BenefitsCal | Quick Guide: Two-Step Verification

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.
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.
**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.

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**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.