Step-by-Step: Login to SourceAmerica Extranet (after first time)

Login

1. From SourceAmerica.org, click on NPA Extranet Login (top right corner). The Login screen will be presented.
2. Scroll down and click the Login button. A login window will be presented.
3. Enter your Username and append @sourceamerica.org in the textbox then click enter. A password pop-up will be presented.
4. Enter the same password you have used for previous SourceAmerica extranet logins. If you do not remember your password, click Reset Password. See steps below.
5. Click Sign In. A verification code will be sent based on your previous multi-factor authentication (MFA) selection method.
6. If you selected "Send me a code by text message" when you registered for MFA, enter the verification code received on the phone and click Verify. If you selected "Call me", you'll receive a call and be prompted to press "#" on the phone.
7. Enter the verification code received on the phone and click Verify.
8. Click Done.

Reset Password

1. Click on "Reset Password". (This can be done from the login screen or from the password pop-up) A screen will be displayed titled "Get Back into your Account".
2. Enter your Username and append @ sourceamerica.org; then enter the letters from the picture or the audio. Click "Next".
3. You will be prompted to
   a. Enter your email address – that's the email you used when setting up the account with SourceAmerica. Then, click "Email"
   b. Get a text to your mobile phone – that's the phone that was provided when you registered for the multi-factor authentication. Then click, "Send Text"
   c. Get a call to your mobile phone. Then click, "call".

4. Check your email or phone for a verification code.
5. Return to the screen and enter the provided code; then click "Next".
6. Then, you'll be prompted to enter your new password. Do that and click "Finish".
7. Close the window and return to the login page.

Note: A direct phone line or a cell phone is required for MFA. If you do not have access to one, please contact SourceAmerica Customer Service (888) 411-8424.