

## **Log-In & Access FAQ Best Practices Inventory (BPI)**

Q1: CFO cannot find their Chief Administrative Officer (CAO) or Municipal Clerk when attempting to assign roles in the Roster:

1. The CAO or Municipal Clerk might not possess an account on the server, in which case they must register a new account.
2. If the CAO or Municipal Clerk possess an account on the server, they might not have Requested Access to the BPI. This step is necessary to give the CAO and Clerk a web role in addition to associating themselves to a municipality.

Note: If the CAO or Municipal Clerk belong to multiple municipalities, they may need to Request Access to BPI multiple times (once for each municipality).

Q2: CAO or Municipal Clerk do not see BPI Link on Home Page:

- The CAO or Municipal Clerk must Request BPI Access.

Q3: CFO does not see BPI Link on Home Page:

- An issue occurred during automatic assignment and the CFO should contact the DCA Help Desk.

Q4: CAO or Municipal Clerk do not see their municipality in the list of municipalities

- The CFO for that municipality has not assigned the CAO or Clerk to the Roster of Officials
  - Have the CFO add their name to the Roster of Officials. Refer to Q1 if the CFO cannot find the CAO or Clerk in the system.

Q5: CFO does not see in the list of municipalities a municipality for which they serve as CFO:

- CFO should contact the DCA Help Desk.

Q6: Forgetting Username or Password:

- Password: click the “Forgot Your Password” link located on the sign-in screen.
- Username: If you forgot your username, contact the DCA Help Desk at [helpdesk@dca.nj.gov](mailto:helpdesk@dca.nj.gov).

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### Portal Registration

- This option is for NEW users only, meaning the CFO didn’t create a contact record for them in FAST and the user does not exist in the database anywhere (their email address isn’t already in use). Refer to Q1 above.

### Request Portal Access

- Again, this option is for NEW users only. After they register for a new account, the next step is requesting access to BPI. The BPI Request Access process exists for the sole purpose of the CFO being able to add other users to their Roster of Officials (refer to Q1 above). After the users request access, they will appear on the list for the CFO to add them to the Roster.

Note: After the CFO adds the CAO and Clerk on the Roster of Officials – no further action is needed. All the users need to do is login for full BPI access.