

Multi-Factor Authentication (MFA) Update

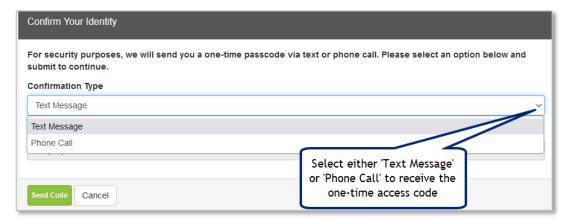
Overview

Solutran will be implementing a security update to all our applications summer 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 <u>every seven days</u> 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.

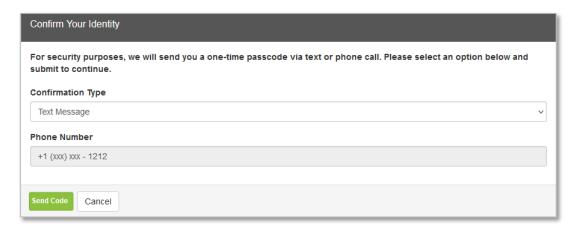
Process

- 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.



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.



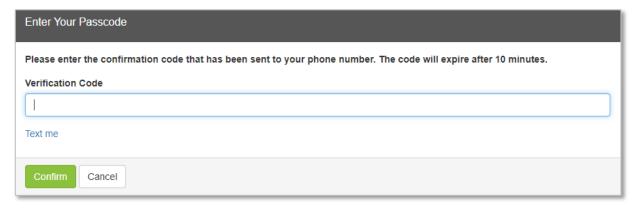
The user should click **Send Code**.



Multi-Factor Authentication (MFA) Update

3. 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.



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

7/17/2023 Page 2 of 2