

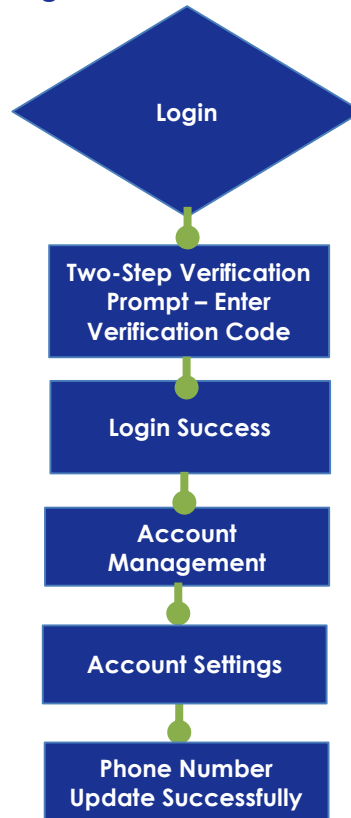
Purpose

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

Two-step verification is required to access BenefitsCal accounts. Two-step verification provides an extra level of security, and prompts account holders to enter a unique code from a text or e-mail message.

Account holders have been defaulted to email two-step verification for security purposes.

High-Level Process Flow



FAQs

Q: What is two-step verification (or multi-factor authentication)?

A: This feature 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: Yes, two-step verification is required as it provides another layer of protection to the account holder.

Q: Can account holders turn off two-step verification?

A: No, two-step verification cannot be turned off.

Two-Step Verification Process:

1

Login

Enter **Email** and **Password**.
Click the **LOG IN** button.

The screenshot shows the BenefitsCal login interface. At the top, there is a dark blue navigation bar with a hamburger menu icon, the BenefitsCal logo, and a red 'Log In' button. Below this is a white search bar with the word 'Search' and a magnifying glass icon. The main content area is a white card titled 'Log In'. Inside this card, there are two input fields: 'Email (required)' and 'Password (required)'. Below the password field is a blue link that says 'Forgot Your Password?'. At the bottom of the card is a red 'Log In' button. A red rectangular box highlights the email and password input fields and the 'Log In' button.

2

Two-Step Verification Prompt - Enter Verification Code

Next, the System prompts the user to the two-step verification.



An email message is sent with a verification code.

Enter the verification code to authenticate the login.

Click the **NEXT** button to login successfully.

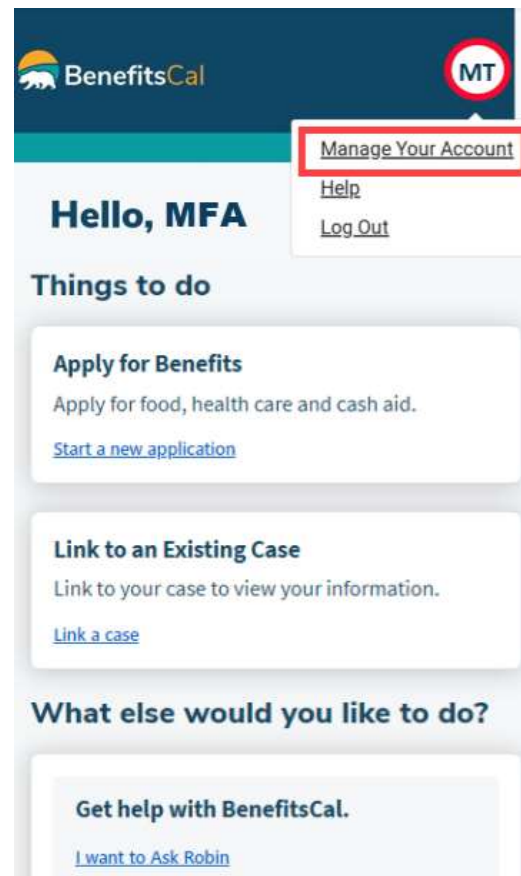
The screenshot shows the BenefitsCal mobile app interface. At the top, there is a dark blue header with the BenefitsCal logo and a red 'Log In' button. Below the header is a search bar. The main content area has a white background with a dark blue border. It features the heading 'Let's verify it's you with your email.' followed by the text 'A code is on its way. Enter the six-digit code sent to M*****t@Dispostable.com'. There is a text input field for the 'Email Verification Code (required)'. Below the input field, it says 'This code expires in 15 minutes.' and 'It might take a few minutes to get the code as an email.' with a link 'Haven't received it? Try again.' At the bottom, there is a dropdown menu with the text 'How does the email verification code work?' and a red 'Next' button.

3

Account Management

Once logged in, account holders can update mobile phone numbers. To access Account Information, click the Avatar icon on the top-right.

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



4

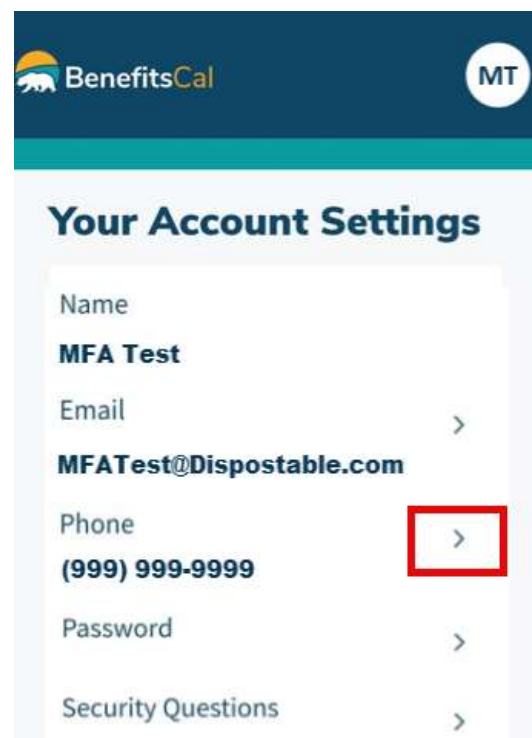
Your Account Settings

Users may update their mobile phone number by clicking the caret to the right of Phone.

Verify email and mobile phone number are current.



Note: A mobile number must be entered in the account settings to receive a verification code via text.



Phone Number Updated Successfully

The System displays a success message when a mobile phone number has been updated.

The System prompts the account holder for a unique code each time they login to BenefitsCal.



Note: Consider using a mobile phone number for two-step verification due to potential security vulnerabilities associated with email. Text messages are often more secure as they are less susceptible to unwanted access by others, which provides an extra layer of protection for accounts.

