

United States Department of Agriculture

Food and Nutrition Service



FNS Office of Information Technology

**SOP Document
For
Requesting Access to PartnerWeb**

Revision History

Version	Date	Author	Change Description
1.0	04-25-2018	Sinan Khan Ommaya	Document creation date
2.0	04-20-2020	Sinan Khan Ommaya	Updated to reflect new sign up process.

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1. Introduction

This document will detail the process to follow when requesting a new account on PartnerWeb, as well as answers to any questions one might have when going through this process. Also included in the document will be steps on how to request access to additional sites once a user has access to PartnerWeb.

2. Operating Procedure

2.1 Requesting a new account

- Navigate to [https://partnerweb.usda.gov/ layouts/15/FNS.PartnerWeb.LoginPages/Signup.aspx](https://partnerweb.usda.gov/layouts/15/FNS.PartnerWeb.LoginPages/Signup.aspx) and fill out the form to request a new PartnerWeb account.
- Before a user fills out the form, they need to know which community on PartnerWeb they need access to.
- PartnerWeb is comprised of hundreds of separate communities and an account can only be created if it is assigned to at least one of these communities.
- Sites are run by coordinators and permission from a coordinator will be needed to gain access to any of their sites.
- Once the user knows which community they need access to, they can complete the access request form.
- The form will be automatically emailed to the helpdesk, and then forwarded to the relevant site manager for access approval.
- Once the coordinator or admin has the account request form with the user's information, they will input it into the system.
- The user will receive an email notification within 24 hours with their username and a temporary password they can log in with.
- Below is a template of the access request form:

This page is for requesting a new PartnerWeb Account. Please fill out the form below to the best of your ability and indicate which program/community you would like access to.

First Name *

Middle Name

Last Name *

Organization Type *

Organization Location *

E-Mail *

Address *

City *

State *

STEP 1: Fill out the access form. Under the 'Access' field, fill out the communities you would like access to. If you have been directed to this page, you will know which communities are SNAP, Child Welfare, etc. [to view a list of some communities](#)

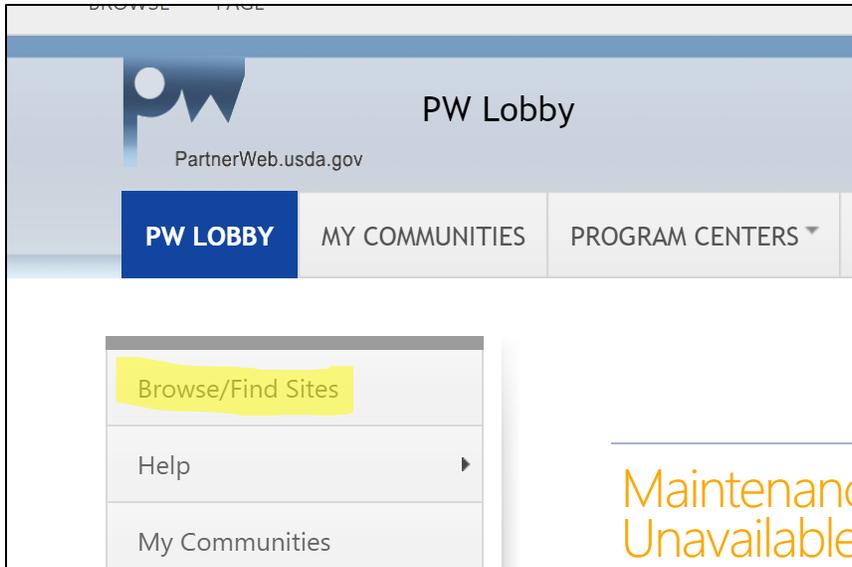
STEP 2: Once the form is filled out, it will be sent to the system. You will see a "I am not a robot" before clicking the 'Submit' button.

STEP 3: Once your request is received, you will be notified by email what information you need to provide to the relevant Site Manager. If you are not notified by email, you will receive an email from the Site Manager. The email will contain a password you can use to log in to PartnerWeb according to your organization's policy.

PLEASE NOTE: The Captcha selector must be selected multiple times before continuing with the validation process.

2.2 Requesting additional access

- Once the user has access to PartnerWeb they can begin requesting access to additional communities.
- First navigate to the Master List of PW communities, located on the home page of PartnerWeb:



- From here the user can search for any site on PartnerWeb, and then email the site manager located under the field “Access Request Contact” for permission to join the site.

⊕ new item or edit this list

Lobby Main View Active and Design Sites - Detail Active and Design sites Summary ... Find an item

✓ Status	Site Name Title	Program Center	Purpose	Access Request Contact	Access Instructions
Count= 230					
Active	CACFP - 60 Easy Recipies	... Child Nutrition Programs (CNP)	To store all of the documents related to the project and facilitate communication and sharing of information between all of the individuals working on the project, within and outside of the USDA/FNS.	xaviera.davis@usda.gov	By Invitation Only
Active	CACFP - Crediting Handbook Project	... Child Nutrition Programs (CNP)	To store all of the documents related to the project and facilitate communication and shari	ann.hall@usda.gov	Email Ann Hall to request access (ann.hall@usda.gov)