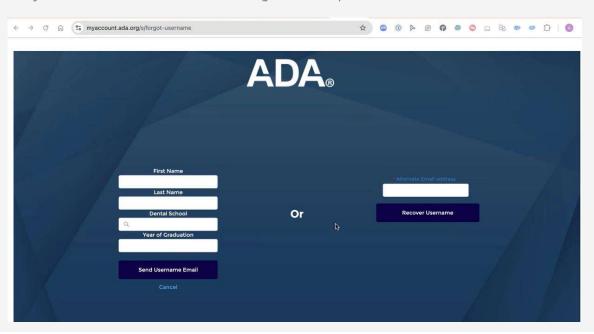
Username is unique email address in contact record.

If member/customer does NOT have a unique email address on their contact record:

• Seek Staff Support: Member/customer will not be able to login until a unique email address is added to their contact record. The member/customer may contact the ADA Member Service Center at 800-621-8099. Their office is open from 7am-6pm CT Mon.-Fri. A staff member may also add an email to the customer's contact record to enable login.



If the member/customer forgets their username, click on "Forgot Username?" This will bring you to the search page below. Fill out all relevant information, then click Send Username Email. You will then receive an email from noreply-ams@sfapps.ada.org with the subject line "Username reminder for (your name)."





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Password

If the member/customer has a unique email address on their contact record:

• Password: The member/customer will need to set their own password.

There are 3 options for a Member/Customer to set a Salesforce password:

1. Click Email Link: At go-live, all users with a unique email address on record will receive a Welcome Activation Email from noreply-ams@sfapps.ada.org with the subject line: "Important: update your ADA password." Click the link in the email and follow instructions for setting a password.

Note: Members/customers may need to check their spam folders if they do not receive this email in their inbox.

ADA American Dental Association®

{!Contact.kw__Full_Name__c}

Starting today, your ADA member number will no longer be used to log in to your ADA account. You will now use your unique email address and password to access your account.

Once logged in, you will be able to find your account information, personal and professional profile, and access to ADA resources.

For security reasons, you must update your password to log in to the new ADA account portal. Please review your new login username and instructions to update your password below.

Username: (!Receiving_User.Username)

You will use this email address each time you login to the ADA account portal. Your ADA member number is no longer required for login.

Password: Update your password to access the new ADA account portal

Have questions about the login changes? Find answers to frequently asked questions at <u>ADA.org/LoginFAQ</u>. Additionally, you can reach out to the ADA Member Service Center at <u>msc@ada.org</u> or 312-440-2500 for further assistance, available weekdays 7 am - 6 pm CST.

American Dental Association 211 E. Chicago Ave., Chicago IL 60611, United States

Privacy Notice



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Password Cont.

2. Password Reset: On the login page, users may click "Forgot Password?" which will trigger Salesforce to send an email with a link to set a password. The email will come from noreply-ams@sfapps.ada.org with the subject line "Your new MyADA password". Members/customers may need to check their spam folders if not received in inbox.

ADA American Dental Association*

Hi {!Receiving_User.FirstName} {!Receiving_User.LastName},

Your password has been reset for {!Community_Name}.

You are receiving this message because you or someone using this email address requested help in resetting the password associated with this account.

Click on this password reset link to continue the action.

Thanks, American Dental Association

3. Seek Staff Support: The member/customer may contact the ADA Member Service Center at 800-621-8099. Their office is open from 7am-6pm CT Mon.-Fri. A staff member may also assist with <u>password reset.</u>

Member/customer without unique email address

If member/customer does NOT have a unique email address on their contact record:

• The member/customer will not receive the Welcome Activation Email on page 2.

A Member/Customer without a unique email address can set a Salesforce password by:

• Seeking Staff Support: After adding their email address, the ADA Member Service Center will reset the customer/member's password, which will trigger an email with a link for them to set a password. Remind members/customers to check spam folders if the email does not appear in their inbox.