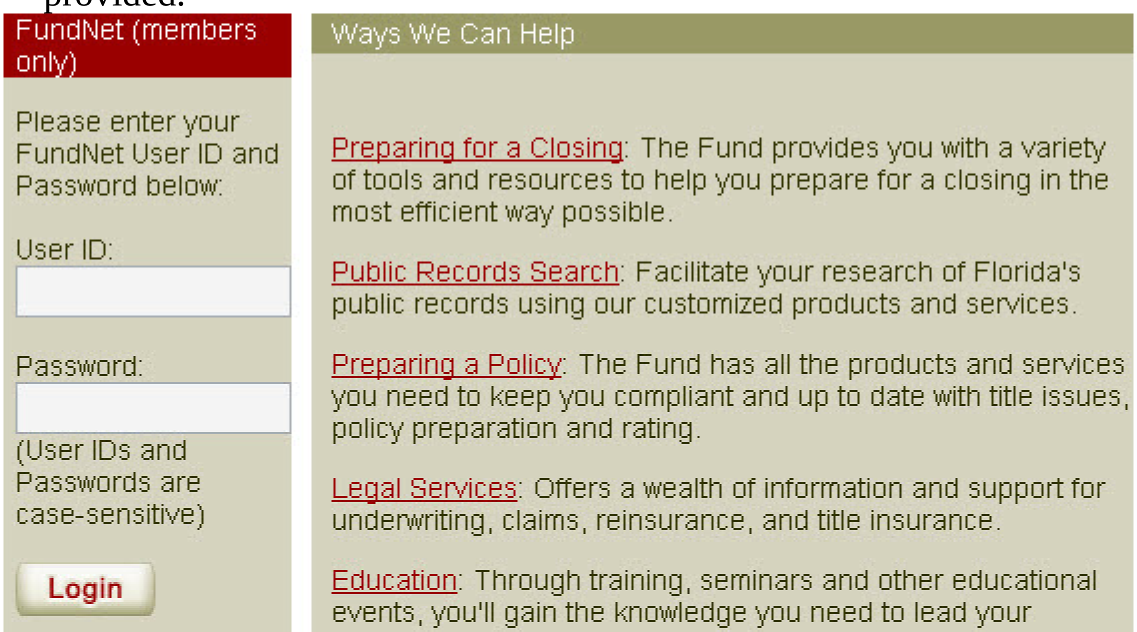
I have never accessed Fundnet, how do I proceed?

Generally an email from membership would be sent to new members providing the Admin user ID and password for access to Fundnet or www.thefund.com . When you receive the email, the Fund member would use the ID and password provided to log in and create initial UserID and passwords for all users in the office. It is very important to enable user's access rights to features and resources on the webpage. Once completed logout as the Admin and back in with one of the newly created passwords.

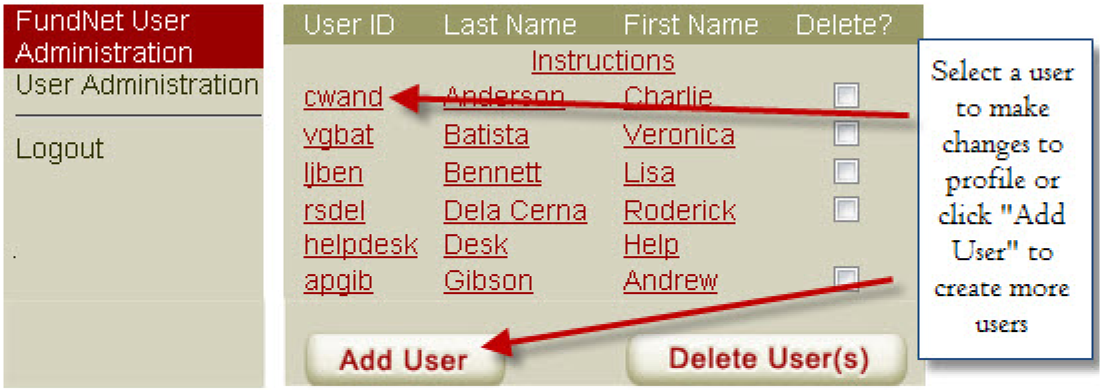
Fundnet User ID Setup Instructions

In order to set up a new Fundnet account or add additional users to an existing Fundnet account, perform the following steps:

- Access www.thefund.com. Enter in your user id and the temporary password that was provided to you on the letter from Member services. The temporary password is case sensitive and must be entered exactly as provided.



- Once you have logged in, perform the following steps:
  - Select the user id and complete the profile information required such as email address, user name, etc.



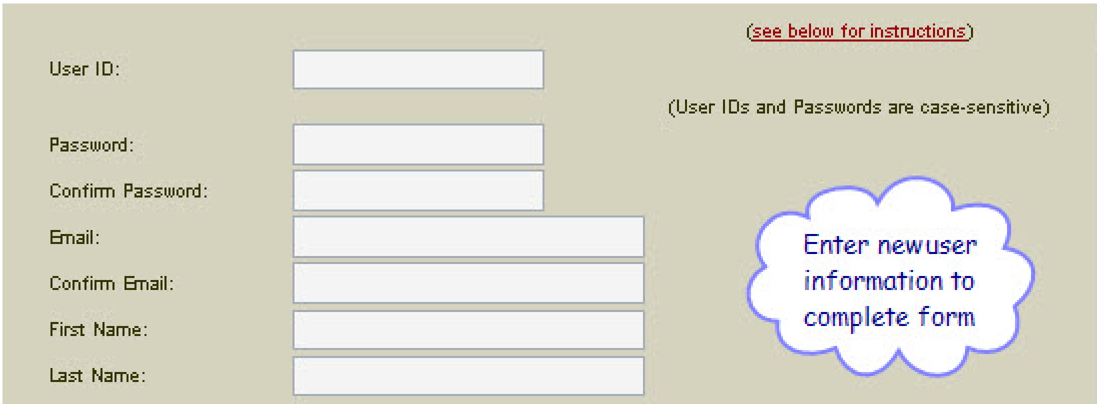
- Change the password on the profile. The new password must include the following: must have at least 8 characters, contain at least 1 capital letter , contain at least 1 lower case letter , contain at least 1 number and the user id can not be included in the password.

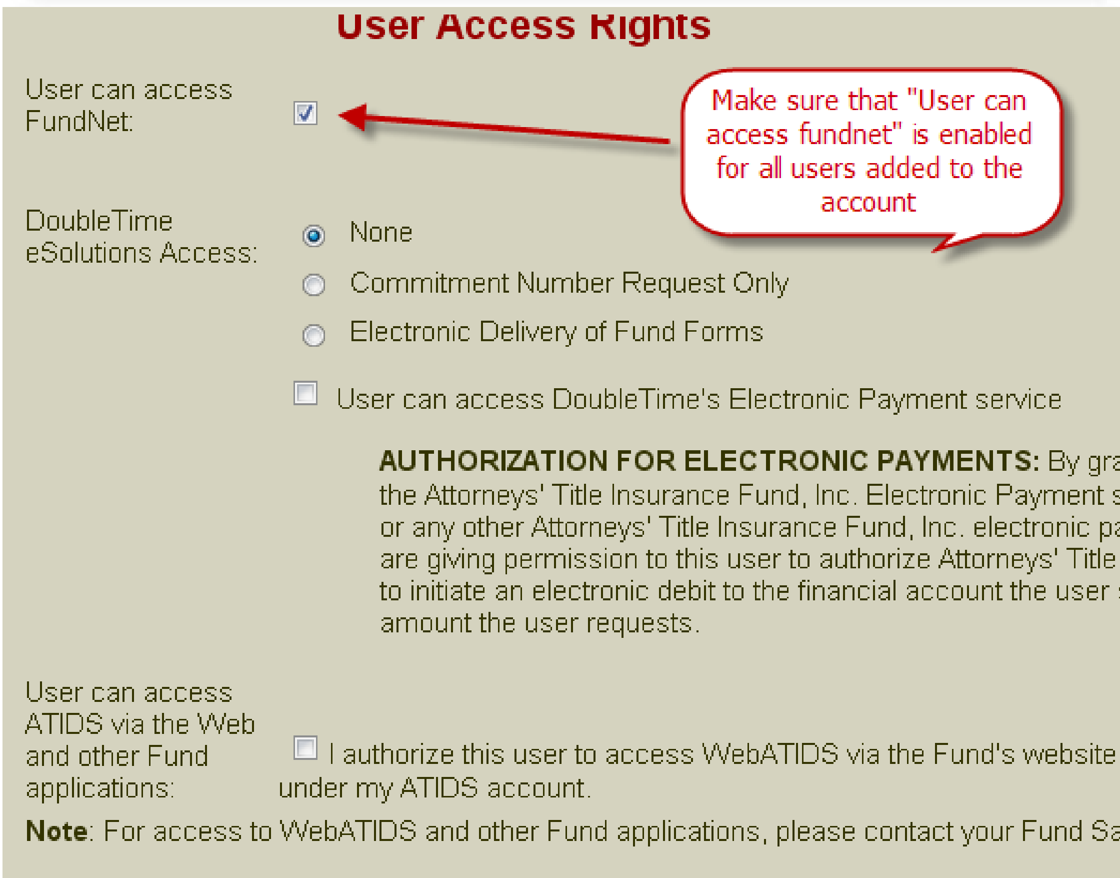
- Select Save. The user id will now have immediate access to The Fund. 

- **<u>Adding additional users-</u>** To add additional users to the account (or to create an ATIDS user id when applicable), perform the following steps:
  - Select "add user" 

  - Create a user id that contains at least 5 to 20 characters
  - The password must contain at least 8 characters and include at least 1 capital letter, 1 lower case letter, 1 number and the user id can not be used as part of the password.

- Complete the required fields such as email address and the user’s name, select the features you want the account to have access to.





- Select Save. The user id will now have immediate access to The Fund.

****Note:** The admin user id can only be used to add, change and delete users. The admin user id can not be used to view information or forms on Fundnet. A user id should be created for each person that will be accessing The Fund.

What is my AdminID for access to Fundnet?

The Admin ID is always the Agent's member number and the branch ID. (Ex. "999901" where 9999 is the member number and 01 is the branch, or "888800" where 8888 is the member number and 00 is the branch)

What is the primary purpose of the Admin UserID on Fundnet?

The Admin ID (Administrator) is specifically used to create and change the users on the account. Access includes the option to Add/Delete users, view or change access rights, and allows the Admin user to reset passwords.

How do I reset my password for thefund.com?

There are 2 ways to reset passwords from the fund.com.

1) Use the "forgot password" link from TheFund.com. This will result in an email being sent to the users email address with a system generated password. The password is system generated and can be a challenge to type it exactly without inadvertently performing a typo. It would be more efficient to cut and paste this password into the Fundnet login window.
2) Login as the Administrator and change the user's password.

How do I know that my email address is current?

Typically the Admin user can login and update email address under the user's profile. Also, the helpdesk can assist will updating email address as well.

What is the correct webpage for access to TheFund.com?

The correct webpage is https://www.thefund.com/portal/

(Incorrect – www.atids.com & www.doubletime.com)

How do I remove users from my Fundnet account?

In order to Add/Delete users, you must be logged in as the Administrative user. Once logged on, you can check the users to delete and click the delete button.

How do I change user passwords from Fundnet?

In order to change user(s) passwords, you must be logged in as the Administrative user. Once logged on, you can click the link for the desired UserID and provide a new password and confirm new password. Click the save button and the password will take effect immediately upon logoff.

What happens when the “Target exception” error occurs?

The Target exception error occurs when the password is the same as a previous password or when the password entered is the same as the user ID.

What does it mean when this error occurs, Please logout and login with a different UserID and password?

This message occurs when the user is logged in as the admin and is trying to access resources on thefund.com. The Admin user ID can only be used to administer the users on the account.

How do I know if my password has been reset on Fundnet once the “request password” has been activated?

When the password is requested to be reset, an email is automatically generated with a UserID and password. If the email address on file is correct, the user will received the update password within 2 minutes. However, the webpage will either except the new password or provide an error message that can be used for troubleshoot the problem with the Helpdesk @ 1-800-421-9378.

How do I delete/Add users on Fundnet?

In order to Add/Delete users, you must be logged in as the Administrative user. Once logged on, click the button to “Add users”. To delete users, you can check the users to delete and click the delete button.

Can the helpdesk reset my password manually?

The helpdesk can validate email addresses and generate password resets from thefund.com for individual user reset requests.

Is my UserID and password case sensitive?

Yes. Both the UserID and password is now case sensitive.

What are the UserID and password requirements when creating new users?

UserID

A User ID may consist of letters, numbers, dashes ("-"), and underscores ("_") and must contain at least one alpha-character (A-Z) -- no other characters may be used.
A User ID may be between 5 and 20 characters. The internal User ID should consist of 5 characters only.

Password

FundNet passwords must be at least 8 characters long and no more than 20 characters long.
FundNet passwords should consist of 1 upper case letter, 1 number or 1 symbol.

Can the same user ID be used by other employees in the office?

Yes. The same user ID can be used by multiple users but not recommended. Creating one UserID for the account can cause frustration with Double Time users and access to thefund.com