

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:

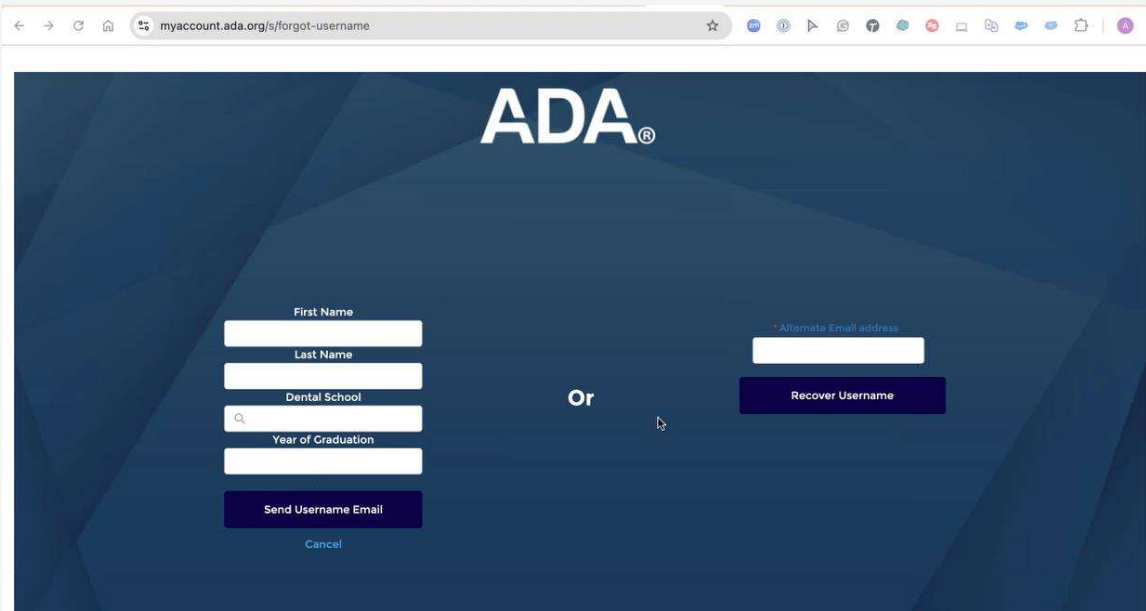
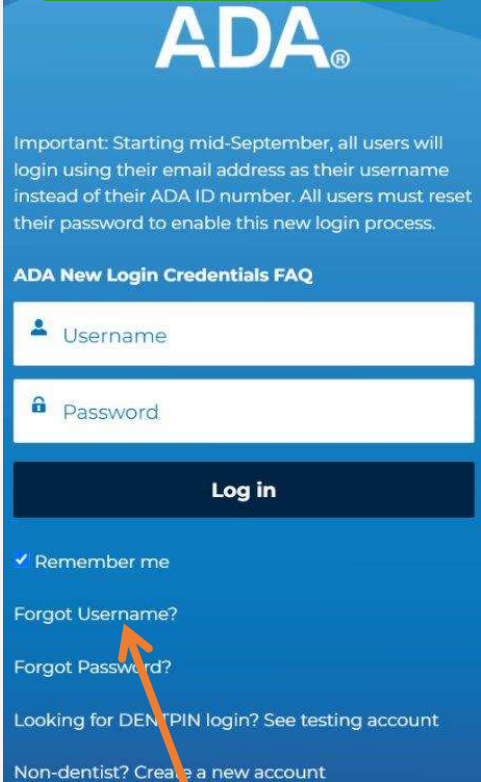
- Username is unique email address in contact record.

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).”

Portal login page



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Password

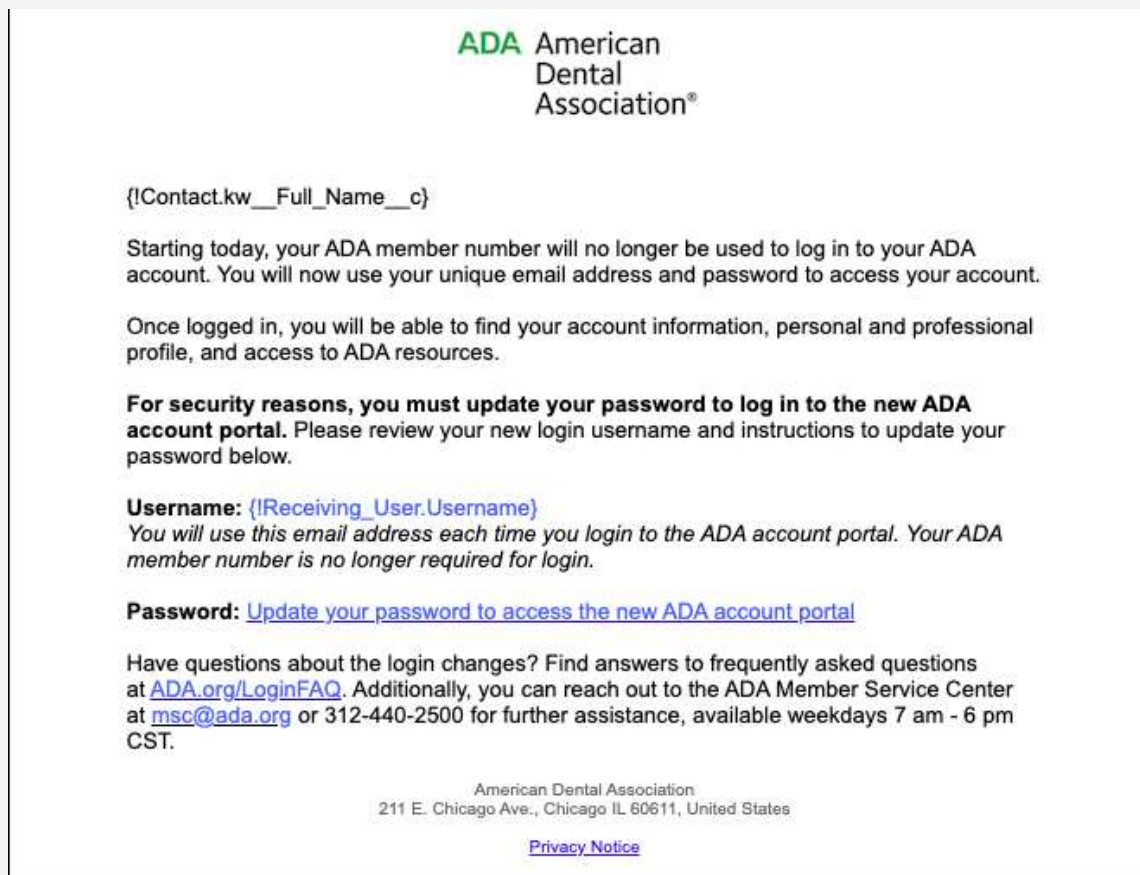
If the member/customer has a unique email address on their contact record:

- 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.

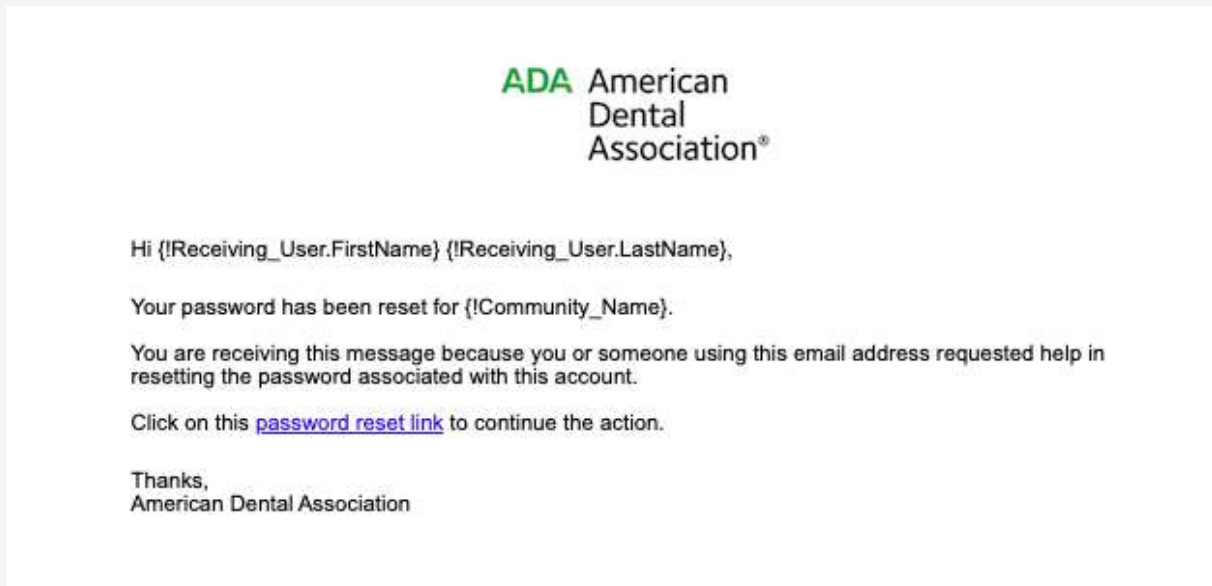


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There are important changes to the login process that will go into effect after go-live on September 10, 2024. .

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.



- 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 [password reset](#).

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.