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Emergency Food and Shelter National Board Program

New Website Security Features User Guide August 2026

CONTENTS

1. Introduction
2. Login Process
3. Multi-Factor Authentication
 - a. MFA Window
 - b. MFA Window Timing
 - c. Passcode Process
 - d. CAPTCHA Process
 - e. Resend
 - f. Error Messages
4. Session Timeout
 - a. Session Extension

1. INTRODUCTION TO MULTI-FACTOR AUTHENTICATION AND SESSION TIMEOUT

We've implemented two new features on the EFSP website to safeguard user data and comply with modern security standards. This manual provides step-by-step instructions that include illustrations to guide users.

Multi-Factor Authentication

Multi-Factor Authentication (MFA) is a multiple-step account login process that requires more information than just your password. These layers of authentication help to prevent unauthorized account access if a system password has been compromised.

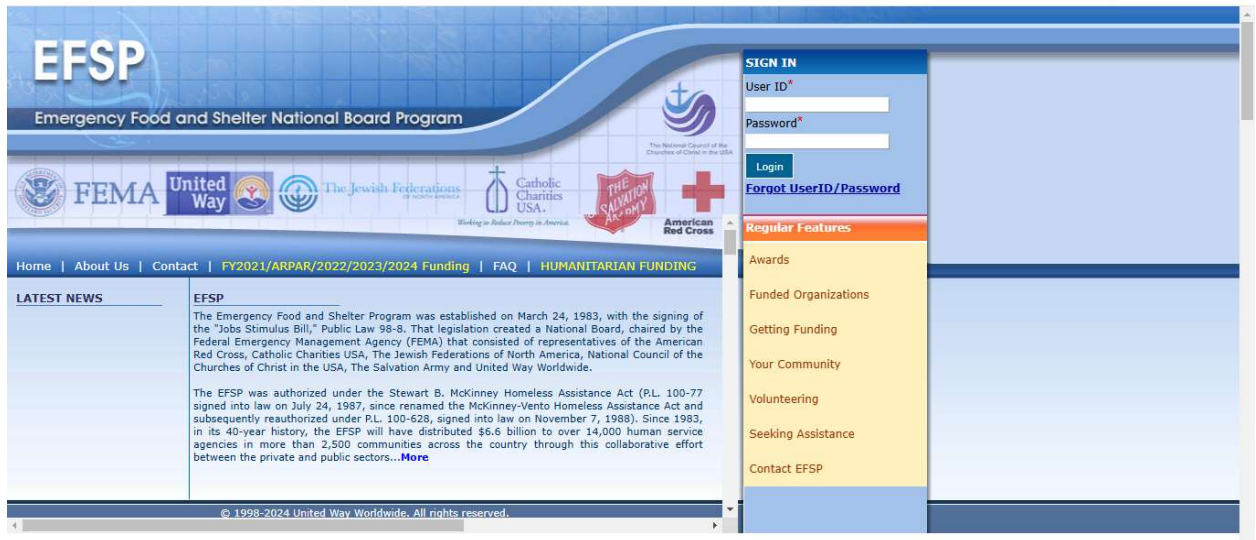
5. In addition to your login ID and password, multiple layers of authentication are introduced where:
 1. The registered user email address will receive a time-based one-time **Passcode** to enter in the Multi-Factor Authentication (MFA) window
 2. The user will also be required to enter **CAPTCHA** characters in the Multi-Factor Authentication (MFA) window
- Successful validation of both **Passcode** and **CAPTCHA** allows the user to login to the EFSP website.

Session Timeout

If the system is idle or inactive for a pre-determined period of time, the user will be logged out. This feature prevents unauthorized access to sensitive data on unattended or shared devices. Please note that you will lose your current task/activity unless you **Extend Session**.

2. LOGIN PROCESS

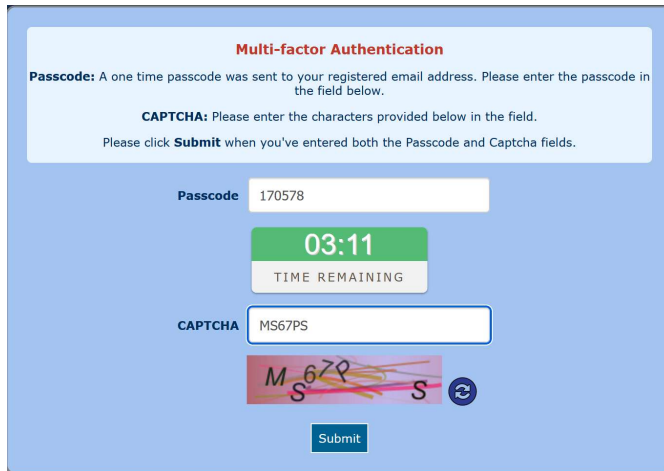
1. Type the website URL <https://efsp.unitedway.org/efsp/website/> in your preferred internet browser and press Enter key on your keyboard.
2. The EFSP website **LOGIN** screen appears.



3. Enter your User ID in the **User ID** field.
4. Enter your Password in **Password** field.
5. Click on the **Login** button.
6. EFSP website Multi-Factor Authentication window will appear.

3.A. MULTI-FACTOR AUTHENTICATION (MFA) WINDOW

The Multi-Factor Authentication (MFA) window contains two fields for you to enter data: **Passcode** and **CAPTCHA**



The screenshot shows a web interface for Multi-factor Authentication. At the top, a light blue box contains the title "Multi-factor Authentication" in red. Below it, instructions for the Passcode and CAPTCHA are provided. The Passcode field is a text input with the value "170578". Below the Passcode field is a green timer box showing "03:11" and "TIME REMAINING". The CAPTCHA field is a text input with the value "MS67PS". Below the CAPTCHA field is a CAPTCHA image showing the characters "M 6 7 P S" with a refresh icon. At the bottom is a blue "Submit" button.

1. The MFA window contains:

a) **Passcode** field



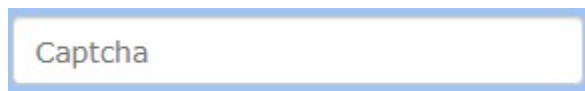
A text input field with the placeholder text "Passcode".

b) **Timer** box with Green color.



A green rectangular box with the time "02:34" in white. Below the time is a white rectangular box with the text "TIME REMAINING" in green.

c) **CAPTCHA** Textbox.



A text input field with the placeholder text "Captcha".

d) **CAPTCHA** Image with refresh icon



2. You will need to enter your **Passcode** and **CAPTCHA** text into the fields and click **Submit** within the time allotted.

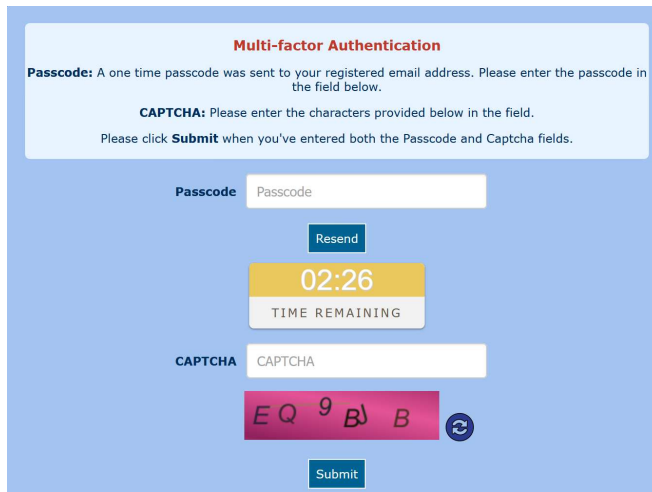
3.B. MULTI-FACTOR AUTHENTICATION (MFA) WINDOW TIMING

You will need to enter your **Passcode** and the **CAPTCHA** text in the fields and click **Submit** within the time allotted.

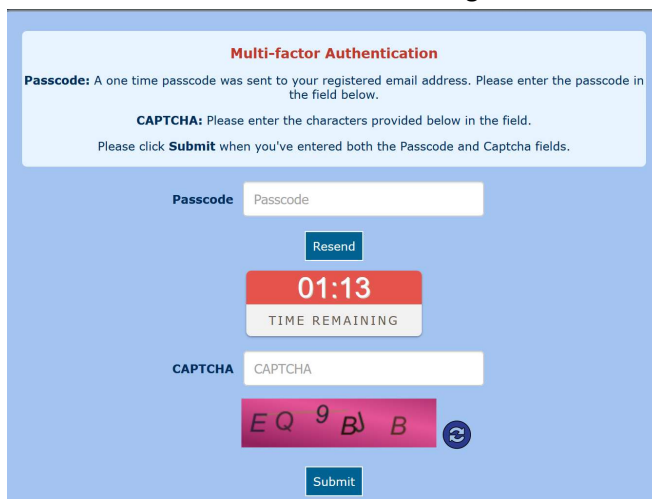
1. The MFA window will be active for 5 minutes. The Timer box will be green at the start of your time allotted.



2. After 2:30 minutes, Timer box color will change to Orange and Resend button will be visible.
 - a. In case there is a delay in receiving the passcode, you can click on the Resend button to receive a new passcode on your registered email.

A screenshot of a web form titled 'Multi-factor Authentication'. The form has a light blue background. At the top, there's a header with the title. Below it, there are instructions for the 'Passcode' and 'CAPTCHA' fields. The 'Passcode' field is a text input with a placeholder 'Passcode'. Below it is a 'Resend' button. A yellow timer box shows '02:26' and 'TIME REMAINING'. Below the timer is the 'CAPTCHA' field, a text input with a placeholder 'CAPTCHA'. Below the CAPTCHA field is a CAPTCHA image showing the characters 'EQ 9 B B' with a refresh icon. At the bottom is a 'Submit' button.

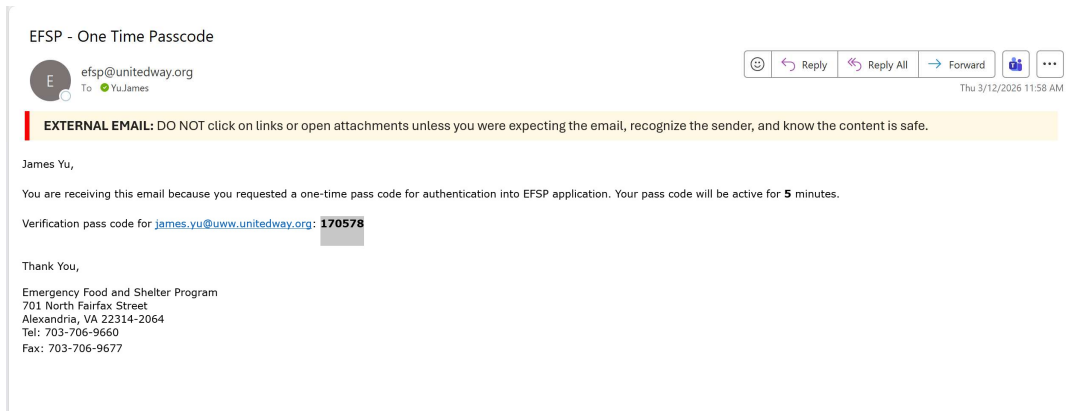
3. For last 1:15 seconds Timer box color changes to Red.

A screenshot of the same 'Multi-factor Authentication' web form, but the timer box is now red and shows '01:13'. The 'Resend' button is still visible. The 'CAPTCHA' field and the CAPTCHA image are the same as in the previous screenshot.

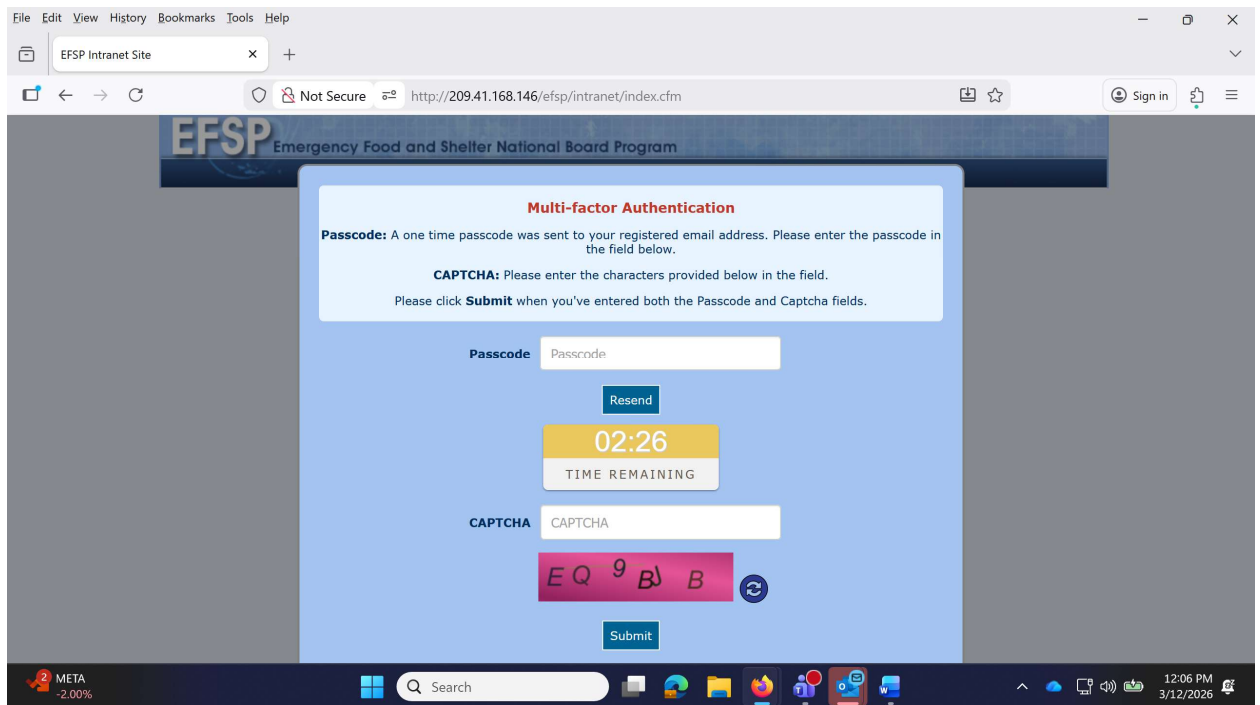
4. If user doesn't or is unable to enter the valid **Passcode** and **CAPTCHA** text and click on **Submit** within 5 minutes then the system will be redirected to the Login page. The user will have to re-start the login process.

3.C. PASSCODE PROCESS

1. After clicking Login, the user will receive an email with a **Passcode** (Time based one-time passcode - TOTP) at the registered email address.



Enter the valid **Passcode** from the email and next complete the **CAPTCHA** process (Enter CAPTCHA code from the image into CAPTCHA textbox). Click on **Submit** button.

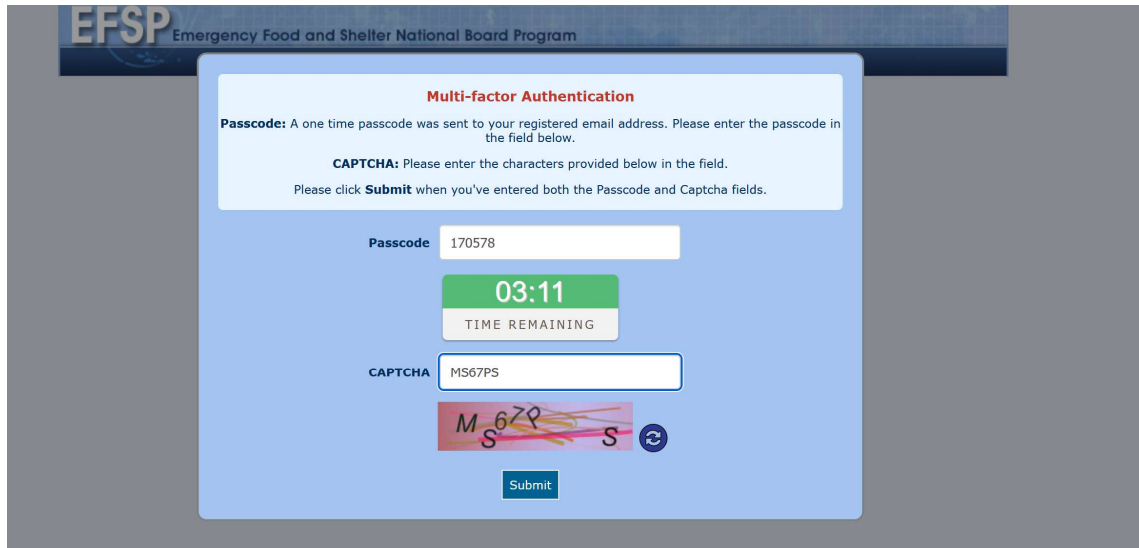


3.D. CAPTCHA PROCESS

A CAPTCHA is an acronym for **C**ompletely **A**utomated **P**ublic **T**uring test to tell **C**omputers and **H**umans **A**part. We've implemented the use of CAPTCHA on the EFSP website to prevent spam, data scraping and bot raiding. CAPTCHAs are designed so that humans can complete them, while most robots cannot.

To complete the **CAPTCHA** process, enter the CAPTCHA code from the image into CAPTCHA field.

Click on **Submit** button.



The screenshot shows a web form titled "Multi-factor Authentication" for the EFSP (Emergency Food and Shelter National Board Program). The form contains the following elements:

- Passcode:** A text input field containing the value "170578".
- Time Remaining:** A green box displaying "03:11" with the text "TIME REMAINING" below it.
- CAPTCHA:** A text input field containing the value "MS67PS".
- CAPTCHA Image:** A distorted image showing the characters "M", "S", "6", "7", and "P" in various colors and orientations.
- Submit Button:** A blue button labeled "Submit".

Instructions on the form include: "Passcode: A one time passcode was sent to your registered email address. Please enter the passcode in the field below." and "CAPTCHA: Please enter the characters provided below in the field. Please click **Submit** when you've entered both the Passcode and Captcha fields."

3.E. RESEND PROCESS

1. In case there is a delay in receiving the passcode, you can click on the Resend button to receive a new passcode on your registered email.

Multi-factor Authentication

Passcode: A one time passcode was sent to your registered email address. Please enter the passcode in the field below.

CAPTCHA: Please enter the characters provided below in the field.
Please click **Submit** when you've entered both the Passcode and Captcha fields.

Passcode

Resend

02:26
TIME REMAINING

CAPTCHA

EQ⁹B B

Submit

2. Below message popup will appear.

EFSP Emergency Food and Shelter National Board Program

Multi-factor Authentication

Passcode: A one time passcode was sent to your registered email address. Please enter the passcode in the field below.

CAPTCHA: Please enter the characters provided below in the field.
Please click **Submit** when you've entered both the Passcode and Captcha fields.

209.41.168.146
Passcode resent to your Email Address **OK**

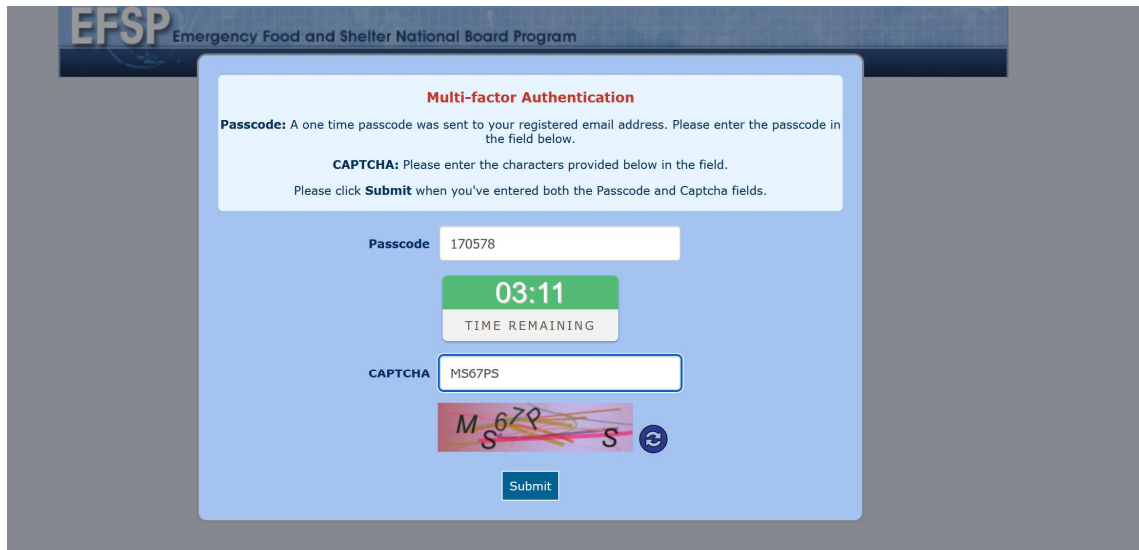
TIME REMAINING

CAPTCHA

GGC4J9

Submit

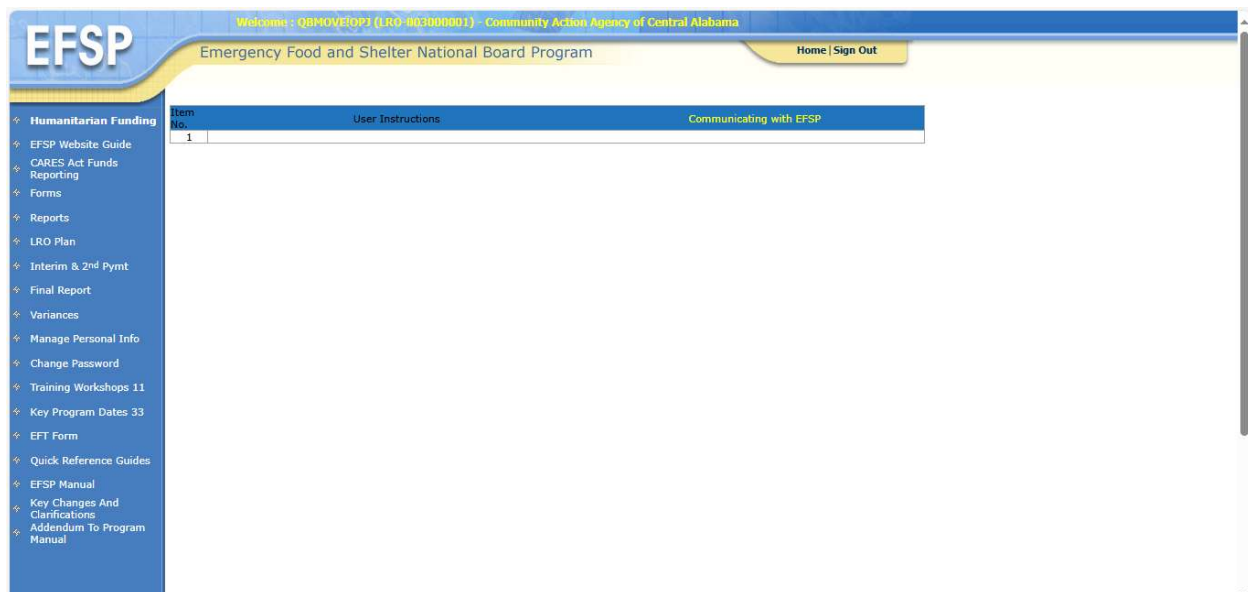
3. Once you click on the **Ok** button then below screen will be displayed and the timer will reset.



The screenshot shows a 'Multi-factor Authentication' window. At the top, it says 'Passcode: A one time passcode was sent to your registered email address. Please enter the passcode in the field below.' Below this is a text input field with '170578' entered. A green timer box shows '03:11' with 'TIME REMAINING' below it. Then it says 'CAPTCHA: Please enter the characters provided below in the field.' Below this is a text input field with 'MS67PS' entered. Underneath the CAPTCHA field is a small image showing the characters 'M', 'S', '6', '7', 'P', 'S' with a refresh icon. At the bottom is a blue 'Submit' button.

You will be able to resend the passcode 3 times. After 3 attempts lapse then the user will be redirected to the Login screen.

5. On successful verification of the **Passcode** and **CAPTCHA**, EFSP website Home Page appears with User Name on the top of the screen.

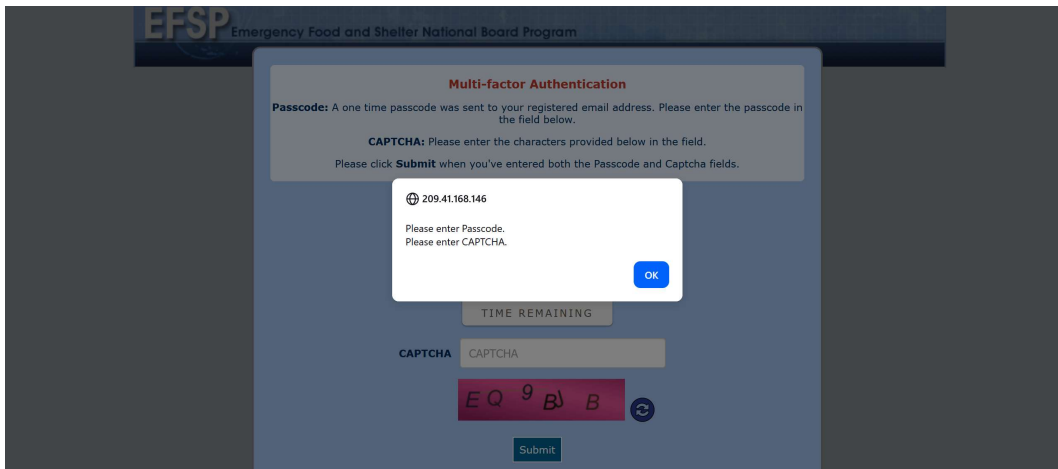


The screenshot shows the EFSP Home Page. The header includes the EFSP logo, the text 'Emergency Food and Shelter National Board Program', and a welcome message: 'Welcome : QBMON/efsp1 (LRO-00000001) - Community Action Agency of Central Alabama'. There are links for 'Home' and 'Sign Out'. A left sidebar contains a 'Humanitarian Funding' section with a list of links: EFSP Website Guide, CARES Act Funds Reporting, Forms, Reports, LRO Plan, Interim & 2nd Pymt, Final Report, Variances, Manage Personal Info, Change Password, Training Workshops 11, Key Program Dates 33, EFT Form, Quick Reference Guides, EFSP Manual, Key Changes And Clarifications, and Addendum To Program Manual. The main content area has a table with the following structure:

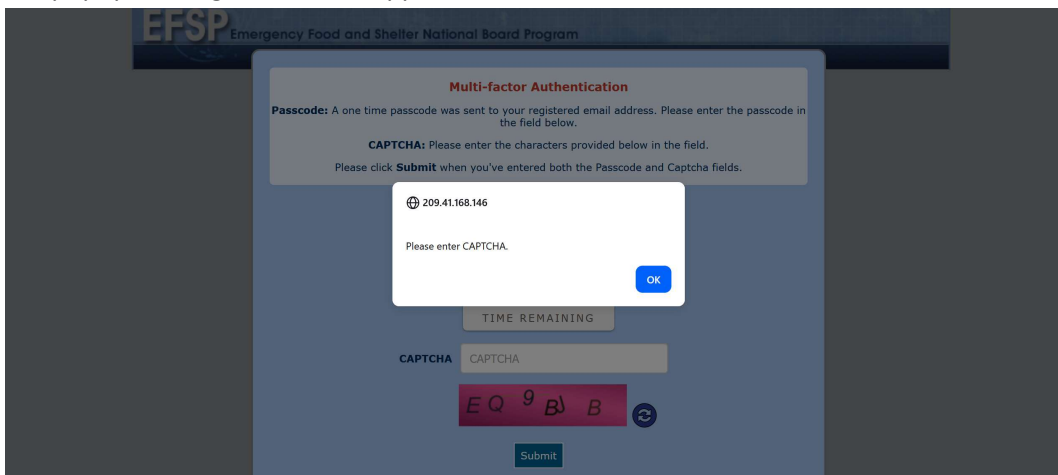
Item No.	User Instructions	Communicating with EFSP
1		

3.F. ERROR MESSAGES

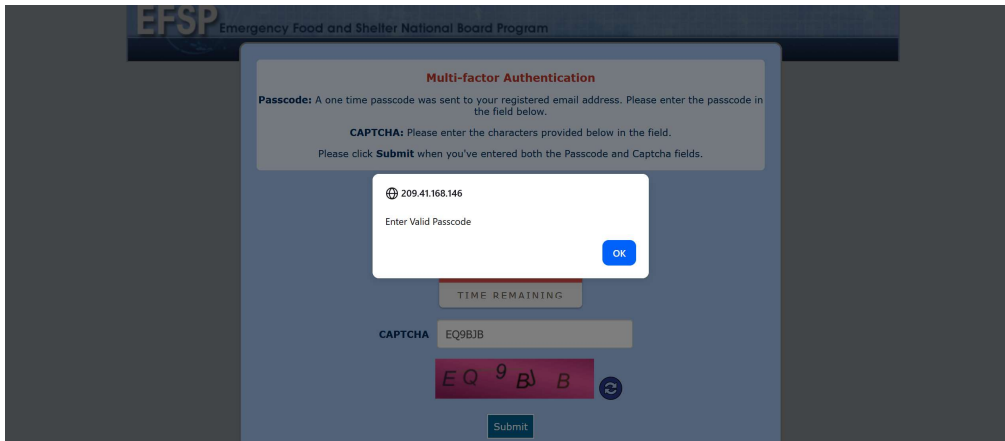
1. If you click on the **Submit** button without entering a **Passcode** and **CAPTCHA** text then the popup message below will appear.



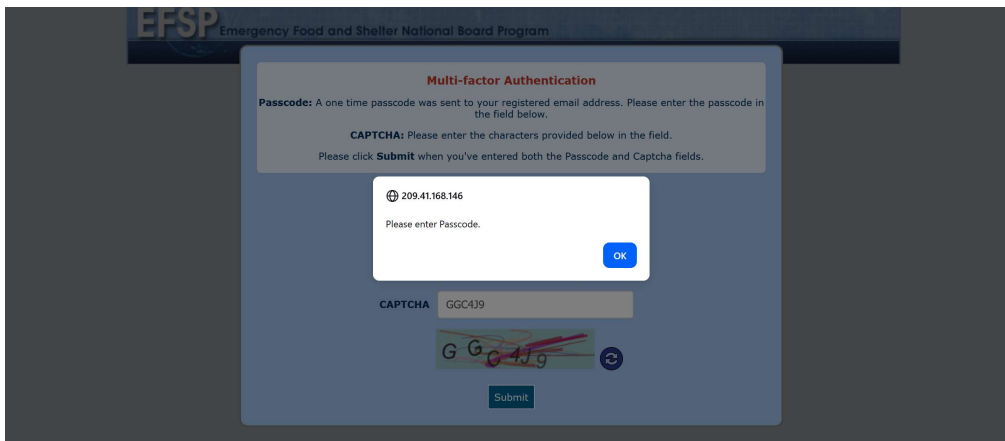
2. If you click on the **Submit** button with a valid **Passcode** and skip entering the **CAPTCHA** text then the popup message below will appear.



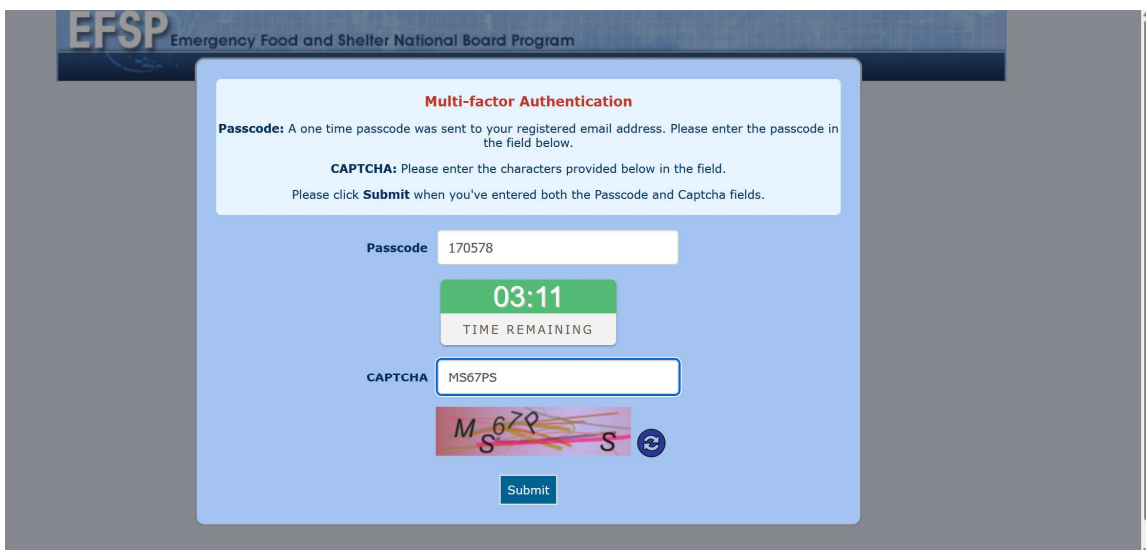
3. If you click on the **Submit** button with an invalid **Passcode** and enter the **CAPTCHA** text then the popup message below will appear.



4. If you click on the **Submit** button without entering **Passcode** and enter the **CAPTCHA** text then the popup message below will appear.



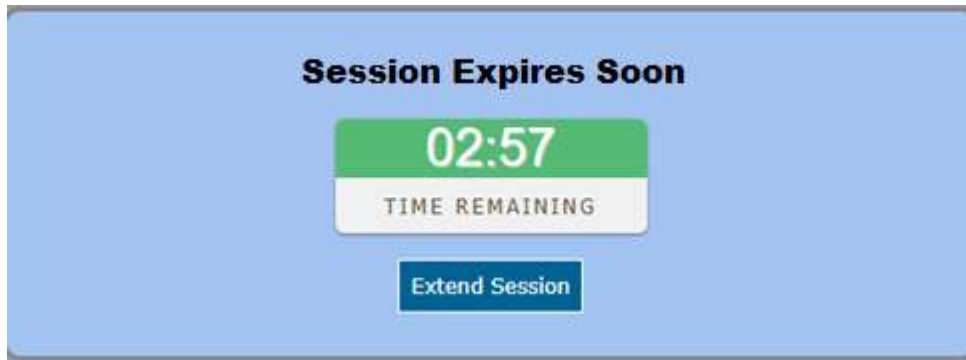
5. When the refresh  Icon is clicked, the **CAPTCHA** image will be updated with new text.



4. SESSION TIMEOUT

If the system is idle or inactive for a pre-determined period of time, the user will be logged out. This feature prevents unauthorized access to sensitive data on unattended or shared devices. Please note that you will lose your current task/activity unless you the **Extend Session**.

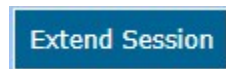
1. If page remains idle for pre-determined period of time then **Session Expiring Soon** warning window appears.



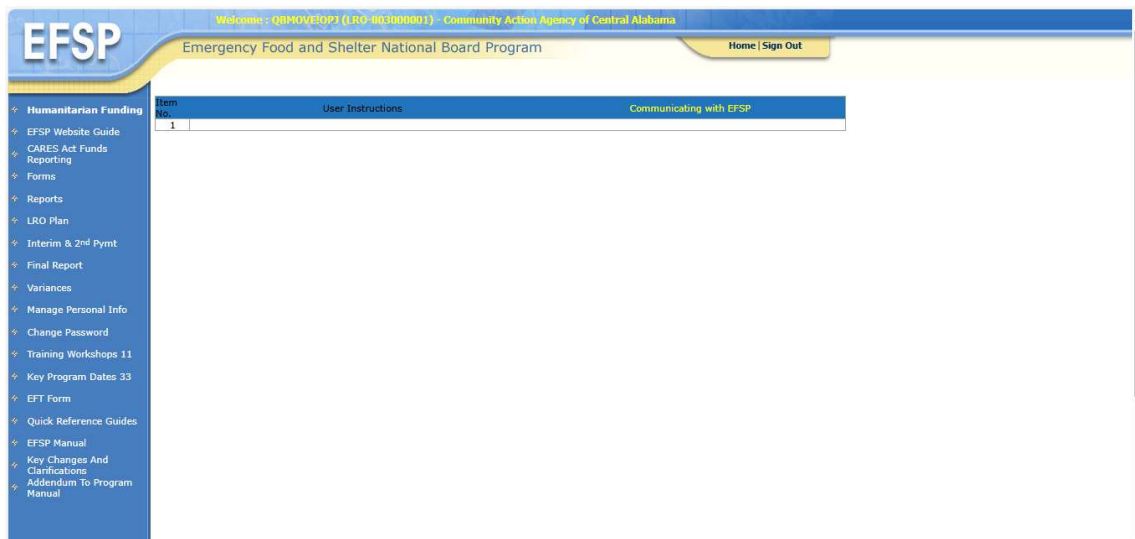
2. **Session Expiring Soon** warning window contains
 - a) **Timer box**



- b) **Extend Session** button



3. Click on **Extend Session** button to continue the current session and retain all the ongoing current task/activity.



- Once the Timer countdown completed reaches “0” then system redirects to automatically to the Login page.

EFSP
Emergency Food and Shelter National Board Program

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EFSP
The Emergency Food and Shelter Program was established on March 24, 1983, with the signing of the "Jobs Stimulus Bill," Public Law 98-8. That legislation created a National Board, chaired by the Federal Emergency Management Agency (FEMA) that consisted of representatives of the American Red Cross, Catholic Charities USA, The Jewish Federations of North America, National Council of the Churches of Christ in the USA, The Salvation Army and United Way Worldwide.

The EFSP was authorized under the Stewart B. McKinney Homeless Assistance Act (P.L. 100-77 signed into law on July 24, 1987, since renamed the McKinney-Vento Homeless Assistance Act and subsequently reauthorized under P.L. 100-628, signed into law on November 7, 1988). Since 1983, in its 40-year history, the EFSP will have distributed \$6.6 billion to over 14,000 human service agencies in more than 2,500 communities across the country through this collaborative effort between the private and public sectors...[More](#)

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