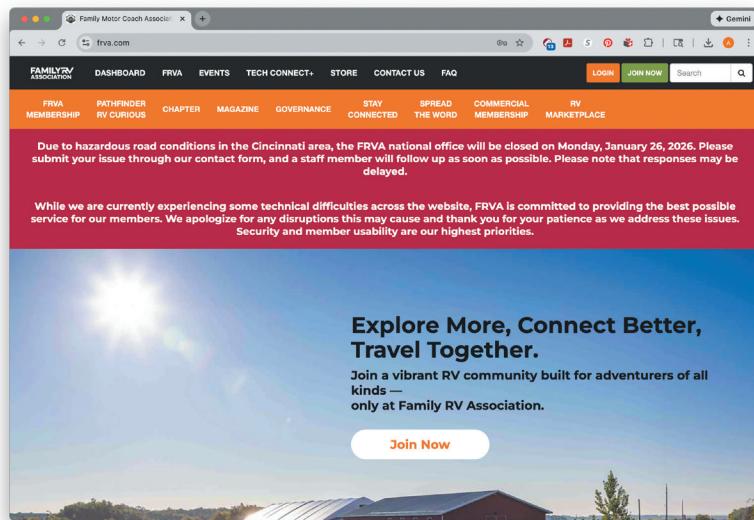


# Horizon Login Procedures



**Horizon** is the Family RV Association's member portal, where you can access your account information, dashboard, and membership tools. The steps below will guide you through logging in for the first time and setting up your password using the email address associated with your FRVA membership.

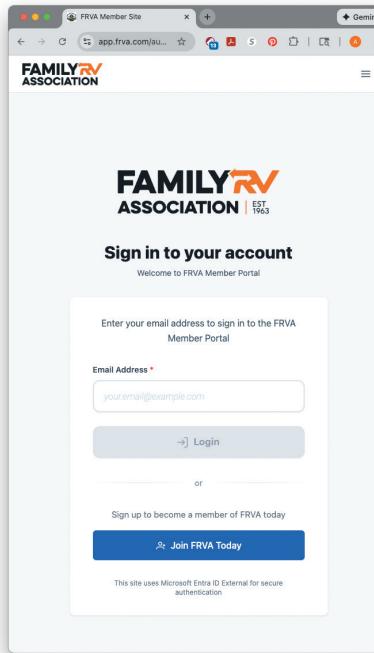
- 1 Go to **frva.com**  
(or directly to [app.frva.com](https://app.frva.com))



- 2 Click on the orange **LOGIN** button in the upper right-hand corner if you are on a larger screen. If you are on your phone, it will be the orange **“Enter”** button.



- 3 Go to **app.frva.com** and the following page will be displayed.



**4** Enter your **email address** in the “email address” field. If the email address you entered is NOT found in the database, the following screen will be displayed.

**⚠** We could not find this email address in our system. If you are already an FRVA member, please do not join again. Your email may simply need to be linked to your membership. Please email [servicedesk@frva.com](mailto:servicedesk@frva.com) for assistance.

**5** If you are a member and your email address was NOT found, **please call 1-800-543-3622 or email [servicedesk@frva.com](mailto:servicedesk@frva.com)** to get assistance.

**6** If the email address is found in the database, the following screen will be displayed.

**✓ Welcome to FRVA!**

We've sent you an email with instructions to set up your password. Please check your inbox and follow the link to complete your account setup.

Once you've set your password, return to this page to sign in.

**7** An email message will be sent to the entered email address confirming your account setup and prompting you to set your password.

**8** Click the “Set Password” link in the email.

**9** Enter and confirm your password, then click “**Reset Password**.”

**Reset Your Password**

Hello RANDY JOHNSON, please enter your new password below.

**Password Requirements:**

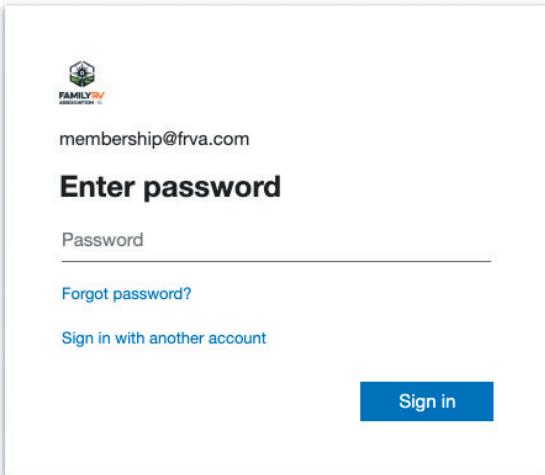
- At least 8 characters long
- At least one uppercase letter
- At least one lowercase letter
- At least one number

New Password

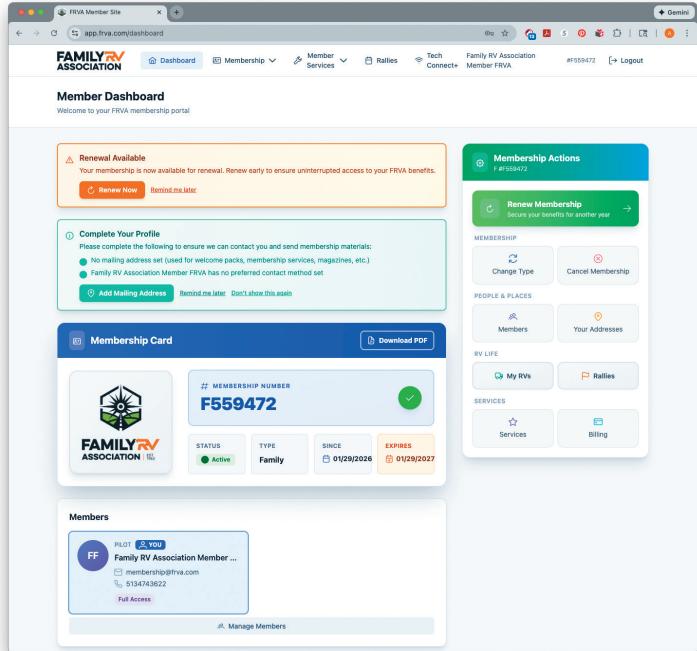
Confirm Password

**Reset Password**

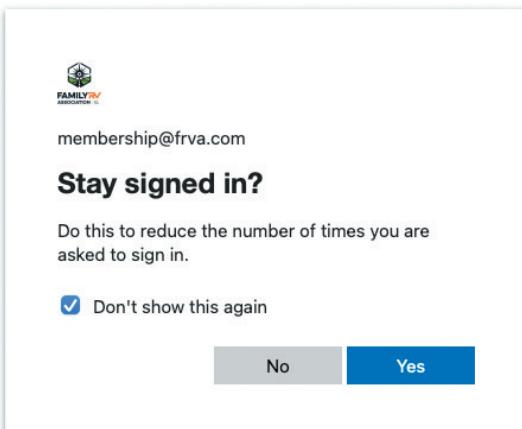
**10** You will then be prompted to **enter your password**.



**12** Your overview (dashboard) page will be displayed.



**11** Select the **“Don’t show this again” checkbox and click Yes**. The selection does not affect access.



**13** To return to the main website, click the Family RV Association logo in the upper left-hand corner or go to [frva.com](http://frva.com).

**Having trouble logging in?** The FRVA Service Desk can help — see Step 5 for contact information.