



## Fact Sheet: Account Verification Codes

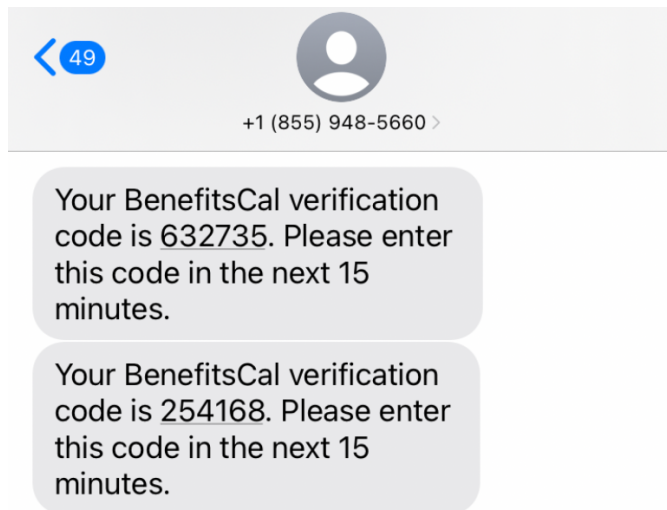
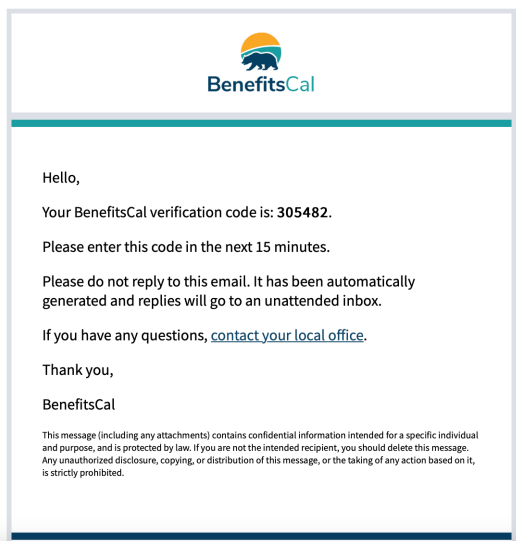
The purpose of this fact sheet is to provide information about Verification Codes required to setup an account within BenefitsCal (for both Customers and CBOs).

### I didn't get a verification code. Why?

- Verification codes are sent right away, but sometimes the user's email service can create some delays.
- Ask the user to check their spam or junk mail folders.
- Wait 15 min. If a code is not received, request a new code. Verification codes are good for 15 min.
- If the code is still not received, ask the customer if they might try another email address/email service (in case their email provider is blocking the email)
- If the options above do not work, please log a support ticket for the ForgeRock team.

### The verification code did not work.

- Check to make sure the customer is using the verification code for SMS and verification code for email (and not mixing them up)



- Ask the user to request a new verification code. Codes expire after 15 min.
- If the options above do not work, please log a support ticket for the ForgeRock team.