

20.1 Logging In to the User Portal

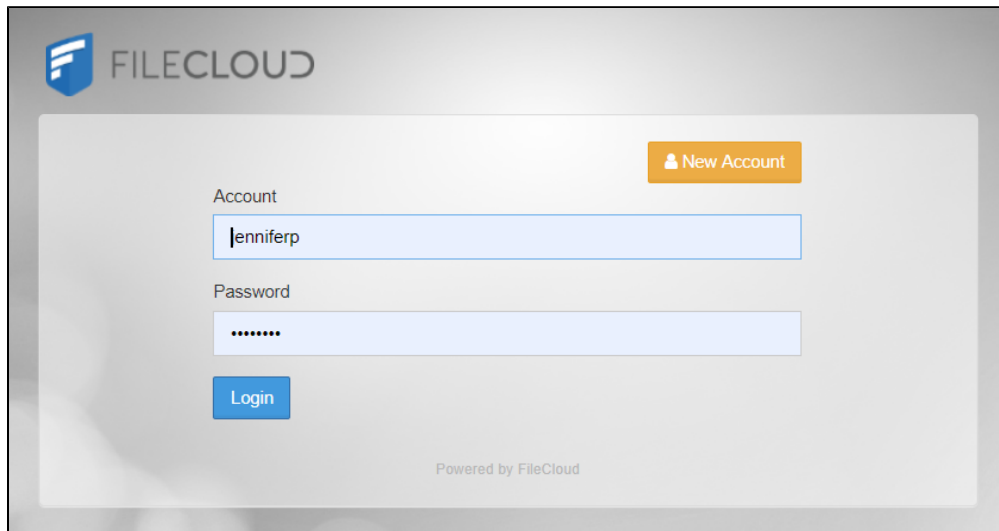
You can connect to FileCloud Server with your web browser by using a link or typing in the address that you have received from your administrator or service provider.

You must have the following 3 pieces of information to access FileCloud:

- **FileCloud URL:**
The URL to your site. For example: <https://myFileCloudTeamSite.FileCloud.com>. Your administrator provides you with this URL.
- **Account:**
Your administrator either:
 - provides you with this name
 - or
 - gives you permission to create a new account yourself for the first time
 - or
 - enables you to use the same name as in your organizational login
- **Password:**
Either:
 - your administrator provides you with your password
 - or
 - if you have created your own account, you enter a password
 - or
 - your administrator enables you to use the same password as in your organizational login

This information may be in your Inbox. Check to see if you received an Invitation or Welcome message from FileCloud.

Enter the URL to access the login screen:

The image shows the FileCloud login interface. At the top left is the FileCloud logo, which consists of a blue shield icon with white horizontal lines and the word "FILECLOUD" in a sans-serif font. Below the logo is a light gray rectangular box containing the login form. In the top right corner of this box is an orange button with a white user icon and the text "New Account". The form has two input fields: the first is labeled "Account" and contains the text "jenniferp"; the second is labeled "Password" and contains seven dots. Below these fields is a blue "Login" button. At the bottom center of the form box, it says "Powered by FileCloud".

Also see:

- [20.1 Creating A New User Account](#)
- [20.1 Reset a Forgotten Password](#)