TRACS Non-Federal Login Troubleshooting Job Aid
Updated 10/18/2021

This job aid provides troubleshooting information for logging in to TRACS as a non-federal user with a Login.gov account, including how to reset your login.gov password, delete your account and create a new one, and how to add authentication methods. Login.gov has a two-factor login process that requires both a password and an authentication method.
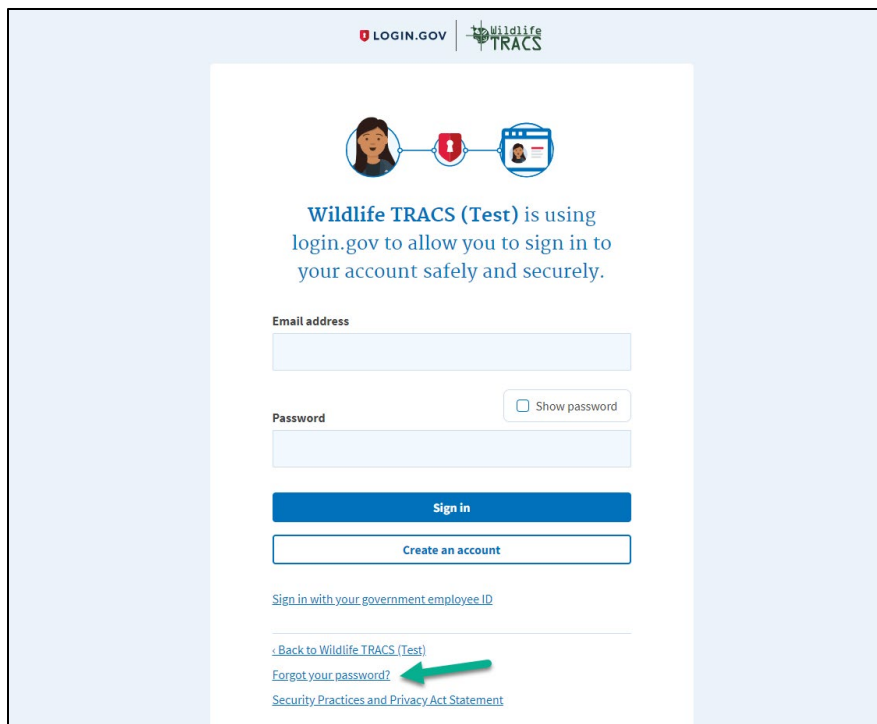
Tip: TRACS is designed to work best with the latest versions of Chromium or Firefox derived browsers (Google Chrome, Firefox or Microsoft Edge). Do NOT use Internet Explorer.

Steps to Reset Login.gov Password

1. From the TRACS login screen (https://tracs.fws.gov), Non-Federal users click "Sign-in with Login.gov".

2. To reset your password, click on the "**Forgot your password**" link.

a. You will receive a system-generated e-mail with a link to reset your password. If you do not see the email in your inbox, check your junk/spam folders. This link expires in 6 hours, so make sure you use it right away.

b. The link in the e-mail will re-direct you to the Reset Password screen. Fill out the form to change your password. Note: If you receive a password reset email and you did not initiate the reset procedure, contact the TRACS Help Desk immediately at tracs-helpdesk@fws.gov or call 1-844-408-7227.

3. After you enter your email and password, TRACS will open. If it has been a while since you logged in, the authentication window opens. You'll need to use the authentication method you set up when you created your account.
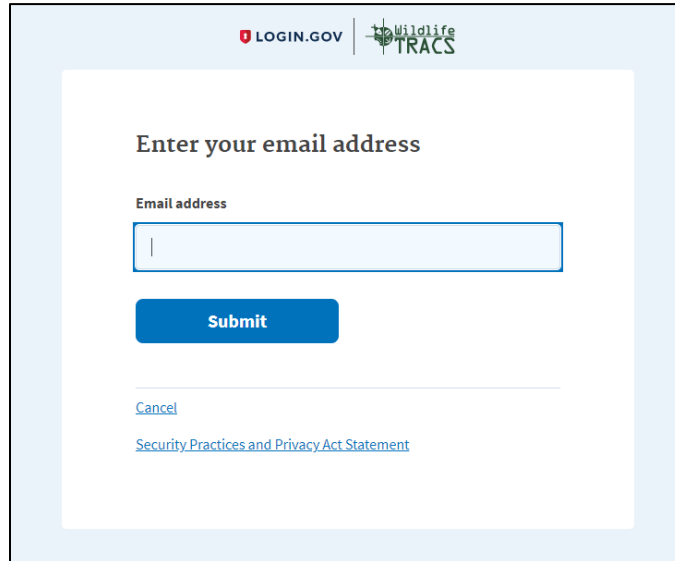
Steps to Delete a Login.gov Account and Create a New Account

If you lose your authentication codes or the authentication method is not working, you will need to delete your login.gov account, wait 24 hours and create a new Login.gov account. Your TRACS account will be accessible again after you set up your new Login.gov account, if you use the same email address associated with TRACS.

1. If you cannot access your authentication codes or the authentication method does not work, you will need to **delete your Login.gov account and start over**. Note: Your TRACS account will not be deleted – it will remain frozen until you have a Login.gov account again. Follow the steps to delete your login.gov account here: https://www.login.gov/help/manage-your-account/delete-your-account/

2. You will receive an email to confirm the deletion of your Login.gov account. After 24 hours you will be able to create a new account.

3. If your account needs to be created again, wait 24 hours after you've confirmed deletion. From the TRACS login screen (https://tracs.fws.gov), Non-Federal users click "Sign-in with Login.gov". Then select "Create an account".
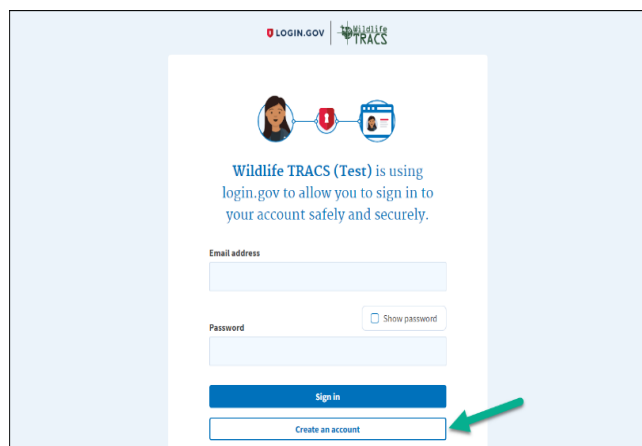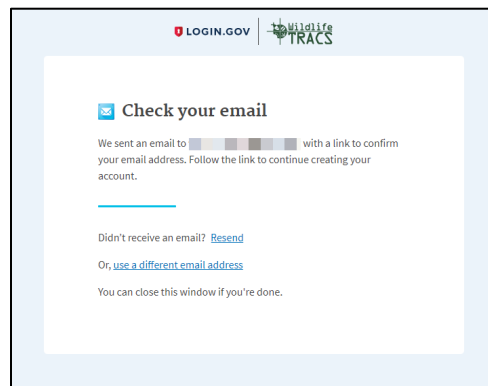
2. Enter your business email address - **MUST be the same email associated with your TRACS account**. Then click "Submit".
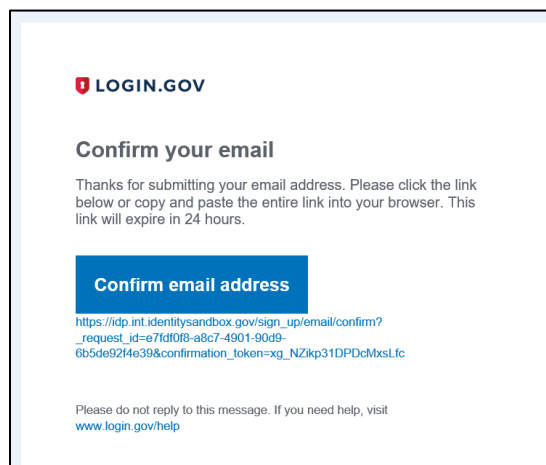

3. You'll get a message to check your email.
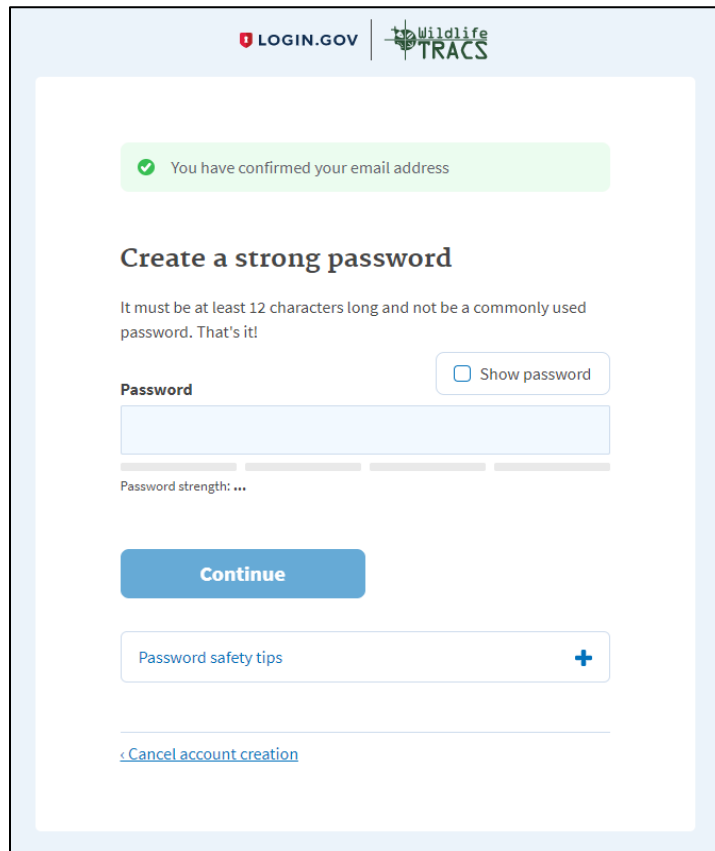
   a. Check your email for the confirmation message (check your spam/junk folder if it is not found). On the Login.gov screen, click "Resend" if needed. In the email, click "Confirm email address".

b. The password page will open. Enter a strong password and click "Continue". Your password should not be a commonly used password. It must be a minimum of 12 characters and contain a combination of lower and upper case characters, and contain at least one non-alphanumeric character, such as: #*$%!. Numeric characters are optional.
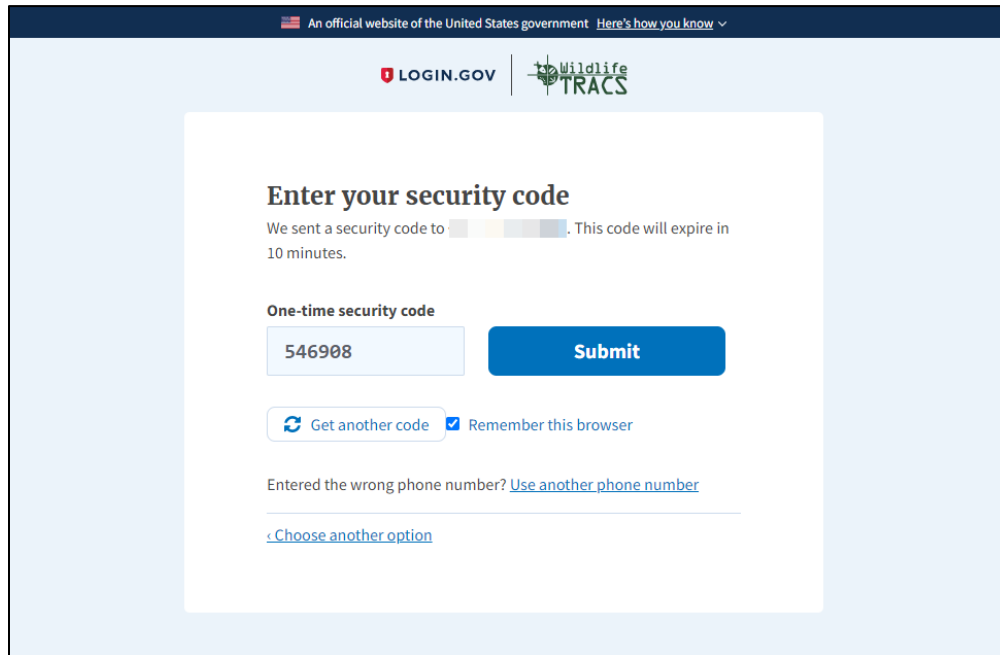

c. Login.gov requires a two-factor login with a password and an additional authentication method. Please select either phone (for SMS text messages or a phone call) or the authenticator app. We recommend using the "phone" option with a cell phone (standard U.S. phone number only) that can receive SMS text messages as your backup, or if you have a landline, select the phone call option.

  ▪ Note: Users from Guam may use their cell or landline phone if it has the area code 671 by selecting "Guam" from the Country list.
  ▪ Users from CNMI cannot use a phone with the area code 670 as it not recognized by Login.gov. If you do not have a phone with a standard U.S. number without the area code 670, then use the "Authentication application" method instead. An authentication app is available for your computer or browser if you do not have a smart phone or tablet.
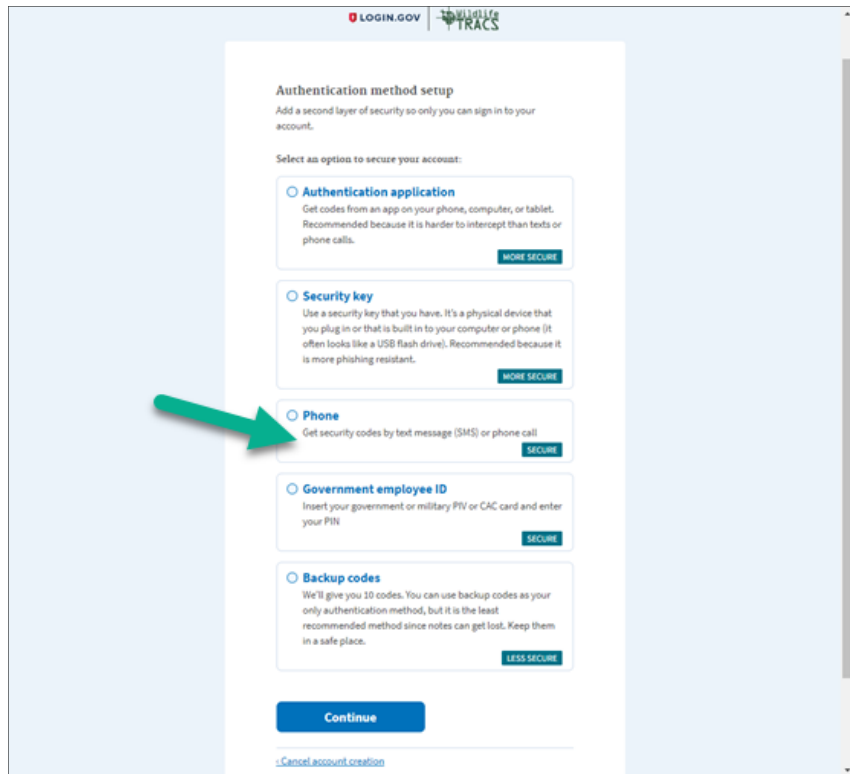
d. Enter your cell phone number and select "text message (SMS)" as the method for receiving a code. Click "send code". Check your cell phone for the code and enter it within 10 minutes.
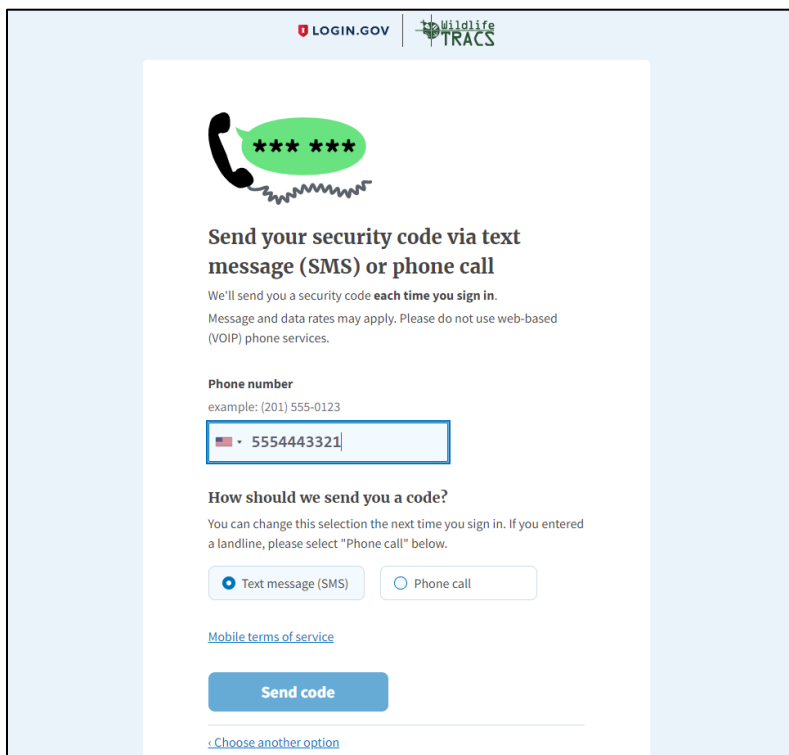
e. Enter your security code before it expires in 10 minutes. Select "get another code" if the time has elapsed. After entering the code, select "Submit".
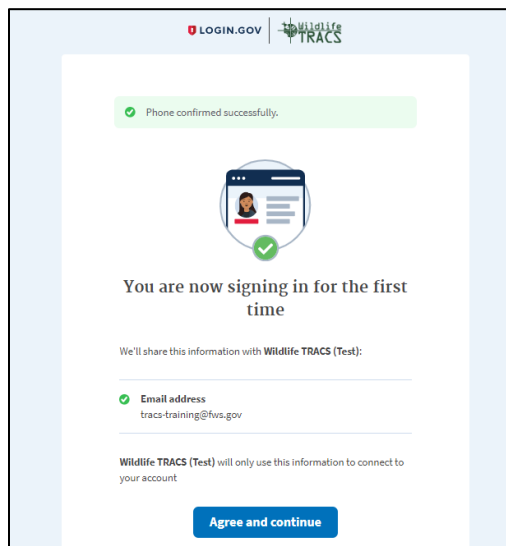
f. Click "agree and continue".

g. You should be redirected to TRACS and be logged in. If the site does not open, close your browser window and open a new one and go to: https://tracs.fws.gov/login

Note: If TRACS does not open, you may be pending approval by your agency's user administrator. Contact your agency's user administrator or the TRACS help desk for assistance at tracs-helpdesk@fws.gov or call 1-844-408-7227.
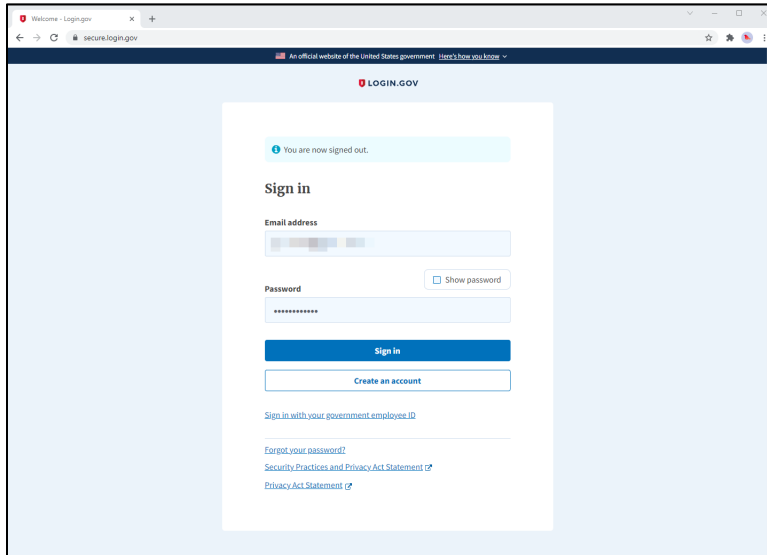
Steps to Add Additional Authentication Methods

We recommend setting up additional authentication methods as a backup in case your primary method is not available (ex. you forgot your cell phone).

1. To edit or add to your authentication methods, open a new browser and sign in to your Login.gov account directly (instead of going through TRACS) at https://secure.login.gov/
   a. Note: If the page displays the TRACS logo, then you will need to clear your browser's cache first (instructions here: https://clear-my-cache.com/en/windows.html)


   b. The authentication page will open. Note: You must have your primary authentication method available to set up additional methods. Enter the code and click 'Submit'.
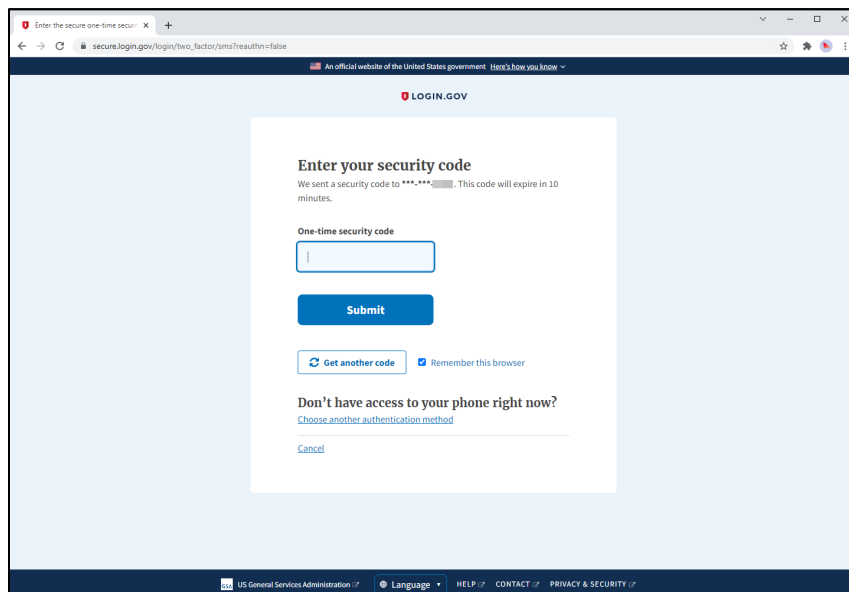
2. Once logged in, the account page will display. On the left side bar, select an authentication method to add, such as another phone number (cell phone with SMS text or landline with phone message), authentication app, and/or backup codes. We do not recommend using the security key and the Federal Employee ID is only for federal staff.

   To learn more about the various methods visit: https://www.login.gov/help/get-started/authentication-options/
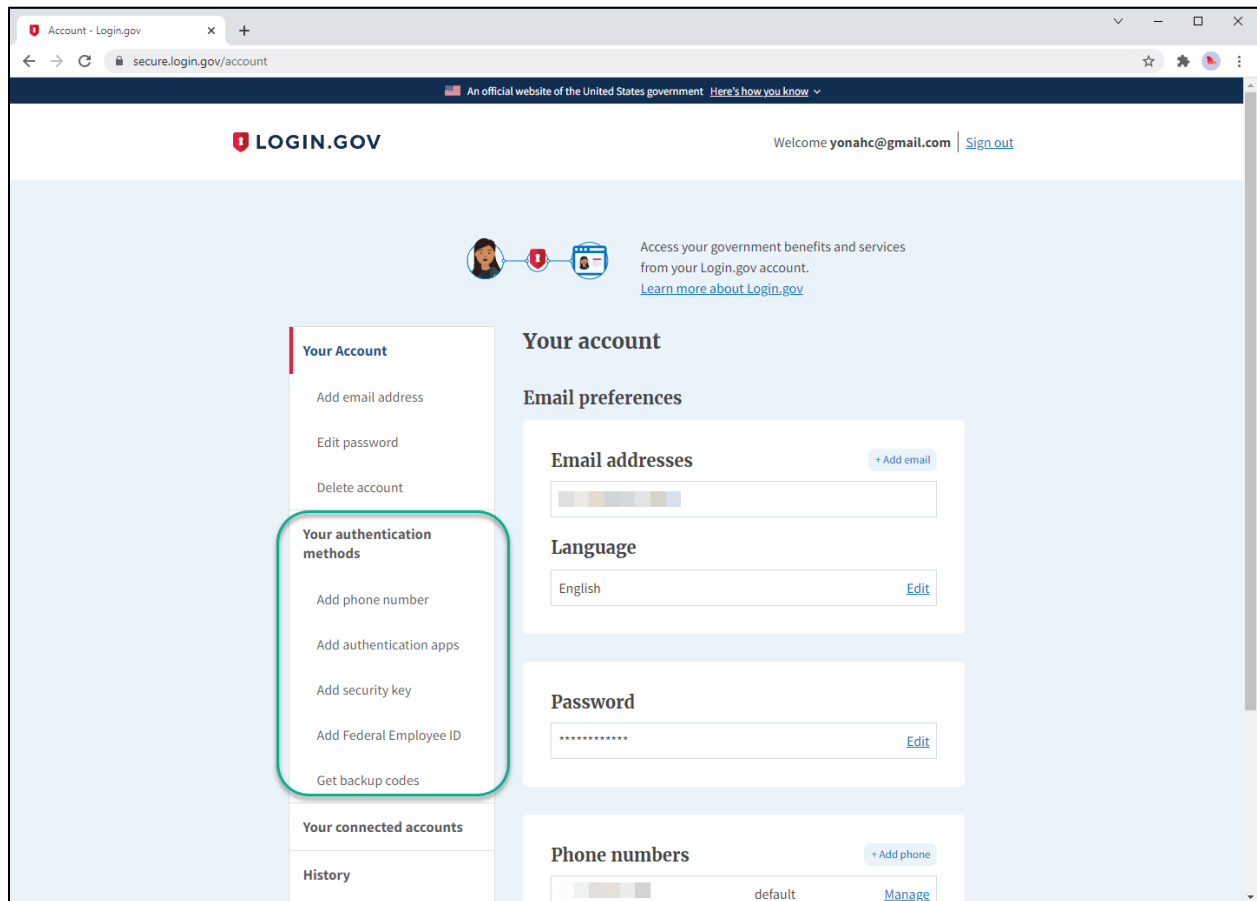
3. Select 'Add Phone Number' on the left side.
   a. Enter your alternate phone number and select the method as 'Text message (SMS)' or for a landline select 'Phone Call'. Note: You must have this phone available to complete the set up. Then click continue.
      - Note: Users from Guam may use their cell or landline phone if it has the area code 671 by selecting "Guam" from the Country list.
      - Users from CNMI cannot use a phone with the area code 670 as it not recognized by Login.gov. If you do not have a phone with a standard U.S. number without the area code 670, then use the "Authentication application" method instead. An authentication app is available for your computer or browser if you do not have a smart phone or tablet.
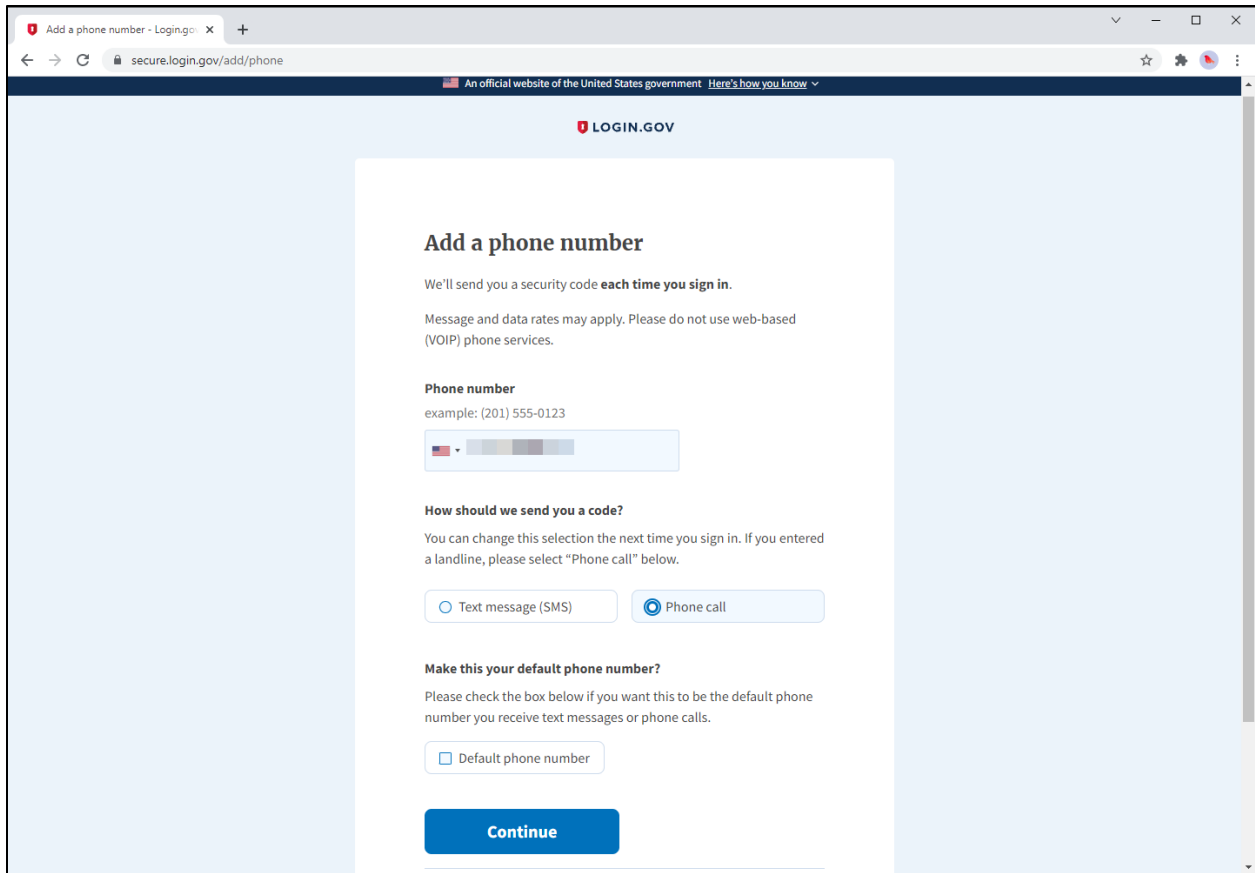
b. You will receive a text message or phone call to the phone number added. Enter the security code you received via text or phone call. Click 'Submit'.
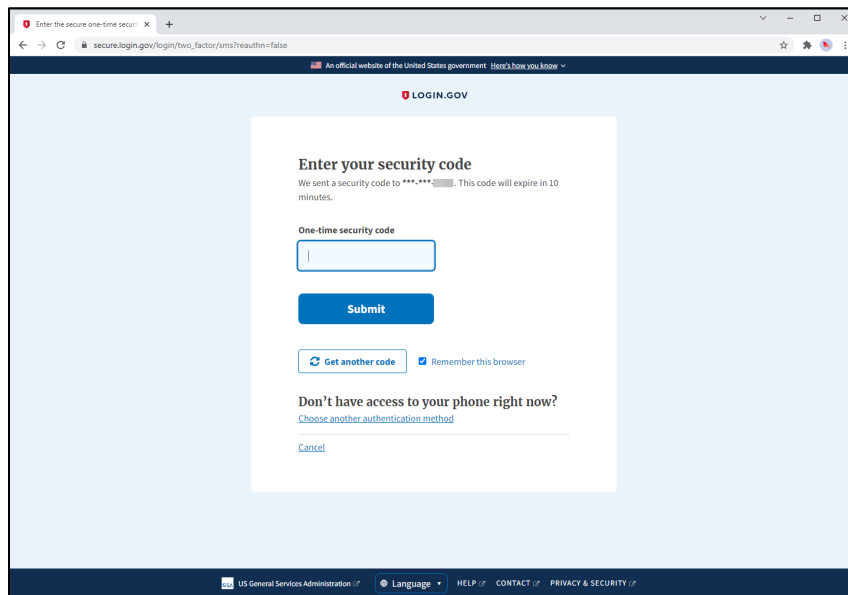
c. The phone number will display on your account page.