



## Commonly Asked Questions When Accessing Our Food Testing Services Portal

### Question: What does an invalid login mean?

**Answer:** If you get an invalid login notice when you attempt to sign in, that email may not be registered with an account. If you haven't registered yet, select "Register Here" below and start that process. If you believe you have already registered, you may have used a different email, or you may be entering your email incorrectly. Check for any spaces before or after your email address or other typos or contact us at [extension.fts@maine.edu](mailto:extension.fts@maine.edu).

A view of the Food Testing Services Portal landing page:



### Question: I'm not able to log in, and I am not getting an error message.

**Answer:** Sometimes your browser remembers an old version of the portal, which can cause problems when signing in. Clearing your cache and cookies usually fixes this. Here's how to do it:

1. **Open your browser settings:** Look for "Settings" or "Preferences" in your browser menu.
2. **Find Privacy or History options:** Look for a section called "Privacy," "History," or "Clear browsing data."

3. **Clear cache and cookies:** Make sure both “Cache” (or “Cached images/files”) and “Cookies” are selected, then click “Clear” or “Delete.”
4. **Restart your browser:** Close and reopen your browser.
5. **Try signing in again:** Go back to the portal and enter your login information.

This usually resolves the issue and lets you access the latest version of the portal.

## **Question: I entered my email address, but I haven’t gotten a code.**

**Answer:** There are several reasons this could happen:

1. Our portal may not work with Hotmail, MSN, or other Outlook-based email addresses, as they often block verification emails. If possible, try using a different email, such as Gmail (Google).
2. Check your spam or junk folder, as verification codes can sometimes end up there.
3. Make sure your email filters allow messages from **@maine.edu** and **extension.fts@maine.edu** so the code can reach your inbox.

## **Question: I’m using Microsoft Explorer, and I can’t get the portal to work for me at all.**

**Answer:** For the best experience, please use a modern browser like Google Chrome, Safari, or Firefox, as Microsoft Explorer is not compatible with the portal.

## **Question: I am getting a code in my email, but the portal page says it’s incorrect. What am I doing wrong?**

**Answer:** This usually happens when the portal opens inside your email app on your phone. In that case, you can’t easily switch back to your email to get the code, which can make the code seem “incorrect.”

To avoid this, open the portal in a regular browser (like Chrome, Safari, or Firefox) instead of from the email app. That way, you can go back and forth between your email and the portal without losing the verification code.

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If these tips don’t resolve the issue, please reach out, and we’ll assist you further:

- **General Portal Troubleshooting Support:** [extension.fts@maine.edu](mailto:extension.fts@maine.edu)
- For portal issues, food testing, review letters, and product submission questions, contact **Beth Calder:** [beth.calder@maine.edu](mailto:beth.calder@maine.edu) | 207.581.2791
- For portal issues, food product drop off and/or mailing questions, contact **Melissa Babcock:** [melissa.libby1@maine.edu](mailto:melissa.libby1@maine.edu) | 207.581.2788

We’ll be happy to look into it further for you.

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