# Security blocking email Link in FACTS

When creating your account in FACTS if you receive the email with the link and you click on the link and it says, "think link has already been used" or it just takes you right back to enter your password the account creation cannot be completed due to the security at your location blocking the link in the email from working.

You can try to right click on the link, you will have to get a new link you cannot use one that was already clicked on. When you right click, copy the hyperlink and paste it into the search bar of Google Chrome, Google Chrome is what FACTS runs best with so please use Google Chrome.
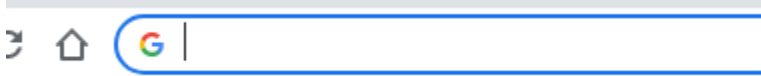
When you paste and click enter sometimes this will sometimes work to finish account creation and will not be blocked by your security.

We have also been told by other facilities IT persons that the email and link have been added to a "safe list" or a "white list."

We received this information from an IT person:

We found out that is was not with Office365, it was with our Barracuda Gateway along with not using the correct URL to whitelist. DEQFACTSPROD@mt.gov is the Domain that needs to be whitelisted. However, svc.mt.gov my also need to be whitelisted as well. We had already whitelisted svc.mt.gov so, we do not know if this is needed as well or not.

We have also seen where a safelink is added to the link and that is what is blocking the link from working.

Please click on the following link to verify your email address.

Click here to verify your email address [gcc02.safelinks.protection.outlook.com] [gcc02.safelinks.protection.outlook.com]

Please note that this link will expire after 60 minutes.

Thank you!

DEQ cannot fix this issue as it is the security at the location where the email is sent that is blocking the link from working. I am sorry for any inconvenience, but an IT person will need to correct this at your organization.

The last resort that some users have done is use a Gmail account for FACTS that seems to work great and there are no issues with the link.