How to log into the Operation Fuel Application

Make sure you are logging in to the correct URL: https://app.operationfuel.org/

(This is the address for the LIVE system with LIVE data that you should be using. Please double check you are accessing the correct site address above)

You will log in with your ORGANIZATION'S provided email address or whatever e-mail address you were using to log into the previous Operation Fuel software system.

POSSIBLE ERROR MESSAGES LOGGING IN:

If there is a problem with your login, an error message will appear in a colored band at the top of the screen. Please read the error message carefully to determine what is causing your login problem. Most common errors:

User Account Unknown – You do not have an account setup for you yet in the system, or if you are sure an account has been created for you, there may have been a typo in the e-mail address when the account was created. If you have someone in your organization who is a director, contact them first and they can create / fix your account, and also set your password for you. If you are a director or the only one doing intake in your organization, please contact Operation Fuel at: **(860) 243-2345** and someone can set up an account for you.

Password Not Correct – This means you are most likely typing your password incorrectly. You can click on the "Forgot Password" link at the bottom of the login window, re-enter your e-mail address into the popup window and click the "REQUEST PASSWORD" button.

Your Account Is Locked – For security purposes, after 5 incorrect login attempts, your account is locked. A director in your organization can unlock your account by going into the USER DIRECTORY, Clicking on the LOCKED USERS tab, and then clicking on the PAD LOCK ICON on the far right of your name. If you are a director or need immediate assistance, please contact Operation Fuel at: **(860) 243-2345**

SETTING OR RESETTING YOUR PASSWORD:

If this is your first time logging in or can't remember your password, please click the "Forgot Password?" link at the bottom of the login window.

A popup window will appear, and you must re-enter your full, organization e-mail and click the "REQUEST PASSWORD" button. This will send an email from the system that will contain a link that you must then follow to change your password.

After following the link, you will be prompted to enter your new password twice. You can now log in with the new password that you set.

*PLEASE NOTE: Directors at your organization with director level permissions can set your password for you also. Directors can go to the USER DIRECTORY tab, click on any user's name in their organization and then in the upper right-hand side of your profile, a new password can be entered and set there as well.

PASSWORD RESET LINK PROBLEMS:

1) **You are not receiving any e-mail with a link in it** - Please double check your spam/junk folder, or contact your organization's IT department to whitelist "operationfuel.org" as a permitted sender to your mail server. If you still cannot find the e-mail after doing this, please send a detailed email to help@novusinsight.com following the guidelines in **red** below.

2) **You are taken to a window that says your browser is unsupported or out of date** - This means you are trying to access the site with either Microsoft Internet explorer or Microsoft Edge.

*PLEASE NOTE: At this time, the application works best in Google Chrome and Mozilla Firefox. We do not support Microsoft Internet Explorer or Microsoft Edge web browsers.

Also, even though you may have Chrome or Firefox installed, they might not be set as your default web browser. If this is the case, clicking on the password reset link from your e-mail program may attempt to open the password reset link in a browser that is not supported.

You can set Chrome or Firefox as your default web browser (contact your IT department for assistance) OR try copying and pasting the link from the e-mail by right-clicking on it and selecting "copy link" and making sure you open Chrome or Firefox and paste it into the address bar and hit enter.

3) **You are taken to a blank screen or receive a "Bad URL" message** – Please send a detailed email to help@novusinsight.com following the guidelines in **red** below.

SUBMITTING A SUPPORT TICKET TO NOVUS INSIGHT FOR TECHNICAL HELP:

For **technical difficulties** logging in, please submit a helpdesk ticket to help@novusinsight.com

Please include:

1. First and Last Name
2. Organization
3. Contact Phone Number
4. Date and Time of Your Login Attempt (if possible)
5. Any Error Messages You Received (if possible)
6. Any Information you can provide about your computer system (Such as Windows / Mac and Web Browser Version)
7. Screenshots or photos of your screen can be attached to these emails and are *very helpful* for troubleshooting problems