

Multi-Factor Authentication (MFA) Update

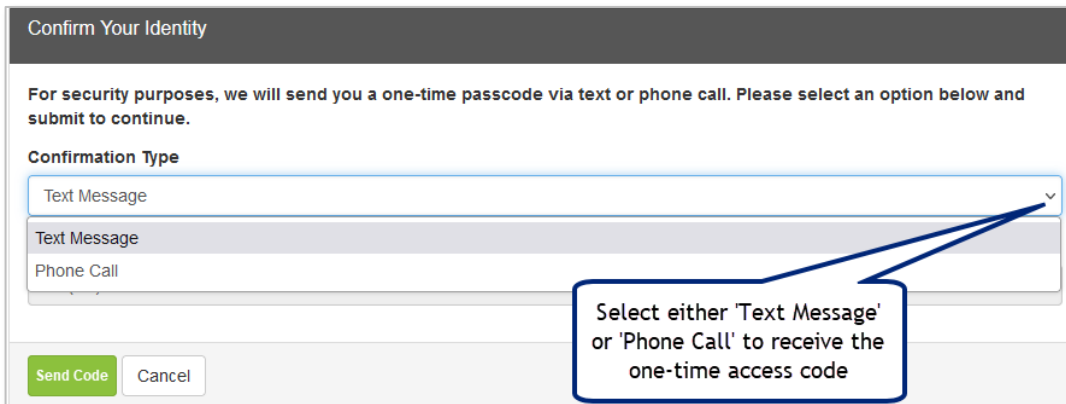
Overview

Solutran will be implementing a security update to all our applications on July 13, 2023 to protect user accounts and valuable data more effectively.

This update includes changes to the login process that will require multi-factor authentication (MFA) as a second verification step *every seven days* when a user logs into an application. In addition to entering their usual user credentials to log in, users will be prompted to enter a one-time passcode, which they can have sent to their phone by text message or phone call depending on their preference.

Process

1. User enters their usual username (or email address) and password to log into the application.
2. The application prompts the user to select a preferred communication method to receive a one-time passcode by selecting either 'Text Message' or 'Phone Call' from the **Confirmation Type** drop-down.



Confirm Your Identity

For security purposes, we will send you a one-time passcode via text or phone call. Please select an option below and submit to continue.

Confirmation Type

Text Message

Text Message

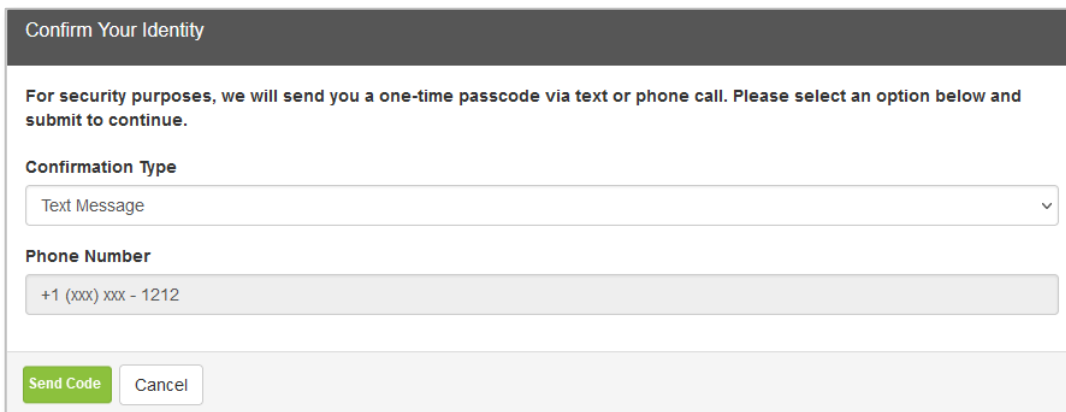
Phone Call

Send Code Cancel

Select either 'Text Message' or 'Phone Call' to receive the one-time access code

The user's selected **Confirmation Type** and **Phone Number** (from their user account) displays.

Note: We understand that the phone number may not be accurate or up to date. Therefore, during the *initial* login after the MFA implementation, users will be allowed to update the phone number to be used for multi-factor authentication, which will allow a seamless transition to the new system.



Confirm Your Identity

For security purposes, we will send you a one-time passcode via text or phone call. Please select an option below and submit to continue.

Confirmation Type

Text Message

Phone Number

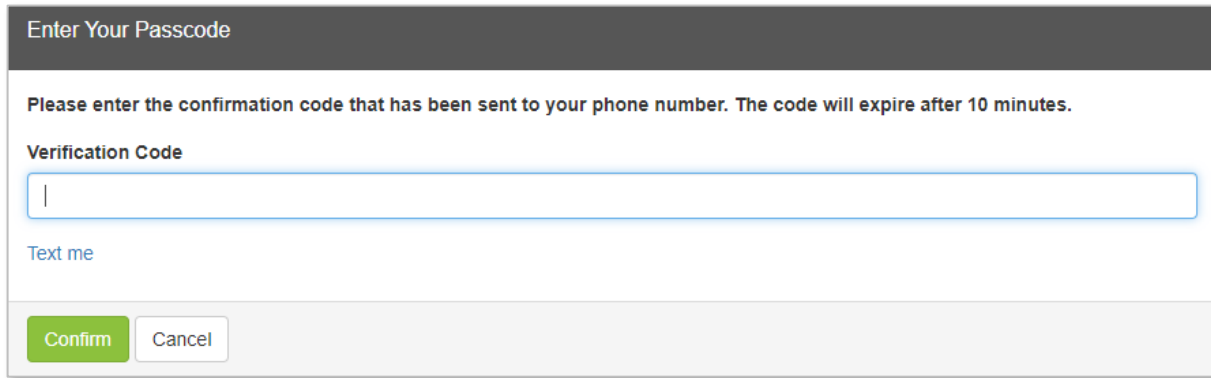
+1 (xxx) xxx - 1212

Send Code Cancel

The user should click **Send Code**.

- The application sends the one-time passcode to the user by text or phone call, which the user should enter.

Note: The one-time passcode will expire after 10 minutes. If it has expired, the user should click **Send Code** (beneath the **Verification Code** field) to be sent another code.



Enter Your Passcode

Please enter the confirmation code that has been sent to your phone number. The code will expire after 10 minutes.

Verification Code

[Text me](#)

- Once entered, the user should click **Confirm**. If entered correctly, the user will be logged into the application.