

Logging Into Portal – Members/Customers

There are important changes to the login process that went into effect at go-live.

Portal Login

Members/Customers are no longer able to log in using their ADA number. The portal login is enabled by Salesforce, which requires each user to log in using a unique email address and to set a password.

Username

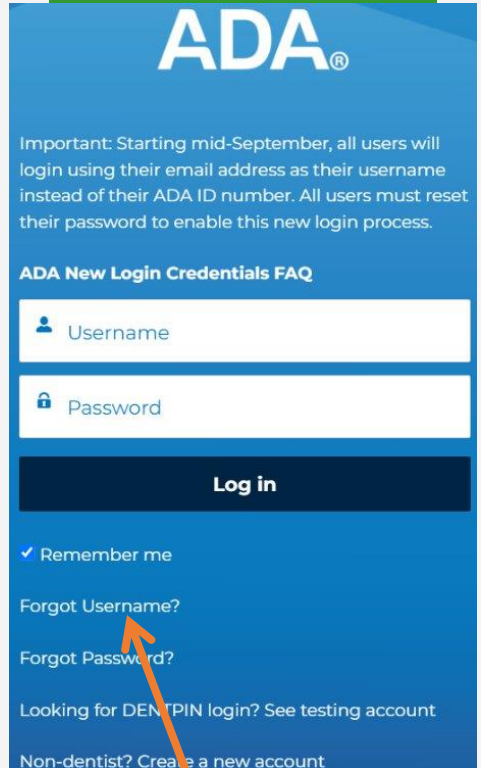
If the member/customer has a unique email address on their contact record:

- Username is unique email address in contact record.

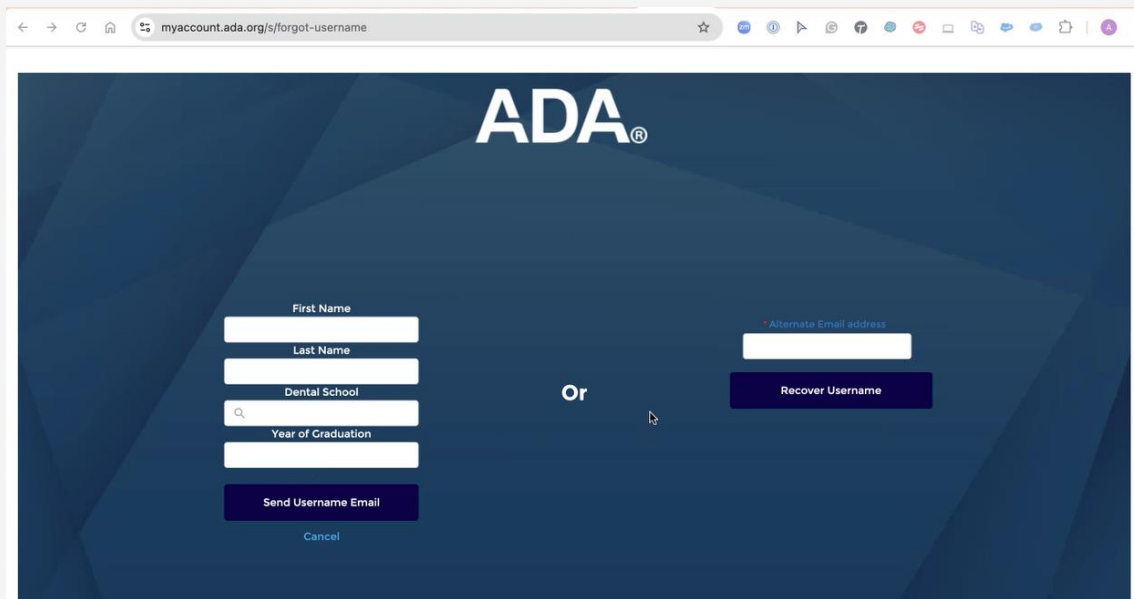
If member/customer does NOT have a unique email address on their contact record:

- **Seek Staff Support:** Member/customer will not be able to log in 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](#).

Portal login page



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).”



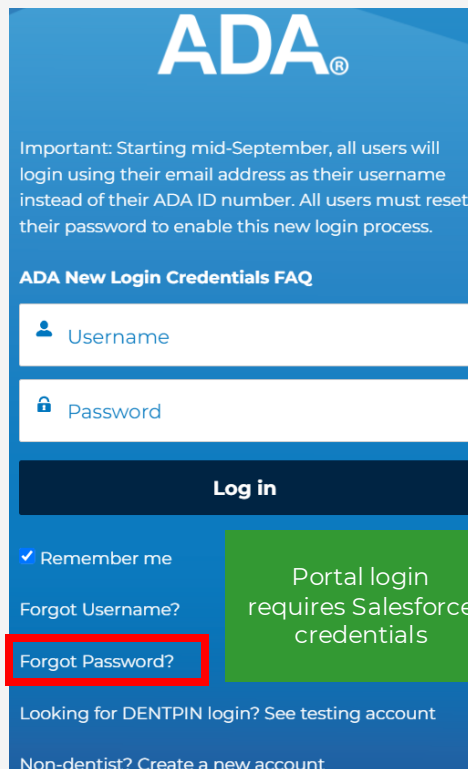
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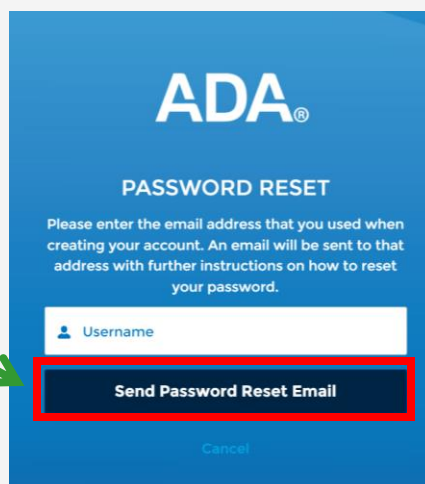
Logging into Portal Pages Using Salesforce

Portal pages, such as ADA.org pages, ADA Connect, branded web templates, etc. will be supported by Salesforce login. **You will not be able to log in to these pages using SSO. You will need to activate your Salesforce credentials to log in to Portal Pages.**

- a. **Visit any portal page**, such as <https://myaccount.ada.org/>
- b. **Password Reset:** click “Forgot Password?”



- a. **Username:** enter the email address on your Aptify record and click “Send Password Reset Email”.



Logging Into Portal – Members/Customers

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

Logging into Portal Pages Using Salesforce

- d. Email Link:** You will receive an email with a link to set a password. The email will come from noreply@salesforce.com on behalf of American Dental Association with the subject line “Your new My ADA password”.

Notes:

- Check your spam folder if you do not receive this email in your inbox.
- This password is for Salesforce and will NOT impact your SSO credentials.



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

- e. Set a Password:** Click the link in the email and set a password that includes at least:
- 8 characters
 - 1 letter
 - 1 number
- f. 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

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.