

All organizations using the Community Investment Portal must designate at least one Access Manager. The Access Manager will be responsible for managing contacts within their organization on the Portal and activating and removing access for contacts if and when necessary.

Access Managers

To designate one or more Access Managers, a [Community Investment Portal Access Authorization Form](#) must be completed and signed by an authorized representative and emailed to wishportal@fhlbsf.com.

Community Investment staff will designate the requested individual(s) as an Access Manager.

Once informed that your Access Manager profile is active, set your password by completing the following steps:

1. Navigate to the [Community Investment Portal log-in page](#).
2. Enter your email address where prompted.
3. Select “Forgot Password?”
4. You will then receive email instructions for setting your password.

Upon logging in, to provide access to other organizational contacts, Access Managers should complete the following steps:

1. Navigate to your profile icon in the top right corner of the screen (your initial inside a circle).
2. Select “My Organization” from the drop down menu.
3. Select “Contacts” from the lefthand navigation menu.
4. Search for and click on the relevant user record.
5. Within that user’s profile page, update any missing or required information.
6. At the bottom of the page, click “Update Profile.”
7. Click “Activate Profile.”
8. Inform the contact that their profile is now active, so that they can follow the steps below.

To remove access from an organizational contact, contact the Bank at wishportal@fhlbsf.com.

An Access Manager can remove another Access Manager. However, to add new Access Managers, a new [Community Investment Portal Access Authorization Form](#) must be completed to update an organization’s complete list of authorized Access Managers. A maximum of four Access Managers can be authorized at any one time.

Non-Access Manager Users

All other users should contact their designated Access Manager at their organization. Your Access Manager will be able to activate your profile following the steps above.

Once you have been informed that your profile is active, complete the following steps to set your password:

1. Navigate to the [Community Investment Portal log-in page](#).
2. Enter your email address where prompted.
3. Select “Forgot Password?”
4. You will then receive email instructions for setting your password.

Assistance with Access

For assistance, please email wishportal@fhlbsf.com.