

CFC Charity Administration Center

Creating an Account, Requesting Access, and Password Reset

Account Creation

1. Go to: <https://cfcharities.opm.gov/app/#!/home>.
2. Click on Create an Account.
3. Type the required entries in the following fields: First Name, Last Name, Email Address, Email Address Confirmation, Password, and Password Confirmation.
4. Note: Password must be 8-14 characters, have at least one upper case letter, one lower case letter, one number, and one special character (!@#&*).
5. Click the Create an Account button.
6. A PIN will be sent to your email address.
7. Obtain the PIN from your email. Please be aware, the PIN expires after 30 minutes.
8. Enter the PIN in the Enter Code from the email field. Click Submit Code.
9. The Security Questions page will appear. Select a question for each of the three-drop down menus. In each Answer box, type answers to the questions selected. Click Submit.
10. The "Congratulations! Your account has been created" page will appear.

CFC
Combined Federal Campaign

Welcome to the CFC Charity Administration Center

Learn Everything You Need To Know To Apply To The CFC Campaign

Click to watch the video and download this [How To Apply pdf](#) to get the details you need for your charity to participate in this year's campaign.

CFC Overview and How to...

Sign In

Email
Email

Password [Forgot Password?](#)
Password

Sign In

— New To CFC Charity Center? —

Create An Account

By signing in you are agreeing to our [Terms of Use](#) and our [Privacy Policy](#)

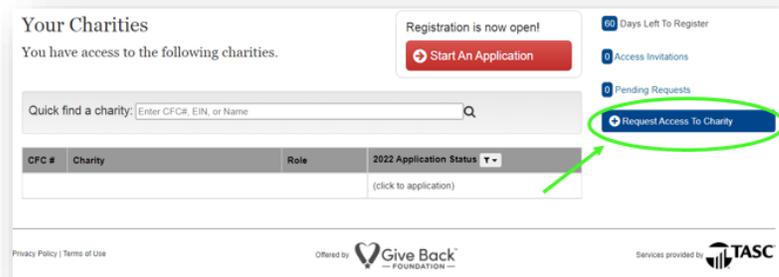
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Offered by **Give Back** FOUNDATION

Services provided by **TASC**

Access Request

1. From Your Charities page, click “Request Access To Charity”.
2. Enter your organization’s 5-digit CFC Code or EIN (if entering EIN, please omit dash, and please be sure that the EIN you are entering is correct).
3. Click Submit & Continue. The screen displays the Request Access to a Charity page, with a list of charities matching the CFC code or EIN. Click Select next to desired charity and click “Submit a request”.



4. Please be advised that your access request must be approved by the **current application owner**. The current application owner can approve your access request by following these steps:
 5. Visit <https://cfcharities.opm.gov/app/#!/home> and log in.
 6. Click the organization’s name.
 7. On the right side, locate and select “Manage user”.
 8. Select the “Requests” tab and proceed to approve the pending access request.
 - a. Note: ‘Owner’ role vs. ‘Editor’ role – An ‘Editor’ will not be able to; 1. Approve new Owners/Editors to the account. 2. Delete existing Owners/Editors. 3. View/Edit banking information. 4. View Payment History.
9. If the current application owner is no longer with your organization, our support team must conduct a verification process. To make this process more efficient, we would like to obtain a point of contact other than the requester (name, title, phone number) to verify your information. Be advised that this person must have a role of supervisor or higher. Contact the CFC Customer Care at 888-232-4935 or email support@cfcharities.org to provide this information.
 - a. *Alternatively, when requesting access to your organization, if the charity has not participated in the CFC since before the 2017 campaign, you may see the following:*



- b. *You should then select “Add Chapter Address” and enter your charity information. At that point, you will automatically become the application owner for your organization. No further verification would be required.*

Federations Requesting Access to New Member Applications

The organization must send an email to the Office of CFC (cfc@opm.gov) to request access to its charity profile. The name and email address of the person at the organization that should have access to the charity’s record must be included in the email.

Once approved by OCFC, an account set up email generated from the Charity Application System will be sent to have the user set up their account (see Account Creation). Once the profile is established, the user can add their contact at the federation to the application and/or edit existing users.

If the member organization is transferring from one federation to a new one, an email should be sent to the former federation to advise it of the switch in affiliations.

Password Reset

If a charity user cannot remember their password:

1. Visit **<https://cfccharities.opm.gov/app/#!/home>**.
2. Click on “Forgot Password?”.
3. Enter an email address and submit.
4. Follow directions in the password reset email (copy the PIN/Temporary Password – be sure not to pick up any extra spaces, click on the link provided, paste, or type the PIN/Temporary Password in the provided field (case sensitive), and create a new password. Please note that the password should be between 8 and 15 characters and have one capital letter, one lower case letter, one number, and one special character).
5. Sign in to the account.
6. If a charity user cannot remember the answers to all their security questions and is locked out of the account:

- a. Contact the CFC Charity Help Center at 1-888-232-4935.
7. The help center will verify the individual by:
 - a. Having them answer a security question.
 - i. If they can answer one of the three questions correctly, we can unlock and reset the account.
 - b. Reaching out to a point of contact (only IF they cannot answer a security question).
 - i. The help center will need to obtain a point of contact at the organization that can verify that we should unlock the account for the user. The point of contact should be a supervisor or higher at the organization. The help center will ask for the first and last name, title, and phone number. If the point of contact confirms that the account should be unlocked, the help center will, then, unlock and reset the account.
8. This will trigger 2 emails to be sent to the charity user. One will say the account has been activated, the other will say the account has been reset. They can ignore the “activation” email and just follow the prompts in the reset email. (Copy the PIN/Temporary Password – be sure not to pick up any extra spaces, click on the link provided, paste, or type the PIN/Temporary Password in the provided field (case sensitive), and create a new password. Please note that the password should be between 8 and 15 characters and have one capital letter, one lower case letter, one number, and one special character).
9. Sign in to the account.
10. Select three new security questions to answer.

If you have technical issues, please contact Customer Care:

1-888-232-4935

(Local/Int) 608-237-4935

TTY (Toll Free) 800-203-8280

TTY (Local/Int) 608-268-7740

support@cfcharities.org

8am-6pm CST / 9am-7pm EST Monday – Friday

We look forward to your organization joining the 2022 campaign!