

An aerial photograph of a field with alternating rows of green and reddish-brown crops. A small tractor is visible in the upper right corner. A large, white, rounded rectangular shape is overlaid on the center of the image, containing the text.

# **New FMS One Account Sign-up**

## Welcome to MetroSolutions



noreply@annkissam.com

To ○



Thu 7/11/2024 12:29 PM



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**WARNING:** This email originated from outside of Metro Solutions. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello

You have been signed up to access the MetroSolutions software applications. There are a few steps you must take in order to log in and access your account.

Our software uses FMS One to login and authenticate your account. Please click the link below to sign up for an FMS One account and link it with your account in the MetroSolutions system. **After clicking the link below, click the *Sign-up* link on the login page to create your new FMS One account.**

[Click here to sign up](#)

*If you already have an FMS One account linked with another HCBS provider, [click here](#) to access the MetroSolutions login page. To add MetroSolutions to your current FMS One account, click on the Sign In with FMS One button and log in to your current account. You will just need to authorize MetroSolutions after logging in.*

If you have any questions or need assistance, please reach out to MetroSolutions at [evv@metrosolutions.us](mailto:evv@metrosolutions.us) or (313) 963-8383.

Thank you,  
MetroSolutions

Once Metro HCBS grant access/create the member and caregiver account, they will receive an invitation email with instructions to set up their account.


The invitation email will consist of two links.

The first link, “**click here to sign up**” is used to sign up the FMS One account.

The second link “**click here**”, is a link to the providers web page.


To create the account, click the “click here to sign up” link.

Welcome to MetroSolutions

 noreply@annkissam.com  
To



Wed 8/14/2024 11:37 AM

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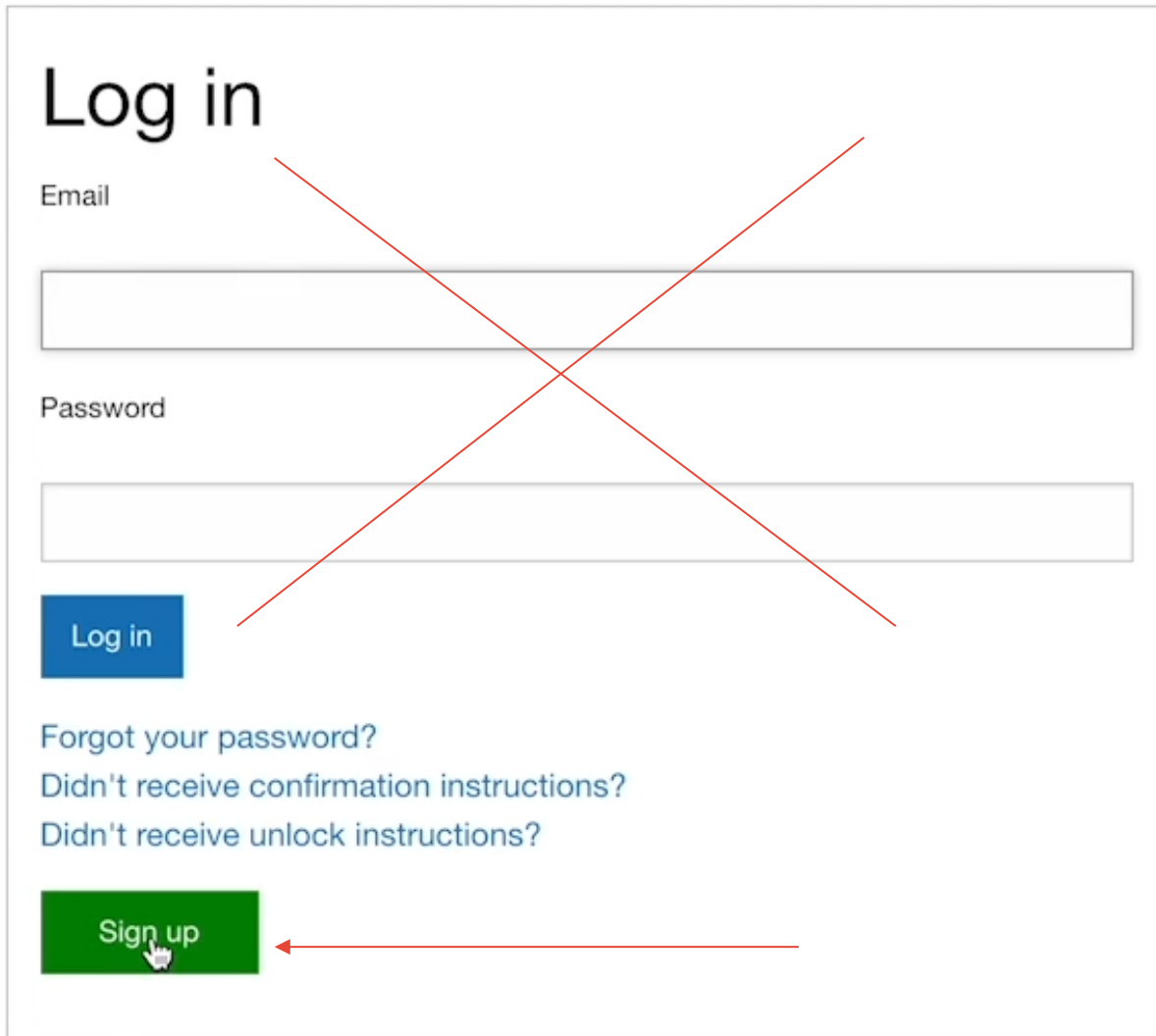
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Thank you,  
MetroSolutions



Do not enter an email or password at this time. Simply click the green sign up button.



**Log in**

Email

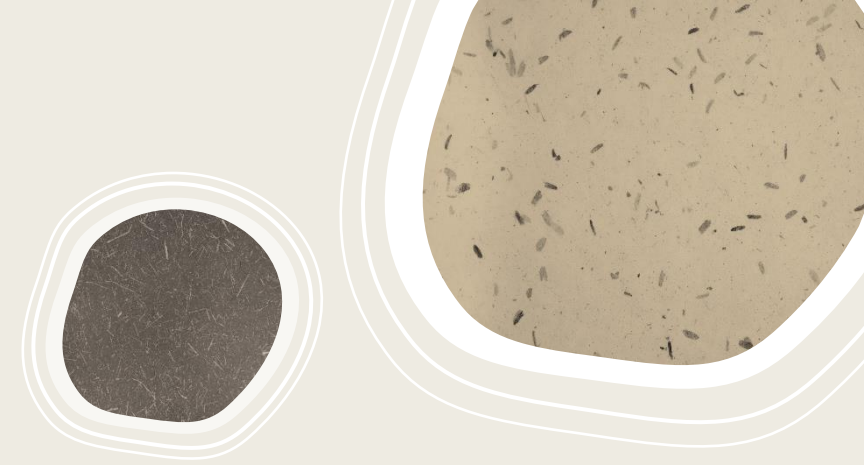
Password

**Log in**

[Forgot your password?](#)  
[Didn't receive confirmation instructions?](#)  
[Didn't receive unlock instructions?](#)

**Sign up**

The image shows a login form with a large red 'X' over the email and password input fields. A red arrow points from the top right towards the 'Sign up' button, which is highlighted in green. The 'Log in' button is blue.



# Current Users

If you received a request to sign up for an FMS One account, but are already using FMS One for another HCBS organizations software system, you do not need to sign up again. Please click the log in button to the right and authorize your account. [Log in](#)

## Sign up

Name

Email (Email used by your HCBS provider)

Password  
(6 characters minimum)

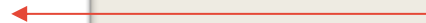
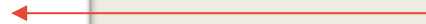
Password confirmation

After clicking the green “sign up” icon, the name and email address should have populated.

This is important because the member and caregiver must use the email address on file in the provider database.

Once the accounts are linked, they can change their email address at any time.

Next, enter in the preferred password and click the green “sign up” button.



Next, a page will load details of the next steps.

At this point, the FMS One account and the linked to the provider's database is created. The user will receive a welcome email from the EVVIE portal application.

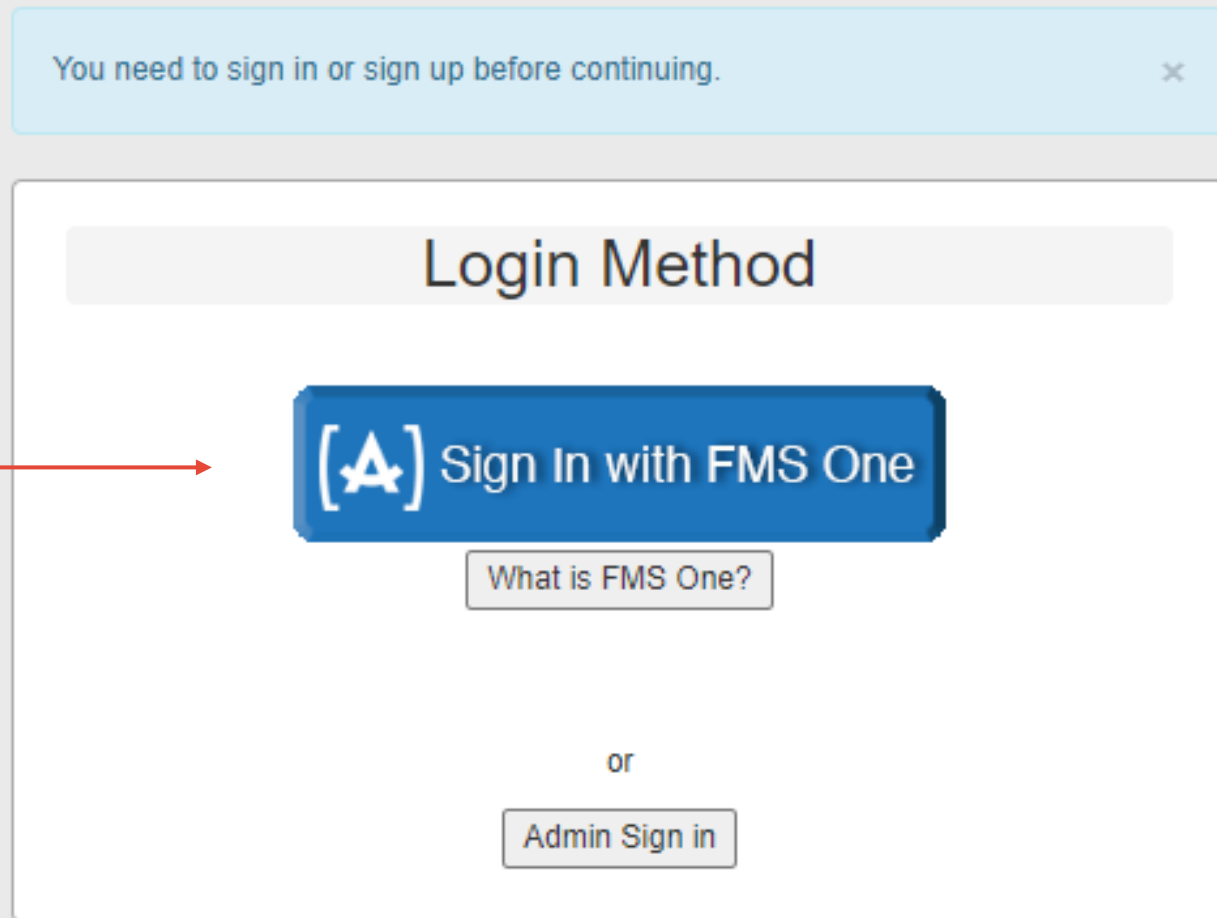
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If you signed up using an email from your HCBS provider, your account is automatically authorized. You can now sign in to their site by clicking the link below. You should receive a welcome email from your provider shortly with instructions on how to access their applications.

If you did not sign up from an email link, please contact your HCBS provider for further instructions.

[Return to Sign in page](#)

Click the blue “Sign In with FMS One” and enter you email and password to access EVVIE.



The screenshot shows a login interface. At the top, a light blue notification bar contains the text "You need to sign in or sign up before continuing." with a close icon (x) on the right. Below this is a white box with a grey header labeled "Login Method". The main content area features a prominent blue button with a white icon of a person and the text "Sign In with FMS One". A red arrow points from the left towards this button. Below the blue button is a smaller, light grey button labeled "What is FMS One?". Further down, the word "or" is centered, followed by another light grey button labeled "Admin Sign in".