BenefitsCal | Quick Guide: Two-Step Verification

Purpose

The purpose of this BenefitsCal Quick Guide is to provide instructions to setup two-step verification, also known as Multi-Factor Authentication (MFA).

Two-step verification provides an extra level of security, and prompts customers to enter a one-time code from a text or e-mail message. Two-step verification is not required to access BenefitsCal, customers can opt in or out of the security.

High-Level Process Flow

Login Customer Dashboard

Manage Your Account

Account Settings

Two-step Verification Setup

Verify

FAQs

Q: What is two-step verification (or multi-factor authentication)?
A: This feature, when turned on, requires users to enter a code that is emailed or texted to them when they attempt to login. This adds another layer of security for their account, beyond their password.
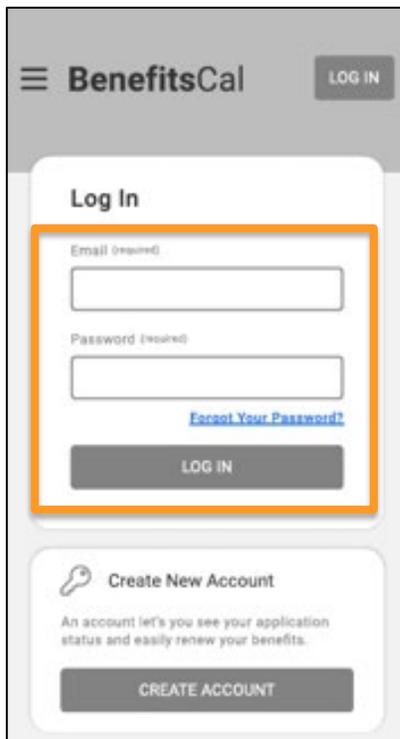
Q: Is two-step verification required?
A: No, two-step verification is not required. However, it provides another layer of protection to the customer's account.

Q: Can customers turn off two-step verification?
A: Yes, two-step verification maybe turned off at any time.

Two-Step Verification

1

Login

Enter **Email** and **Password.**

Click the **LOG IN** button**.**

2
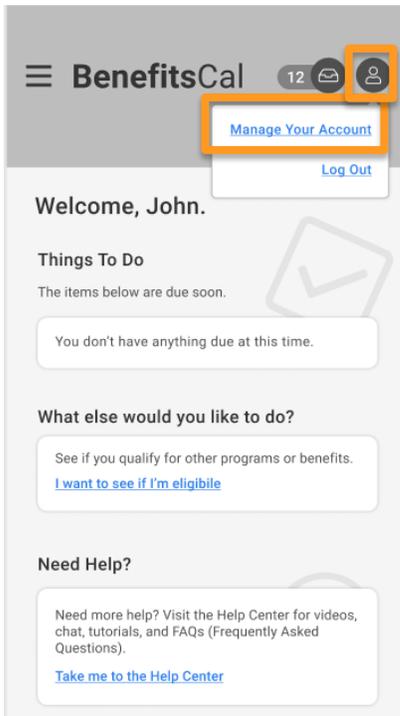
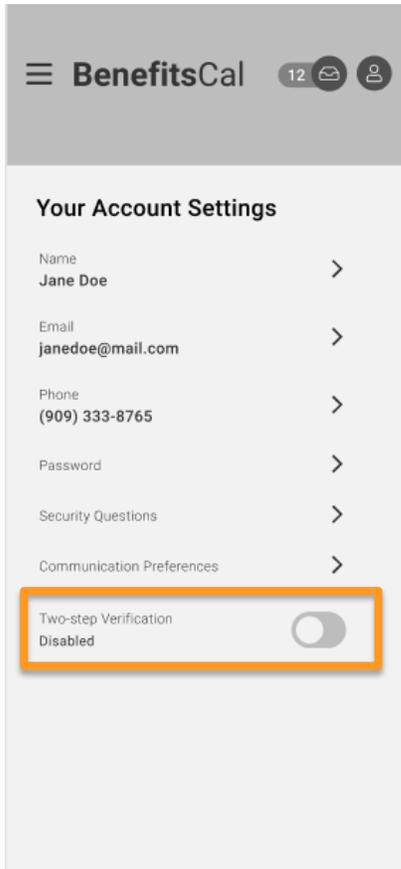**Customer Dashboard>Select Manage your Account**

From the Customer Dashboard, select the top-right icon to access Account information.

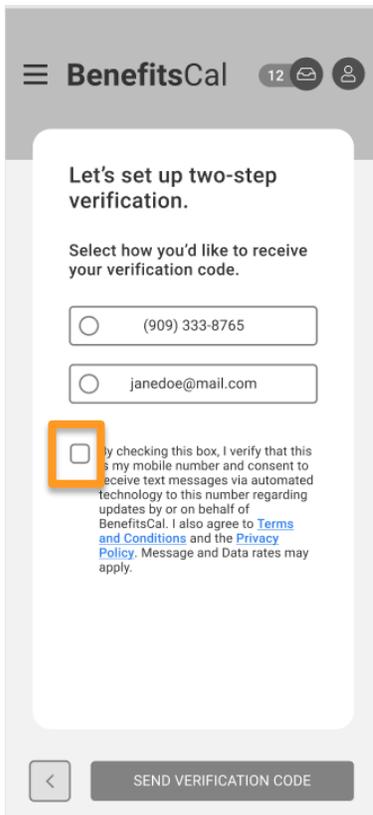Then, select the **Manage Your Account** hyperlink.

3

Your Account Settings

Slide the toggle button to the right to turn on Two-step Verification.

4

Two-Step Verification Setup

Select either a mobile phone or email to receive verification codes for future logins.
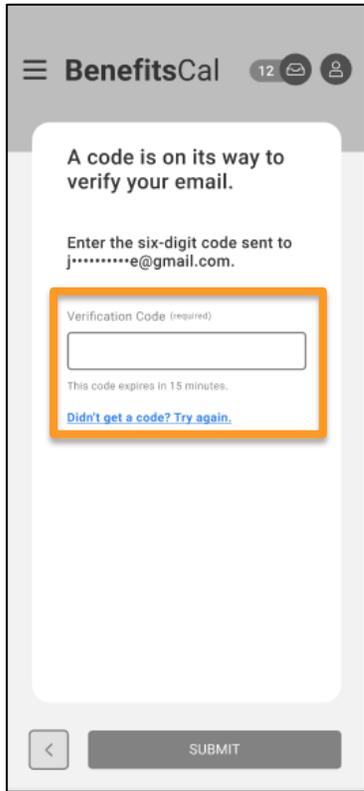
A mobile number must be entered in the account settings to receive a verification code via text.

If a mobile number is selected, click the checkbox to provide consent to receive text messages.

If you don't see a mobile number listed (if you see just an email address), navigate to the Account Settings screen and enter a mobile phone number.

5

Enter Verification Code

Next, the system will prompt the user to try out the two-step verification right away, to confirm their email address or phone number.

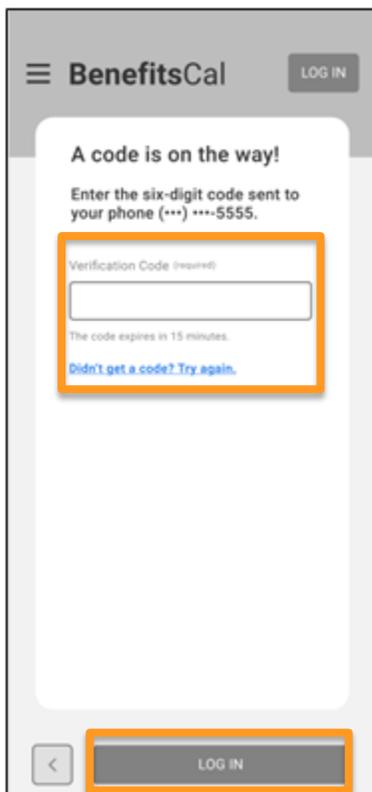**An email or text message will be sent with a verification code.**

Enter the verification code to verify the phone number or e-mail account.

Click the **SUBMIT** button.

> Please note: Two-step verification is not active until the user enters the verification code.
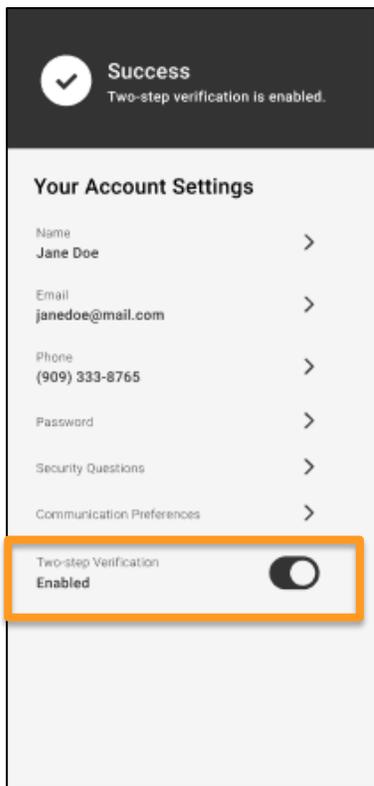
6

Verify Mobile Phone

A text message will be sent with a verification code. Enter the code to verify mobile number.

Click the **LOG IN** button.

7

The system will then display a success message: **Two-Step Verification Enabled**.

The system will prompt the user for a code each time they login to BenefitsCal.

At any time, the user can turn-off the two-step verification.