



How to Login to the TRUsolution Portal

Note: you must first be in our system as a portal administrator or user to gain access

Go to the FFVA Mutual website: <https://www.ffvamutual.com/>

1. Click the **TRUSOLUTION LOGIN** located at the top right of the page. DO NOT enter your Username & Password - **Skip this step.**
2. Scroll down below that to *Forgot username or password* and click on *click here*.
3. The next page asks for your email address and there are three choices: Recover Username or Reset Password or Cancel.

Forgot Username or Password

Please enter your email address to receive a username or a password reset email.

Email Address

Recover Username Reset Password Cancel

4. Click *Reset Password*. DO NOT click *recover username* because it will not work.
5. You will be notified that we're sending you an email with a reset password link.
6. When you receive the email, click *reset password link*. The next page will prompt you to enter your new password twice. Your password must meet the minimum requirements: 8-15 characters, 1 uppercase, 1 lowercase, 1 number.
7. TRUsolution will then let you know that your password has been configured successfully, and you can access the portal by putting in your username (which is your email address) and your new password.
8. After entering your new username and password for the first time, you will need to enter an authentication code. Note: you **MUST** click *send email* to receive your code. (This email takes about one minute to reach you).
9. Once that 4-digit authentication code has been entered into the designated area, it will take you directly to your dashboard in our portal.

Welcome to TRUsolution!

FFVA mutual

TRUsolution Login

Username

Password

Log In

By clicking 'Log in' you signify that you have read, understood, and agreed to the "Terms of Use" and "Privacy Policy"

Forgot your username or password?
Click here to recover your information.

Don't have an account yet?
Contact us to request an online user account.