



Sign In with FMS One

Log in

Email

Password

Log in

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

[Didn't receive unlock instructions?](#)

Sign up

FMS ONE

How to Sign Up and Log In



ANNKISSAM
An HHAeXchange Company

Updated January 2022

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Introduction

This guide uses words to describe people that use FMS One. Depending on where you live and what program you participate in, you may use different words to describe yourself.

Home and Community-Based Services (HCBS) – Supports and Services to help people live their lives in their communities.

Participants can also be called: Consumers, Clients, Members, Individuals, or Employers. This is a person who receives Home and Community-Based Services.

Caregivers could also be called: PCAs, DSPs, PHWs, Workers, or Employees. This is a person who provides Home and Community-Based Services to Participants.

Representatives can also be called: Family, Designees, or Circle of Support. They are usually a friend or family member of the Participant that helps the Participant manage their care.

Financial Management Service (FMS) Provider can also be called: Fiscal Intermediary (FI), Fiscal Employer Agent (F/EA), or a Fiscal Support Entity (FSE). This is a business that collects hiring paperwork, processes timesheets, and manages payroll for Participants.

If you have questions after reading this guide, your FMS Provider, or a Case Manager may be able to help you answer those questions.

What is FMS One?

FMS One is a single sign-on to log in to your account easily and securely. It allows you to access the apps that your FMS Provider has given you access to use. With FMS One, you only need to remember one login for all your FMS apps.

Getting Started with FMS One

Create an FMS One account and Sign-in

Your FMS Provider will begin your account set up. This will allow you to access the apps you will use. The FMS Provider will also make sure that you are correctly linked to your caregivers and your representatives (if you have any).

1. Every user will get an email telling them that their account has been set up, and how to finish the sign-up process. This “invitation” email has important instructions all users need to follow to set up their accounts.

2. The invitation email asks you to sign up for an FMS One account. You need to click the [“Click Here to Sign Up”](#) link in the email. That will bring you directly to the sign in page.

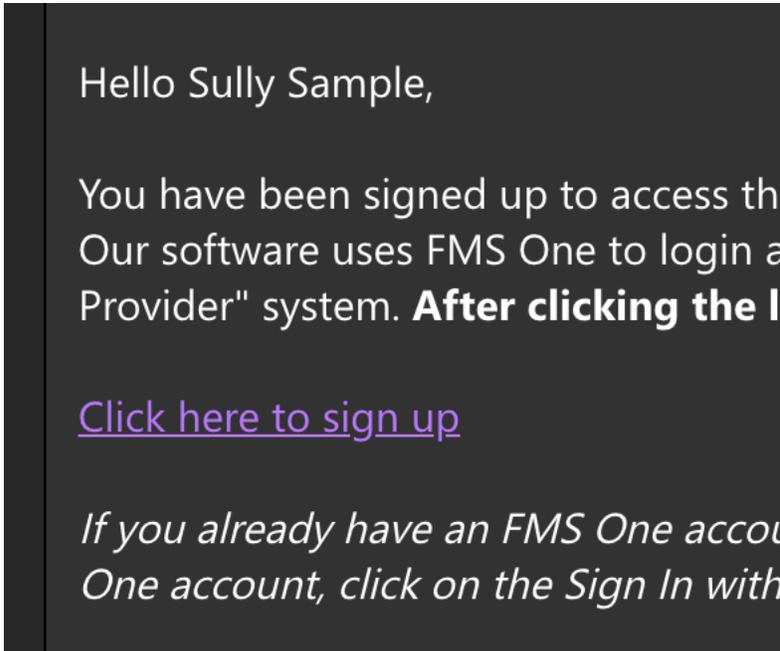


Figure 1 - The sign up link shown in an email.

3. Click the green “Sign up” button at the bottom of the form.

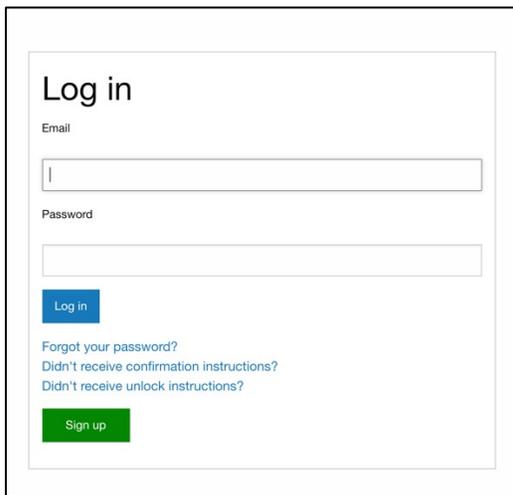


Figure 2 - The sign in page & sign up button

4. The sign up form will appear. Your name and email address will be filled in. You will need to enter a password, then enter that same password a second time to confirm. Then click the green “Sign up” button.

Current Users

If you received a request to sign up for an FMS One account, but are already using FMS One for another HCBS organizations software system, you do not need to sign up again. Please click the log in button to the right and authorize your account. [Log in](#)

Sign up

Name

Ursula User

Email (Email used by your HCBS provider)

tutorials+u@annkissam.com

Password
(6 characters minimum)

Password confirmation

By clicking Sign up, you are authorizing the HCBS organization associated with the above FI Code to use your FMS One account to log in to their system.

[Sign up](#)

Figure 3 - The Sign up form

5. After clicking sign up, you should get a confirmation screen that tells you your account is authorized. There is also a link on that page to bring you back to your FMS Provider’s login page.

If you signed up using an email from your HCBS provider, your account is automatically authorized. You can now sign in to their site by clicking the link below. You should receive a welcome email from your provider shortly with instructions on how to access their applications.

If you did not sign up from an email link, please contact your HCBS provider for further instructions.

[Return to Sign in page](#)

Figure 4 - Confirmation screen

6. You will get app welcome emails which will come from the address “no_reply@annkissam.com.” You do not need to reply those emails. These emails will also have a link back to the FMS Provider’s sign in page. You should add a bookmark in your browser to the sign in page to make it easy to access later. The number of app welcome emails you get will depend on the number of applications the FMS Provider has given you access to.
 - a. All browsers are different. If you don’t know how to add a bookmark, search the help section of your browser for “bookmarks.”
7. You can now sign into FMS One using the blue Sign in with FMS One button. This will give you access to all the web-based applications that your FMS Provider has given you access to. Caregivers using EVV will also be able use their FMS One login to record shifts using the Evvie mobile app.



Figure 5 - Sign in with FMS One button

Help with FMS One

I forgot my password

If you forget your password, it is easy to reset. Go to the sign in screen for FMS One. This is the link that you bookmarked in your browser when you first signed up.

1. Below the sign in screen there are several links. The first link says, “Forgot Your Password?.” Click on that link.

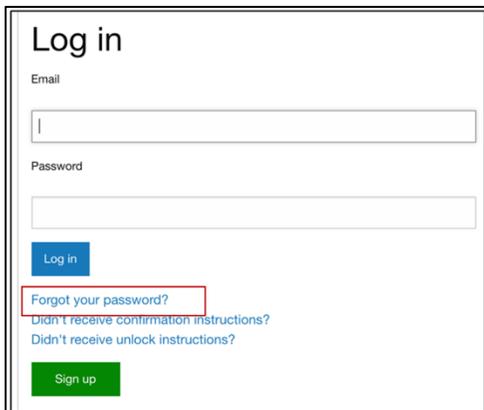


Figure 6 - Login screen with forgot password highlighted

2. This will bring you to the Forgot your password screen.
3. You can type your email in the box and click the “Send me reset password instructions” button.

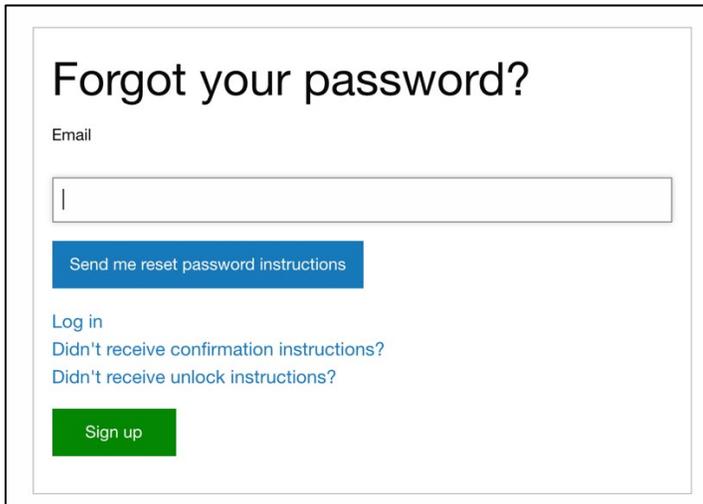


Figure 7 - Forgot password screen

4. You will get an email in a few minutes with a link to reset your password. If you don't get the email in a few minutes, check your spam or junk folder.
5. Click the “Change my password” link in the email, and that will bring you to a form where you can enter a new password. You will need to enter the password once, then again to confirm it.

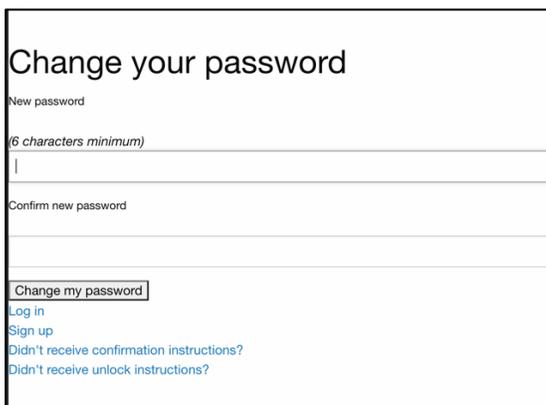


Figure 8 - Change your password screen

6. After entering the new password in both boxes, click the gray “Change my password” button.
7. You should now use the new password whenever you sign in.

I can't login because my account is locked

Your account will be locked if you enter an incorrect password five times. If you try to login and get a message that your account is locked, you can request an account unlock. The system will automatically send you an email for unlocking the account. If you can't find that email in your inbox, or more than 24-hours have passed since you locked the account, here's how to request a new unlock email.

1. Below the sign in screen there are several links. The third link says, "Didn't receive unlock instructions?." Click on that link.

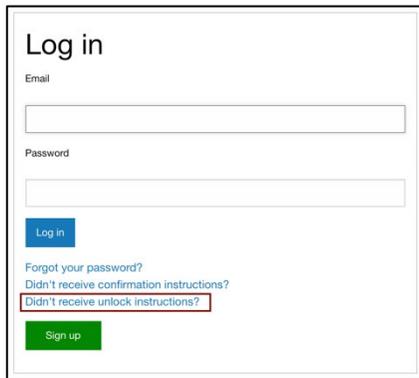


Figure 9 - Login Screen with unlock highlighted

2. You can type your email in the box and click the "Resend unlock instructions" button.

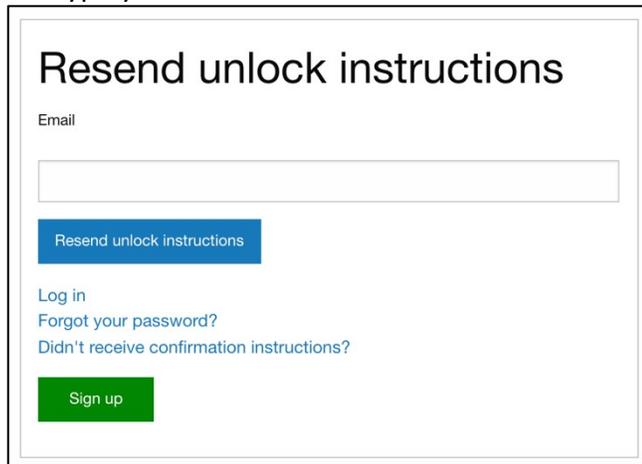


Figure 10 - Resend Unlock Screen

3. You will get an email in a few minutes with a link to unlock your account. If you don't get the email in a few minutes, check your spam or junk folder.
4. Click the "unlock my account" link in the email, and that will bring you to the FMS One sign in screen. Your account should now be unlocked, and you can try to sign in again.
5. If you're having trouble with your password, you can follow the instructions on the previous page of this manual for resetting your password.

I can't login because my account isn't confirmed

If you see an error message that your account isn't confirmed, it's probably because of a problem that happened when you first signed up. You can try to fix it by requesting confirmation instructions.

1. Below the sign in screen there are several links. The second link says, "Didn't receive confirmation instructions?." Click on that link.

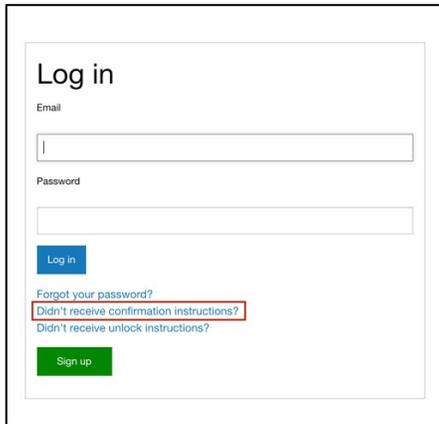


Figure 11 - Login Screen with confirmation highlighted

2. You can type your email in the box and click the "Resend confirmation instructions" button.

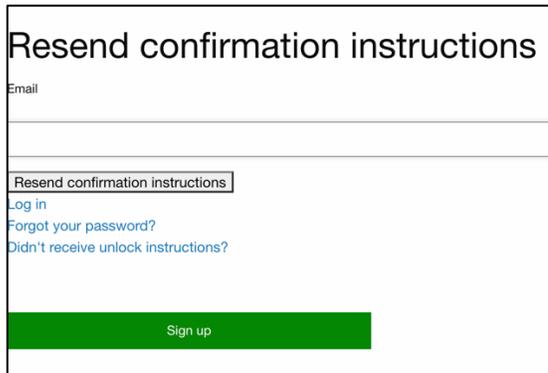


Figure 12 - Resend Confirmation Instructions screen

3. You will get an email in a few minutes with a link to confirm your email/account. If you don't get the email in a few minutes, check your spam or junk folder.
4. Click the "Confirm my account" link in the email, and that will bring you to the FMS One sign in screen. Your account should now be confirmed, and you can try to sign in again.
5. If you continue to get an error with an unconfirmed account, contact your FMS Provider for help.