

PREP Performance Measures Portal:

How to reactivate an inactive user account

Presented by Mathematica

Account Inactivation

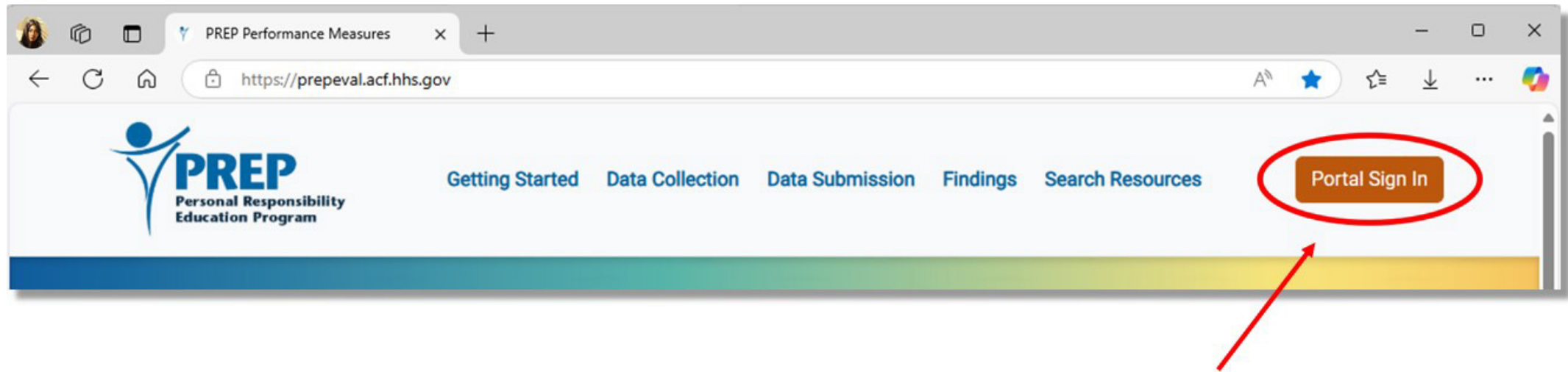
How accounts become “inactive”

- Any account that hasn't been logged into for a period of **sixty days** will automatically be made inactive
- This is a **data security** feature
- Beginning **5 days** prior to inactivating an account, the system sends one email per day to remind a user to log into their account
- Simply logging in **resets the data security clock** to zero
- Logging in takes **less than a minute**

Reactivating an account

Navigate to the portal log in page

- Directly at <https://portal.prepeval.acf.hhs.gov/>, OR



- Click on the **Portal Sign In** button in the **upper righthand corner** of any page of the PREP performance measures website

Enter your username and password

Performance Measures Portal

About the PREP Performance Measures

The federally-funded Personal Responsibility Education Program (PREP) supports efforts to educate youth on both abstinence and contraception for the prevention of pregnancy and sexually transmitted infections through evidence-based and evidence-informed programs, elements of effective programs, and innovative strategies. Programs also educate youth on adulthood preparation subjects. To understand whether grant objectives are being met and to contribute to lessons learned, ACF collects data on performance measures from all PREP grantees.

Resources & Training

The [PREP Performance Measures resources website](#) provides PREP grantees access to tools and training resources for the collection and submission of PREP performance measures. This site also disseminates findings from the study on adulthood preparation subjects.

Technical Assistance

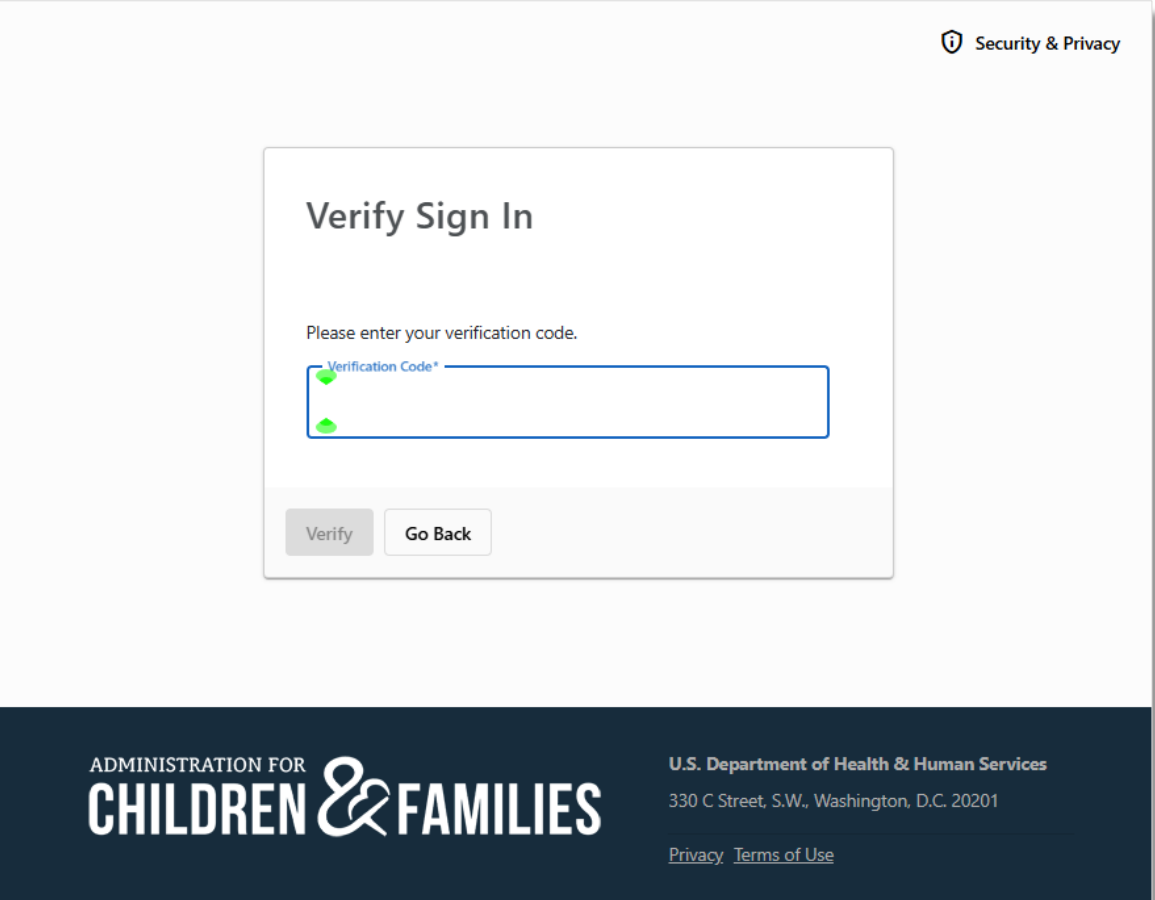
For questions about your access to this data portal, please contact us at PREPPerformanceMeasures@mathematica-mpr.com or call toll-free 1-855-267-6270.

Logos: OPRE, FYSB Family & Youth Services Bureau, Mathematica. Progress Together.

- Enter your username, which is the email address that you signed up with (you get the PREP emails at this address)
- Enter your password
- Click on Sign In

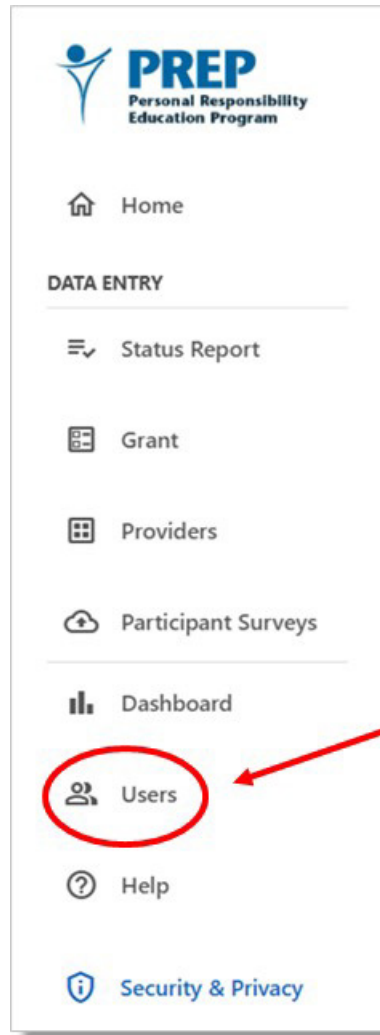
Verify your sign in

- To complete log in, enter the verification code.
- Remember: the verification code is not sent to you in an email or a text message. You must open the authenticator app on your phone and retrieve the code there.



The screenshot shows a web interface for verifying a sign-in. At the top right, there is a 'Security & Privacy' link with an information icon. The main heading is 'Verify Sign In'. Below it, a prompt says 'Please enter your verification code.' There is a text input field labeled 'Verification Code*' with a green checkmark icon to its left. At the bottom of the form are two buttons: 'Verify' and 'Go Back'. The footer contains the 'ADMINISTRATION FOR CHILDREN & FAMILIES' logo, the 'U.S. Department of Health & Human Services' name and address (330 C Street, S.W., Washington, D.C. 20201), and links for 'Privacy' and 'Terms of Use'.

Navigate to the Users page



- Navigate to the Users page of your portal account by clicking on “Users” in the navigation bar on the left side of your screen

Select “Include inactive users”

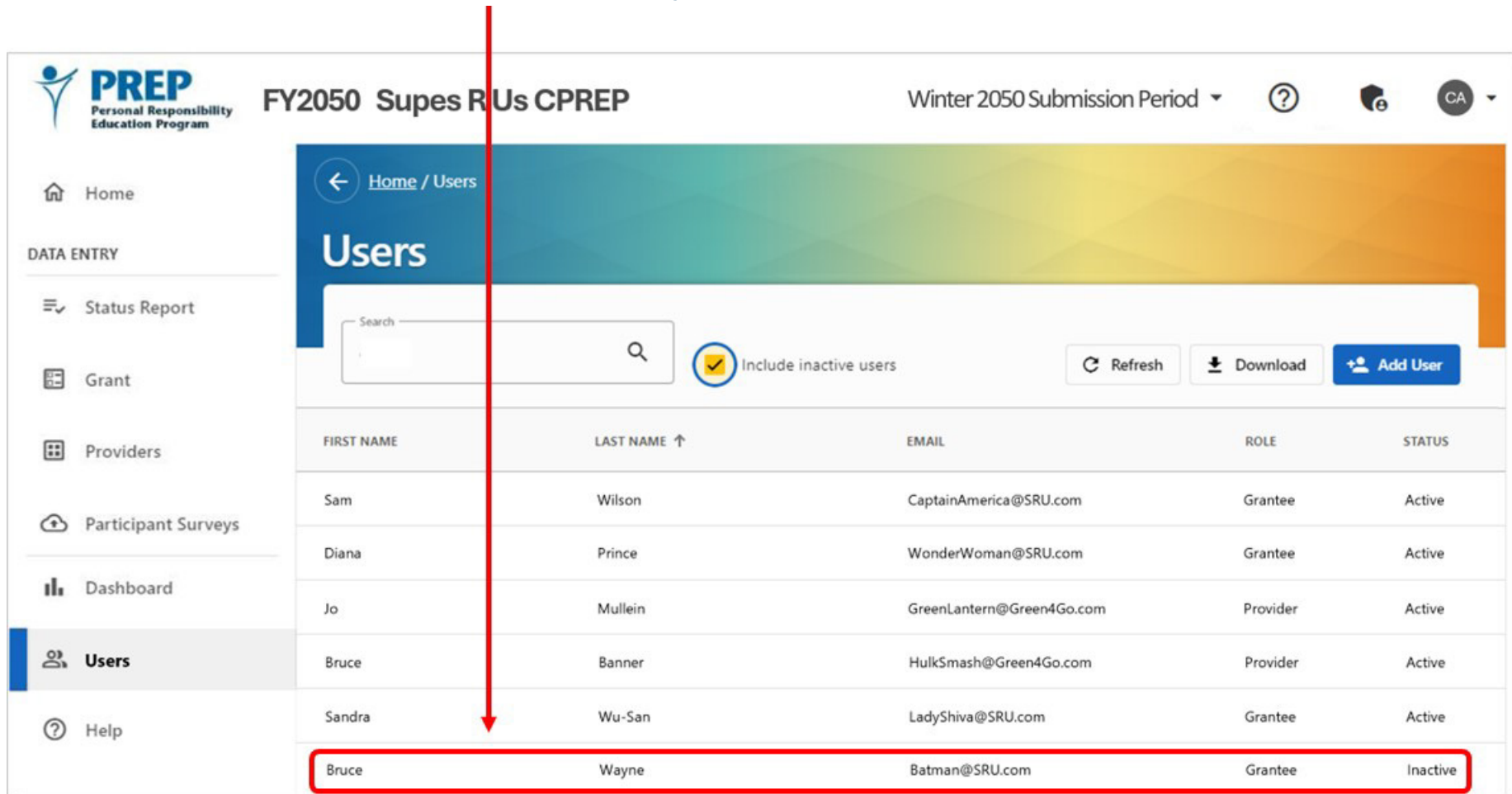
- Click on the small box to the left of “Include inactive users”

The screenshot shows the PREP (Personal Responsibility Education Program) interface for FY2050 Supes R Us CPREP. The top header indicates the 'Winter 2050 Submission Period'. The sidebar on the left contains navigation links: Home, DATA ENTRY, Status Report, Grant, Providers, Participant Surveys, Dashboard, Users (selected), and Help. The main content area is titled 'Users' and features a search bar, a checkbox labeled 'Include inactive users' (highlighted with a red circle and arrow), and buttons for 'Refresh', 'Download', and 'Add User'. Below these controls is a table of users.

FIRST NAME	LAST NAME ↑	EMAIL	ROLE	STATUS
Sam	Wilson	CaptainAmerica@SRU.com	Grantee	Active
Diana	Prince	WonderWoman@SRU.com	Grantee	Active
Jo	Mullein	GreenLantern@Green4Go.com	Provider	Active
Bruce	Banner	HulkSmash@Green4Go.com	Provider	Active
Sandra	Wu-San	LadyShiva@SRU.com	Grantee	Active

Select the account you want to reactivate

- Click on the user account you want to reactivate



The screenshot shows the PREP (Personal Responsibility Education Program) interface for FY2050 Supes RUs CPREP. The page is titled "Users" and includes a search bar, a checkbox for "Include inactive users" (which is checked), and buttons for "Refresh", "Download", and "Add User". A table lists the following users:

FIRST NAME	LAST NAME ↑	EMAIL	ROLE	STATUS
Sam	Wilson	CaptainAmerica@SRU.com	Grantee	Active
Diana	Prince	WonderWoman@SRU.com	Grantee	Active
Jo	Mullein	GreenLantern@Green4Go.com	Provider	Active
Bruce	Banner	HulkSmash@Green4Go.com	Provider	Active
Sandra	Wu-San	LadyShiva@SRU.com	Grantee	Active
Bruce	Wayne	Batman@SRU.com	Grantee	Inactive

A red arrow points from the top of the page down to the "Bruce Wayne" row, which is highlighted with a red border. The left sidebar contains navigation links: Home, DATA ENTRY, Status Report, Grant, Providers, Participant Surveys, Dashboard, Users (selected), and Help.

Reactivate the user account

Bruce Wayne  Grantee
FY2050 Supes R Us CPREP

 This user is currently inactive.  **Reactivate**

Email address*
Batman@SRU.com

First name*
Bruce

Last name*
Wayne

Save **Cancel**  **Reset MFA**  **Remove**

- In the pop-up box that opens, click the yellow “Reactivate” button.

Confirm reactivation

- In the following Confirm Reactivation pop up, click on the red “Yes” button.

The screenshot shows a user management interface. At the top, it displays 'Bruce Wayne' with a user icon and the role 'Grantee', followed by 'FY2050 Supes R Us CPREP'. Below this is a dark grey banner with a lock icon and the text 'This user is currently inactive.', and a yellow 'Reactivate' button. A white modal dialog titled 'Confirm Reactivation' is centered on the screen, asking 'Are you sure you would like to reactivate Bruce Wayne from Supes R Us?' with 'Yes' and 'No' buttons. The 'Yes' button is red, and the 'No' button is grey with a blue border. Below the dialog, there is a 'Last name' input field containing 'Wayne'. At the bottom of the interface are buttons for 'Save', 'Cancel', 'Reset MFA', and 'Remove'.

The reactivated user must complete the process

- The user you reactivated will receive two emails from the system.
 - ✓ The first is a simple notification that their account has been reactivated.
 - ✓ The second contains instructions for completing the reactivation.
- **The user must complete the reactivation before 11:59pm ET on the day you reactivate their account, or the system will deactivate the account again to maintain security.**

Do you have questions?

For further support, contact the Mathematica PREP
Performance Measures technical assistance team at

PREPPerformanceMeasures@mathematica-mpr.com

or call toll-free

1-855-267-6270