myCOI

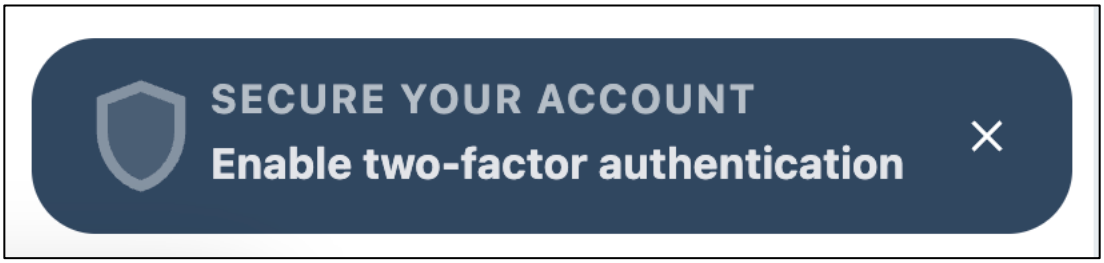
Guide

Two-Factor Authentication

Table of Contents

What is two-factor authentication?

- Two-factor authentication (also known as **2FA**) is an extra layer of security that helps protect your accounts from unauthorized access.
- It does this by requiring you to provide two different pieces of evidence, or "factors," before you can log in.
- The first factor is something you know, like your password. The second factor is something you have, like your phone.



Here's an example of how 2FA works:

- You try to log in to your account.
- The system prompts you to enter your password.
- After you enter your password, the system sends a code to your phone via email, text, or an authenticator app.
- You enter the code to complete the login process.
- This extra step makes it much harder for someone to hack into your account.

3 options of 2FA to select from at myCOI

At myCOI users will have the options to select from three different two-factor authentication choices.

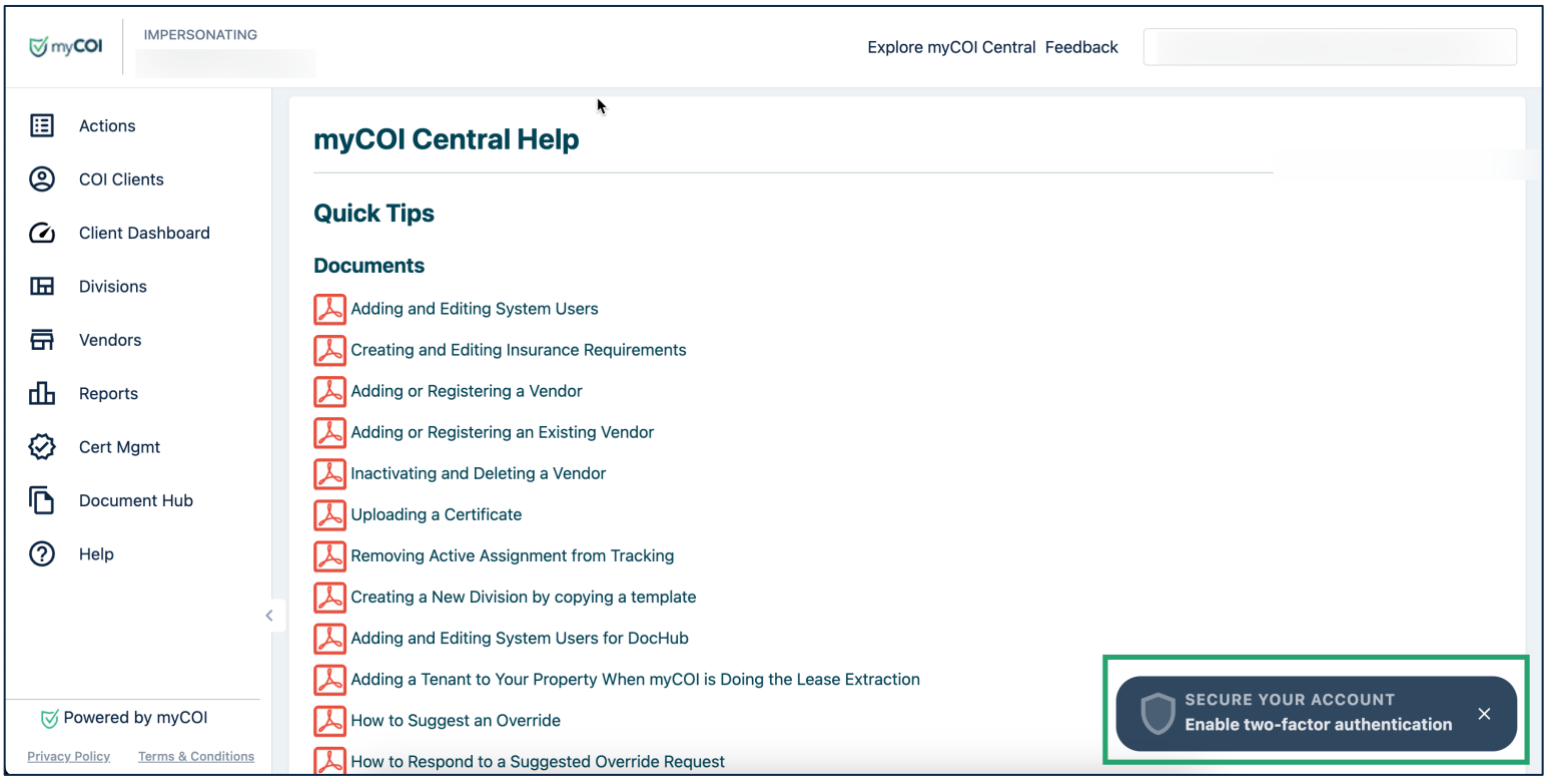
- **Email Address**
- **Mobile Phone**
- **Time-based OTP**

2FA - Time-based OTP Instructions

To setup two-factor authentication using Time-Based OTP option, follow the direction below:

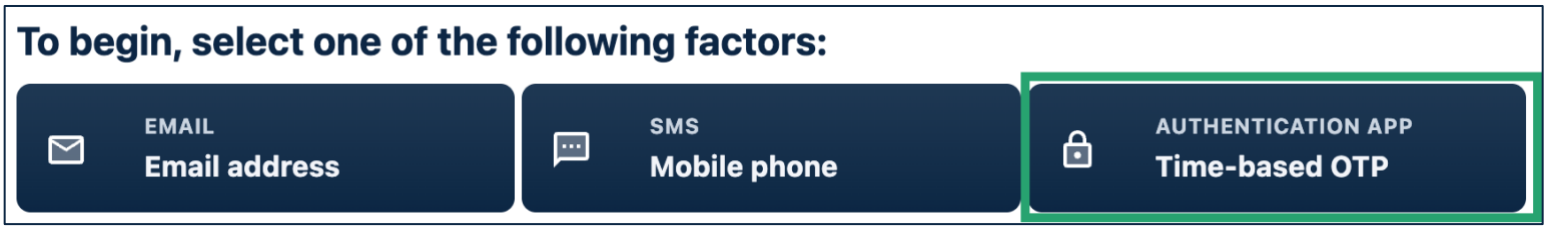
Step#1:

Select the **Secure Your Account, Enable two-factor authentication** on the bottom right.



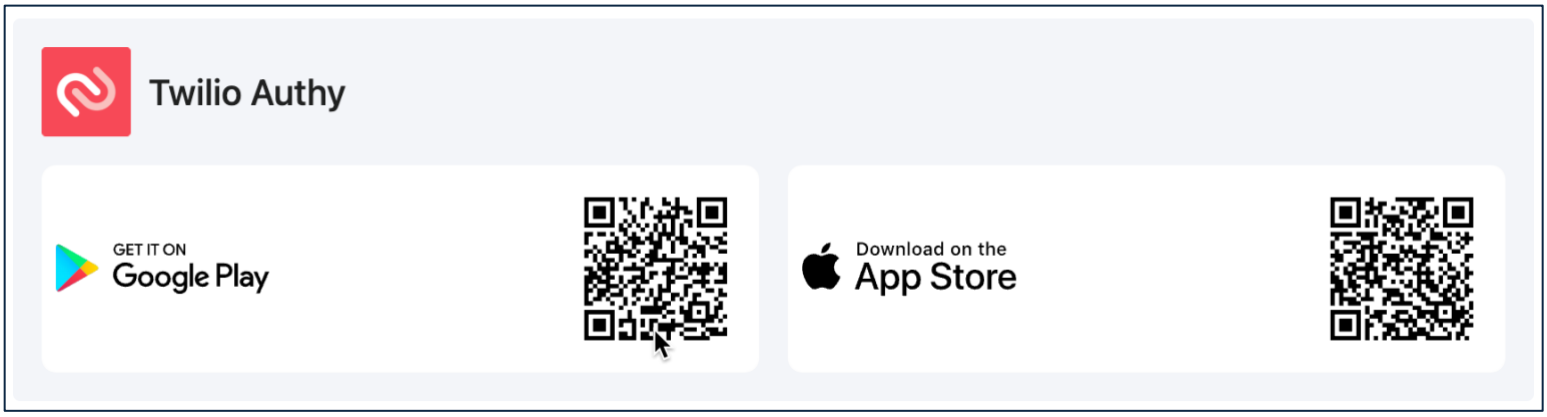
Step#2:

Select **Time-based OTP**



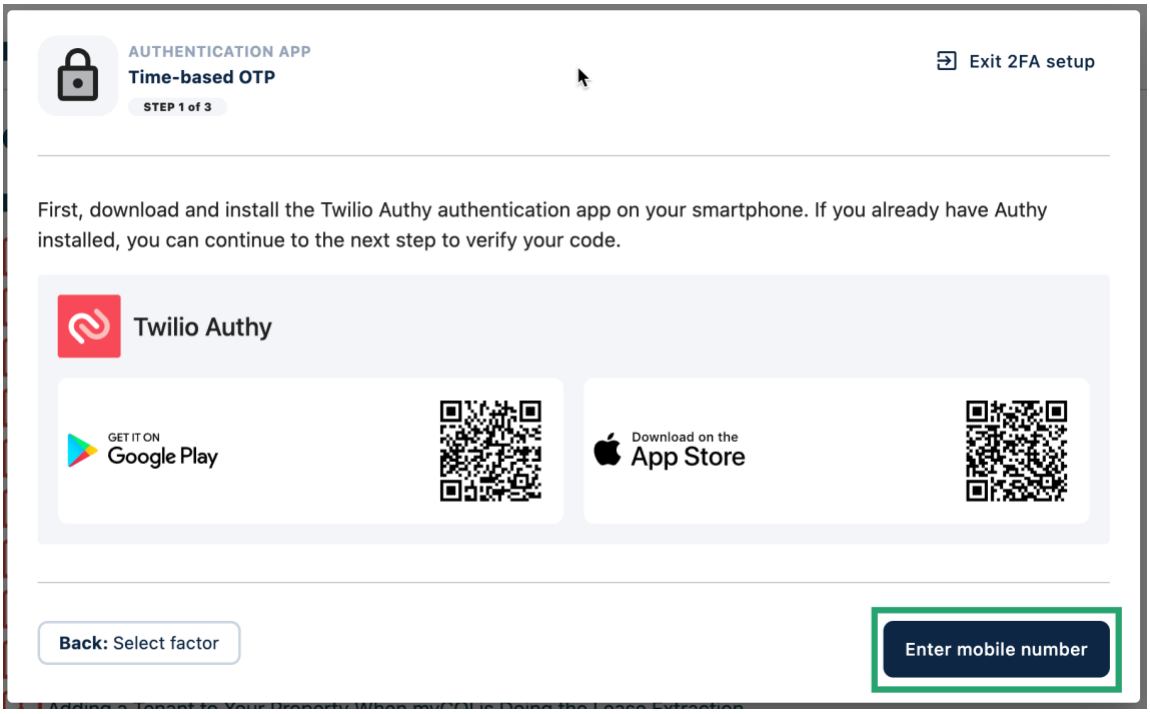
Step#3:

Users will need to download the Twilio Authy application. The application is available on both Google Play and Apple's App store.



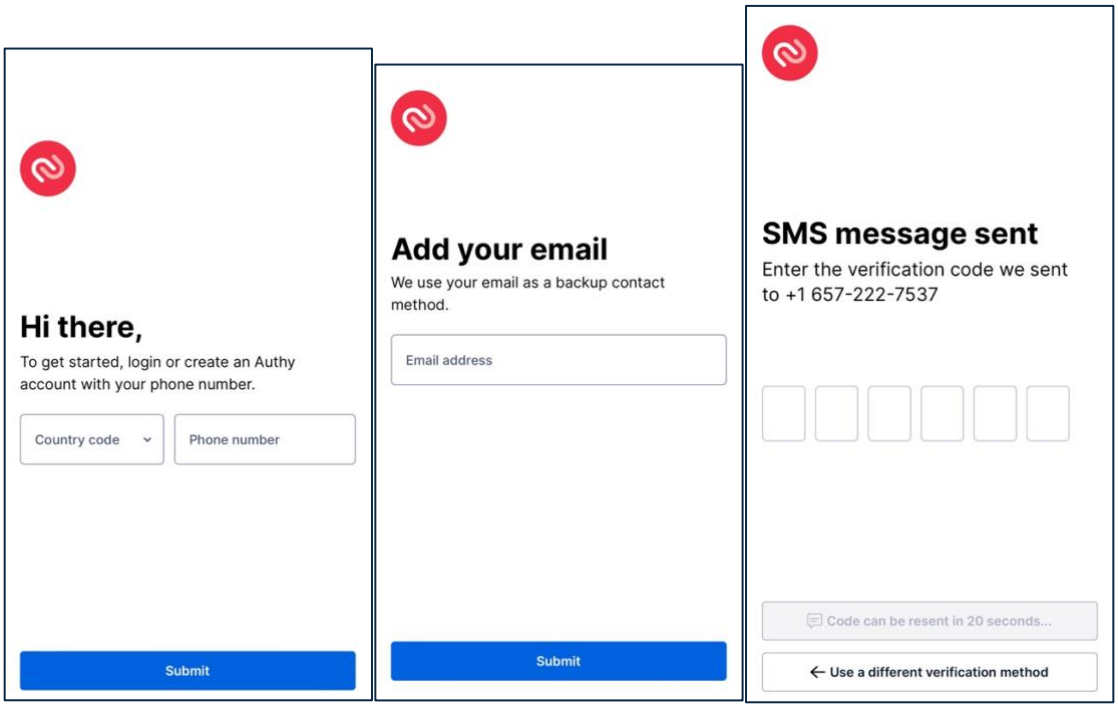
Step#4:

Once the Twilio Authy application have been downloaded, proceed to **Enter mobile number**.



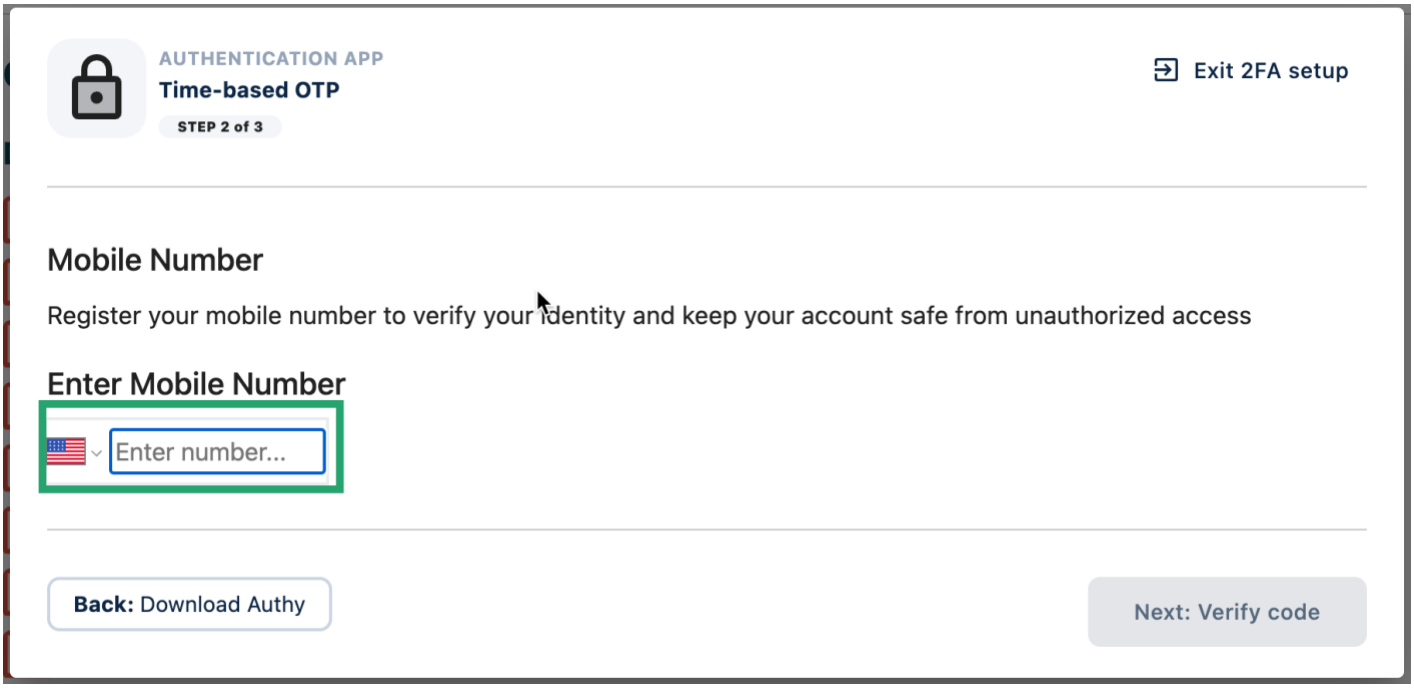
Twilio Authy Application

Quick Twilio Authy Application set up process. Follow the steps on the screen below:



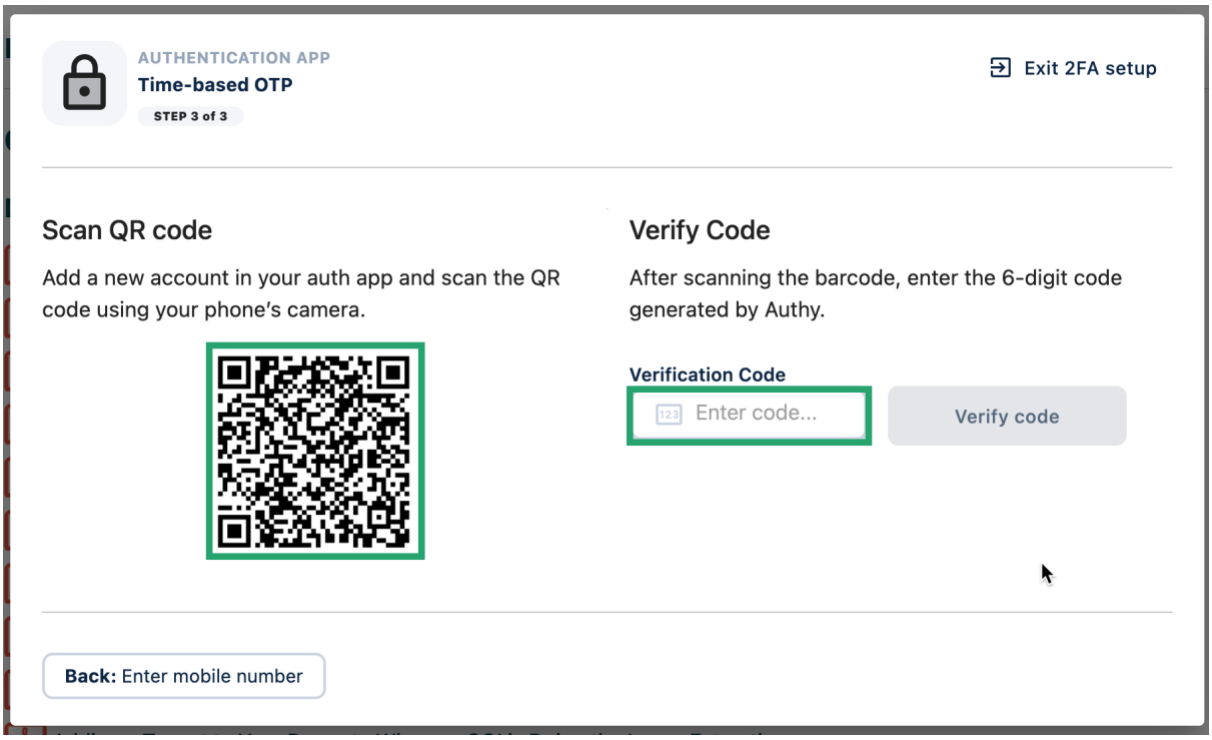
Step#5:

Enter the mobile number that will be used for two-factor authentication.



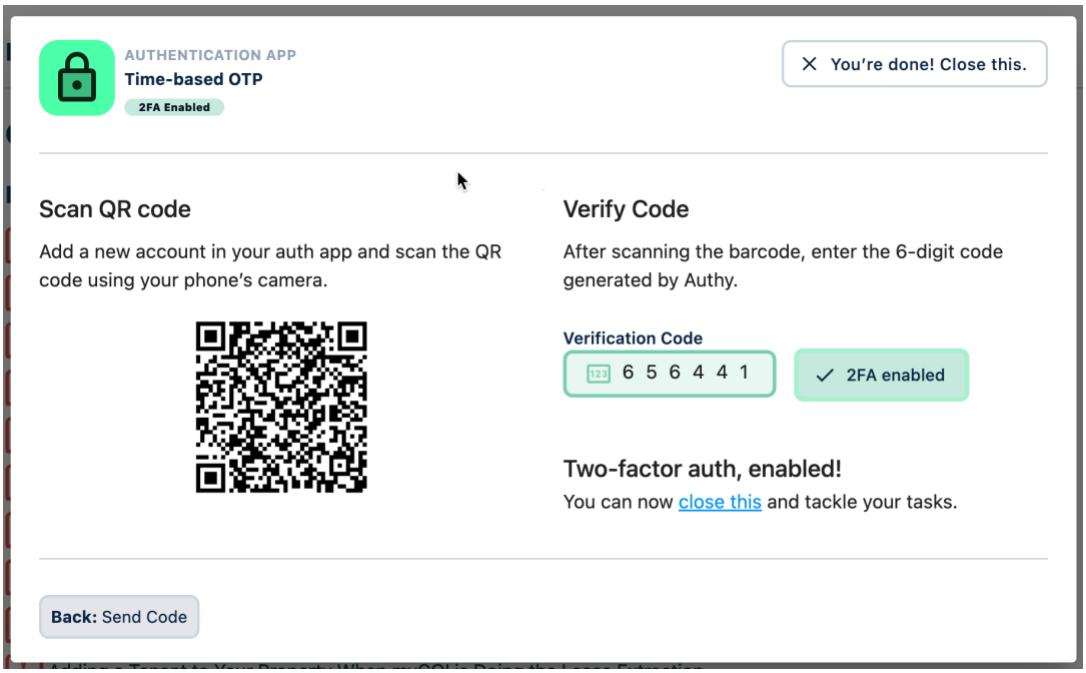
Step#6:

Users can either **scan the QR code** or **enter** the **6-digit code** generated by Authy.



Step#7:

Once the user has entered the verification code, the window will update and two-factor authentication using **Time-Based OTP have been activated.**

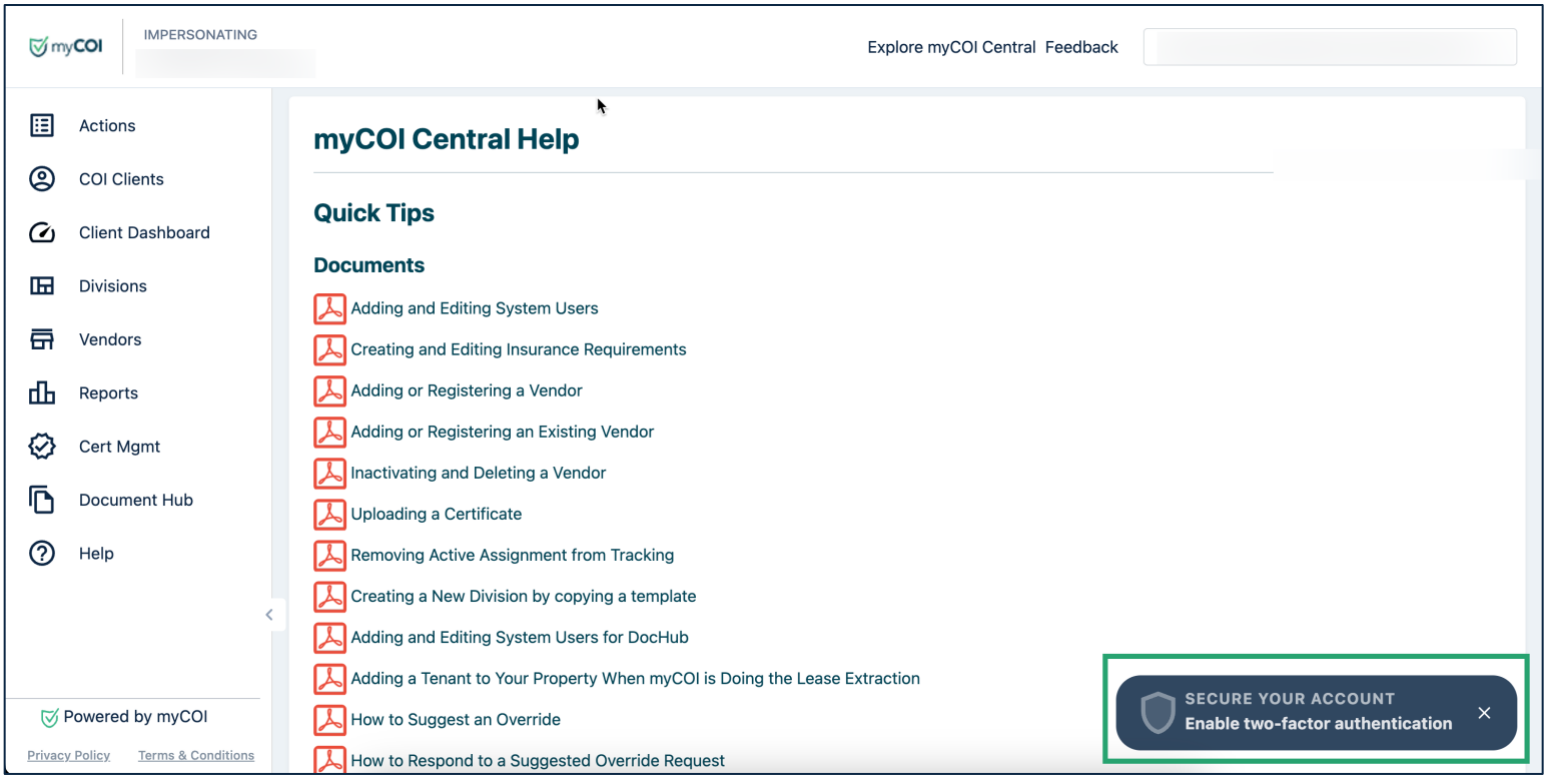


2FA - SMS, Mobile Phone Instructions

To setup two-factor authentication using SMS, Mobile Phone option, follow the direction below:

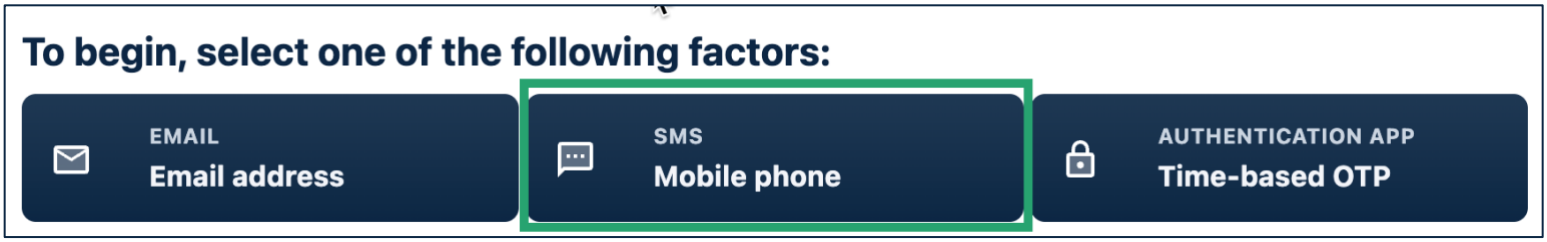
Step#1:

Select the **Secure Your Account, Enable two-factor authentication** on the bottom right.



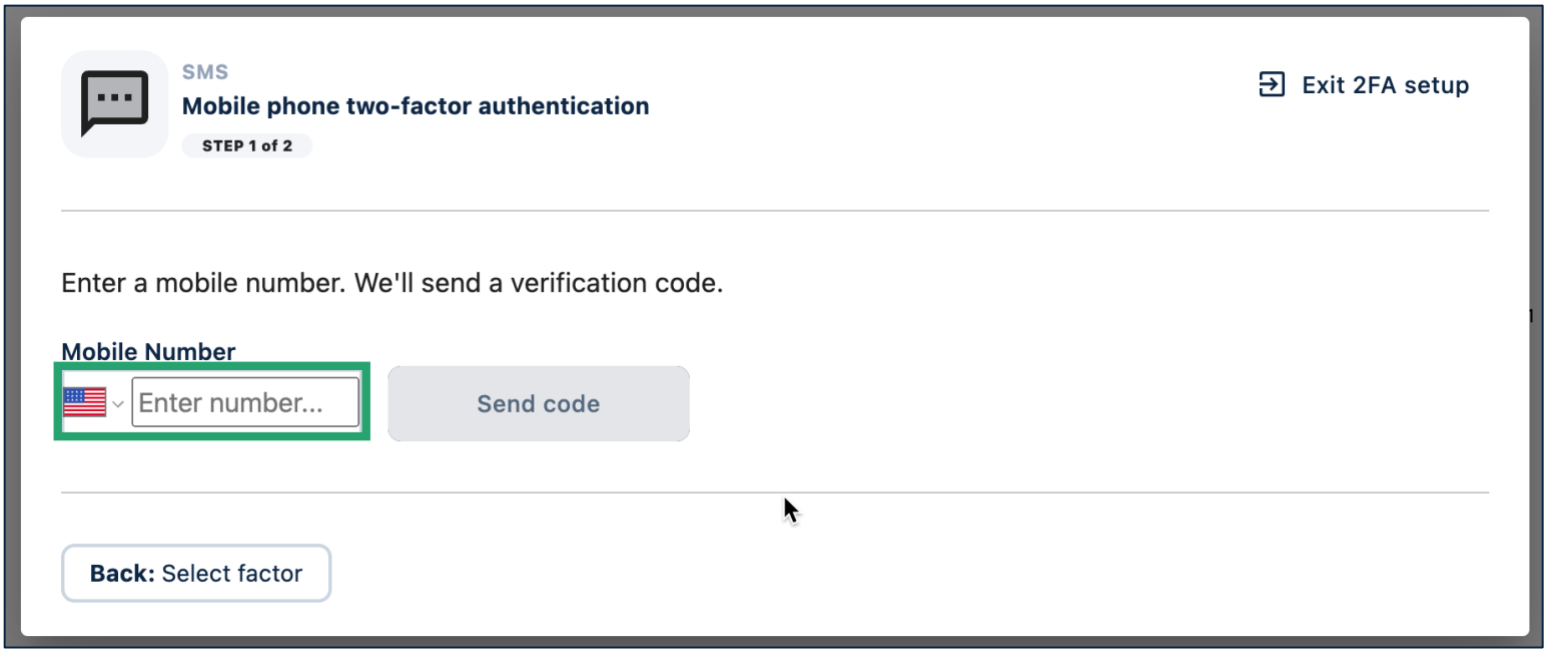
Step#2:

Select **SMS, Mobile Phone**



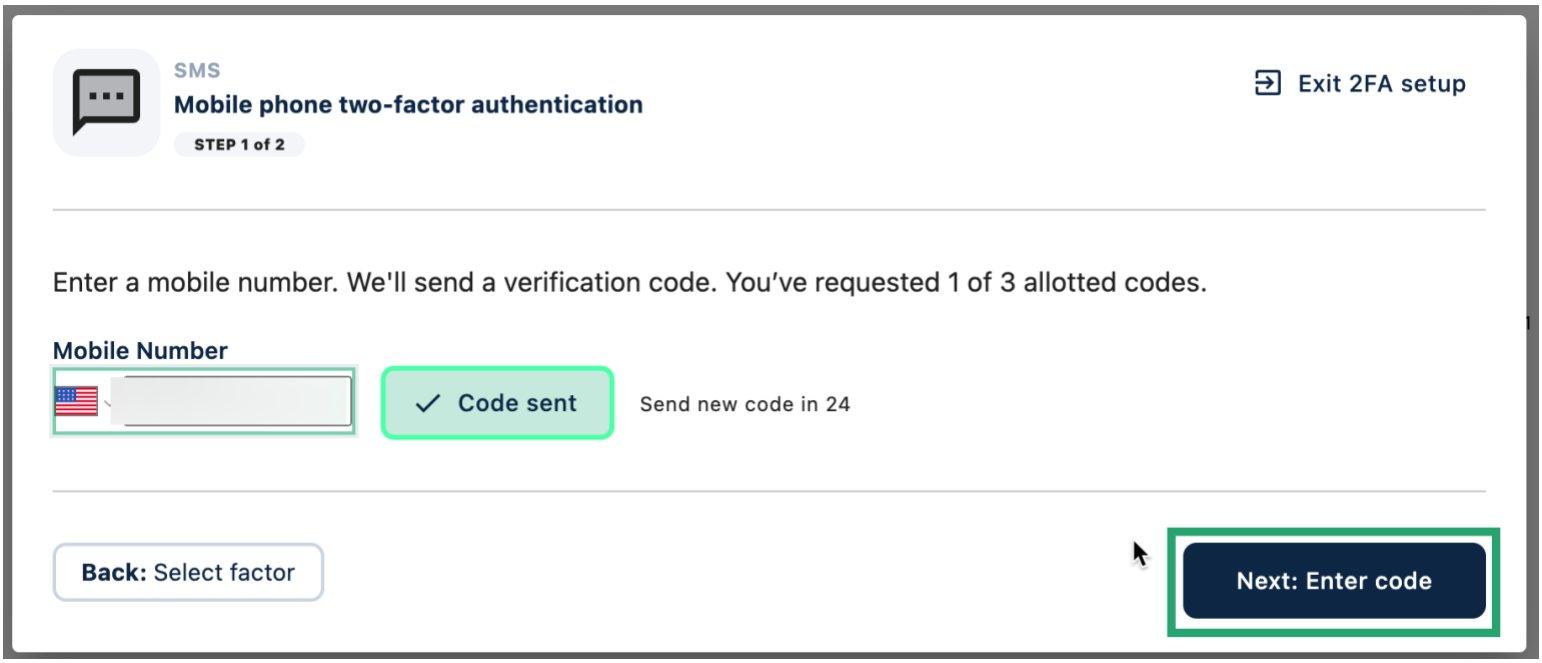
Step#3:

Enter the mobile phone number that the two-factor authenticator code will be sent to and click Send code.



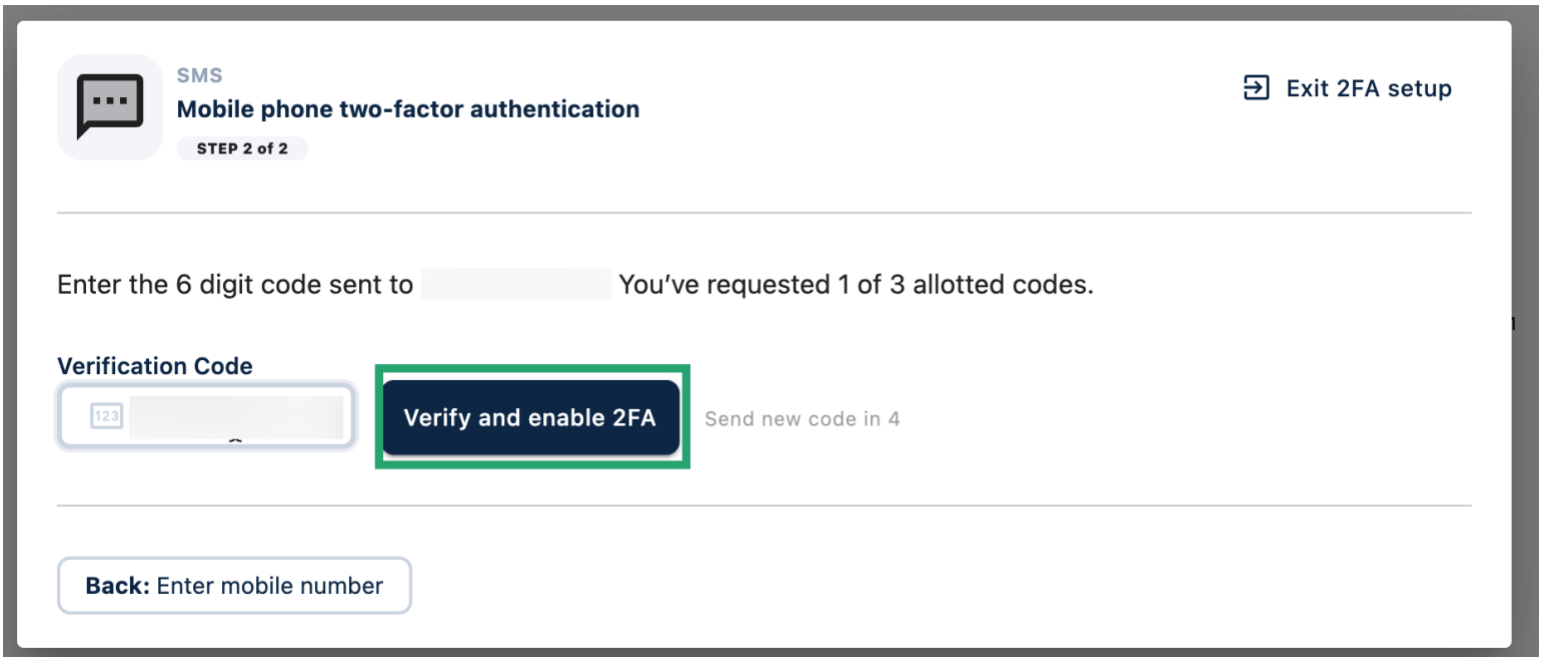
Step#4:

Select **Enter Code**



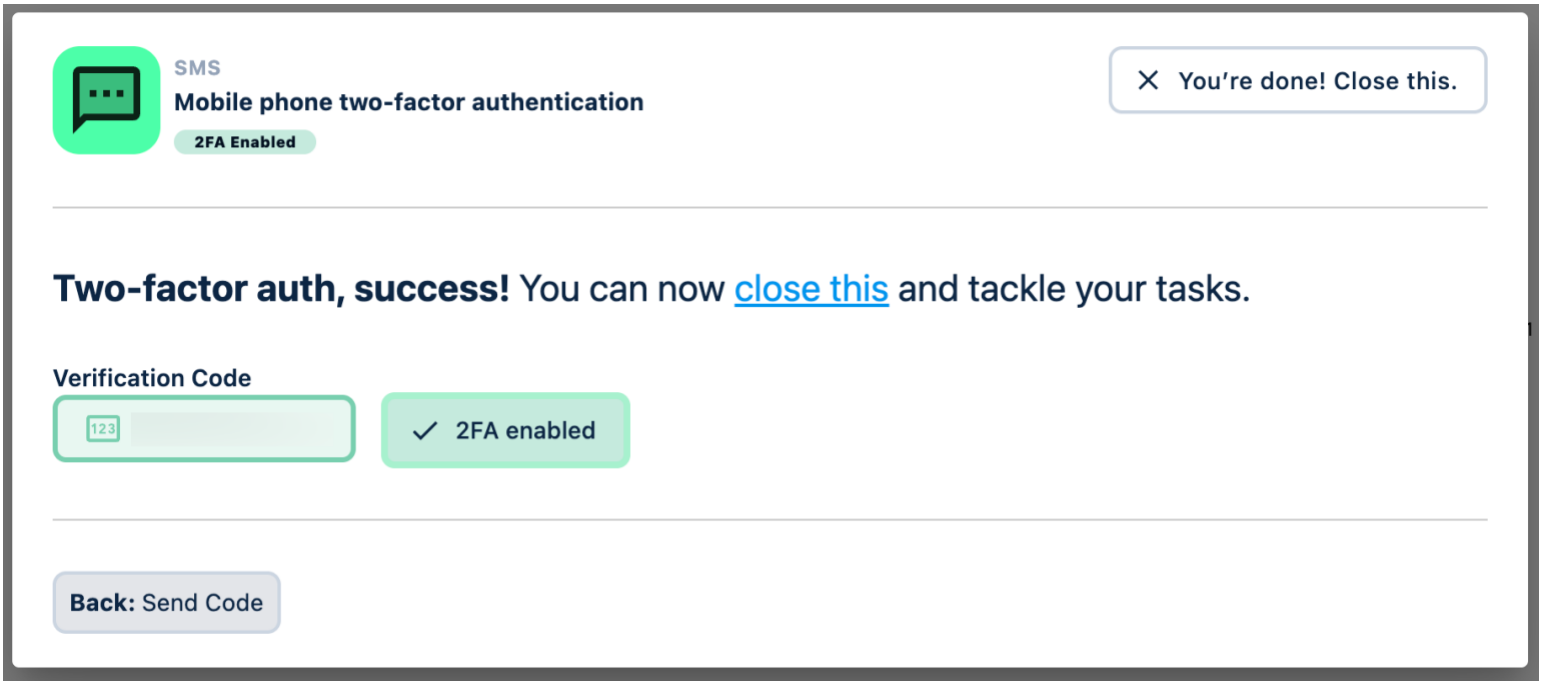
Step#5:

Select **Verify and Enable 2FA**



Step#6:

Once the user has entered the verification code, the window will update and two-factor authentication using **SMS, Mobile Phone have been activated**.

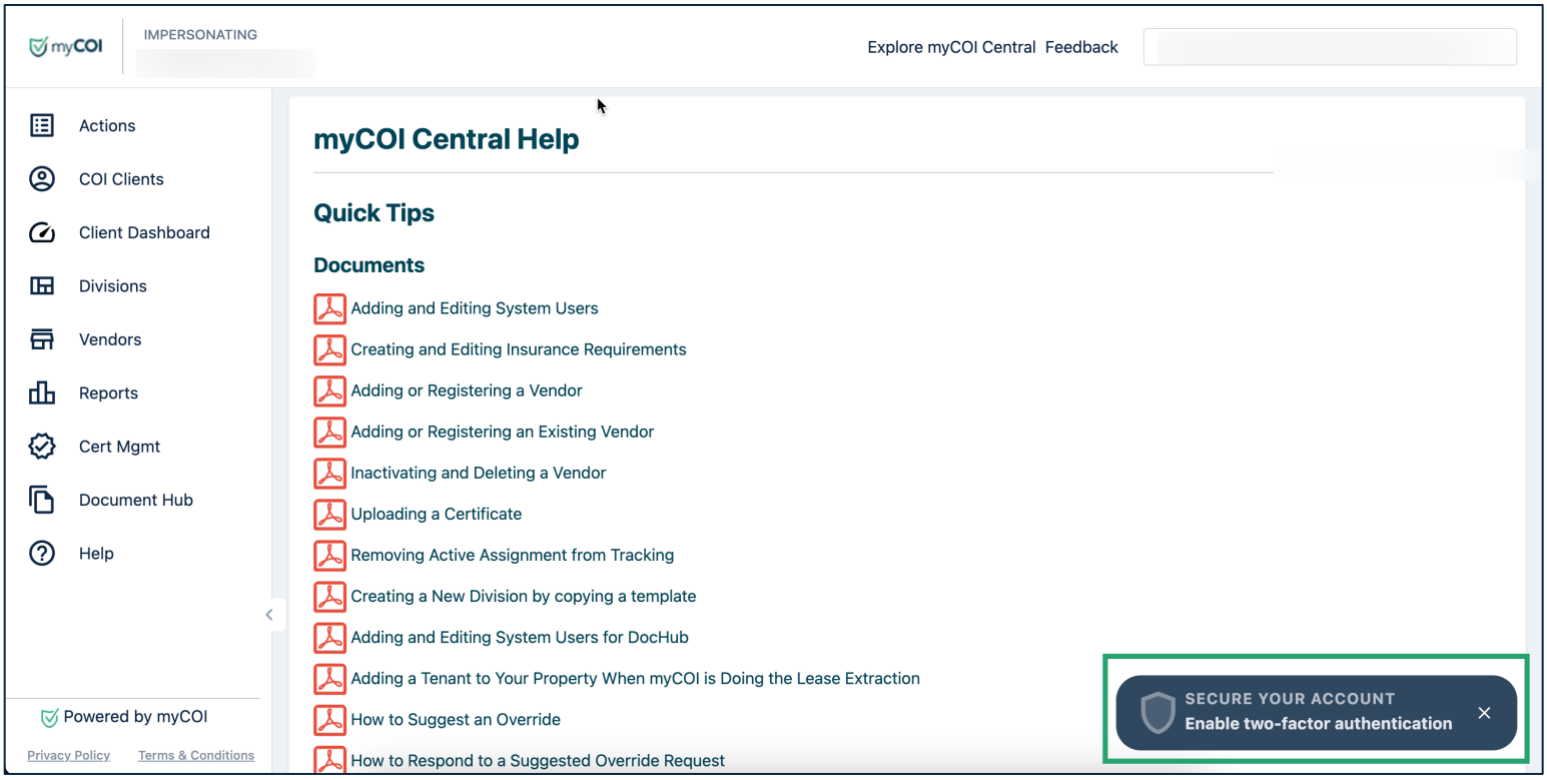


2FA – Email Address

To setup two-factor authentication using Email Address option, follow the direction below:

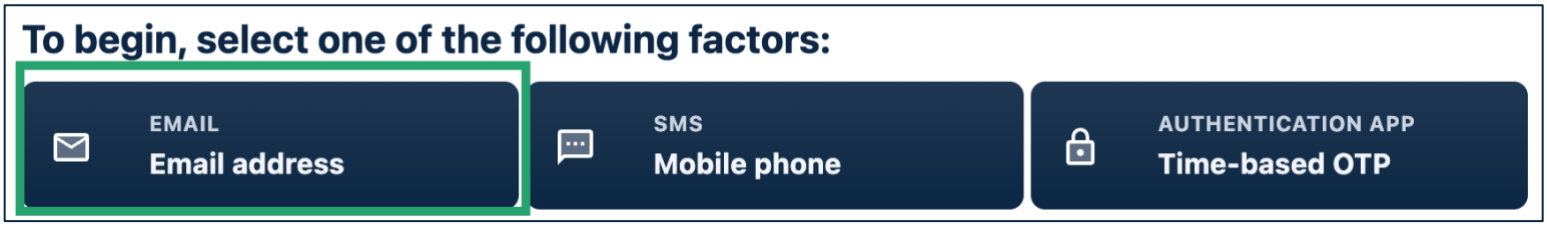
Step#1:

Select the **Secure Your Account, Enable two-factor authentication** on the bottom right.



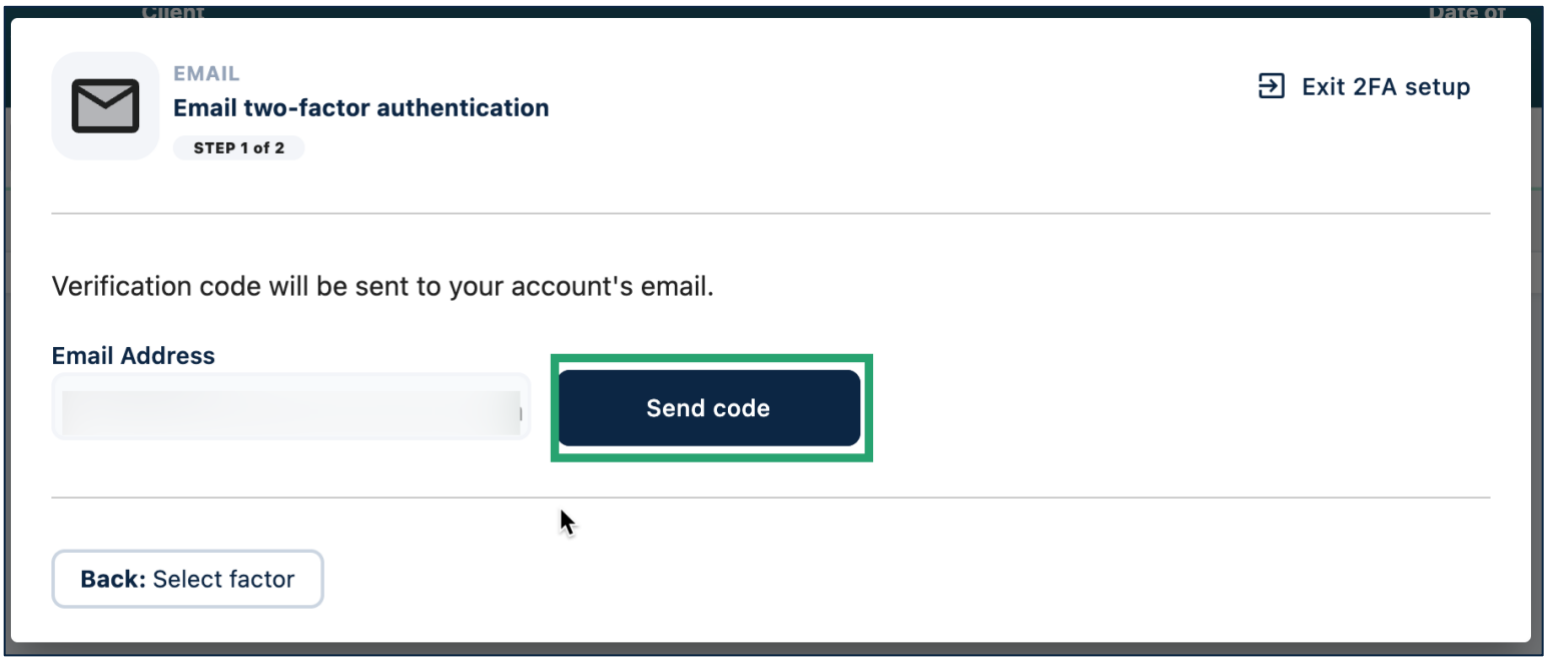
Step#2:

Select **SMS, Mobile Phone**



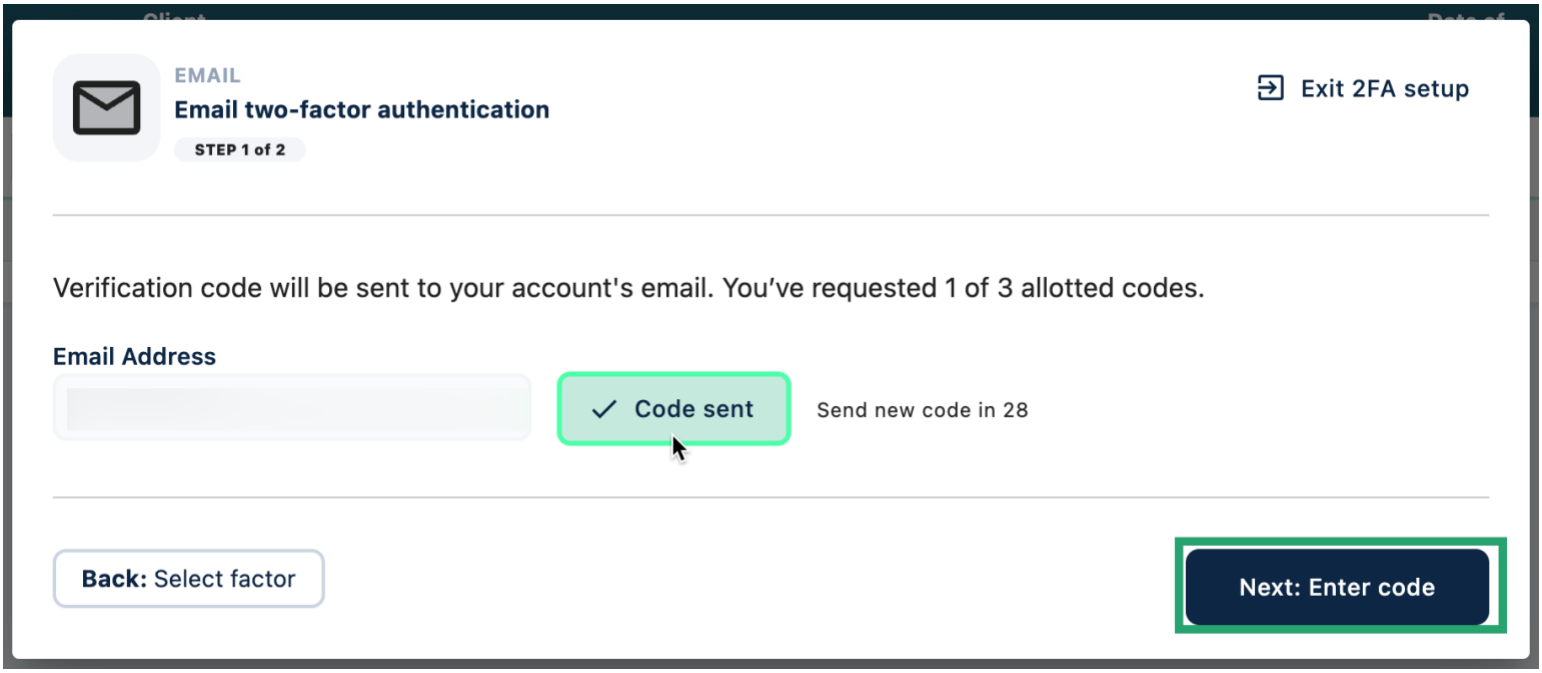
Step#3:

Select **Send code**, after entering email address.



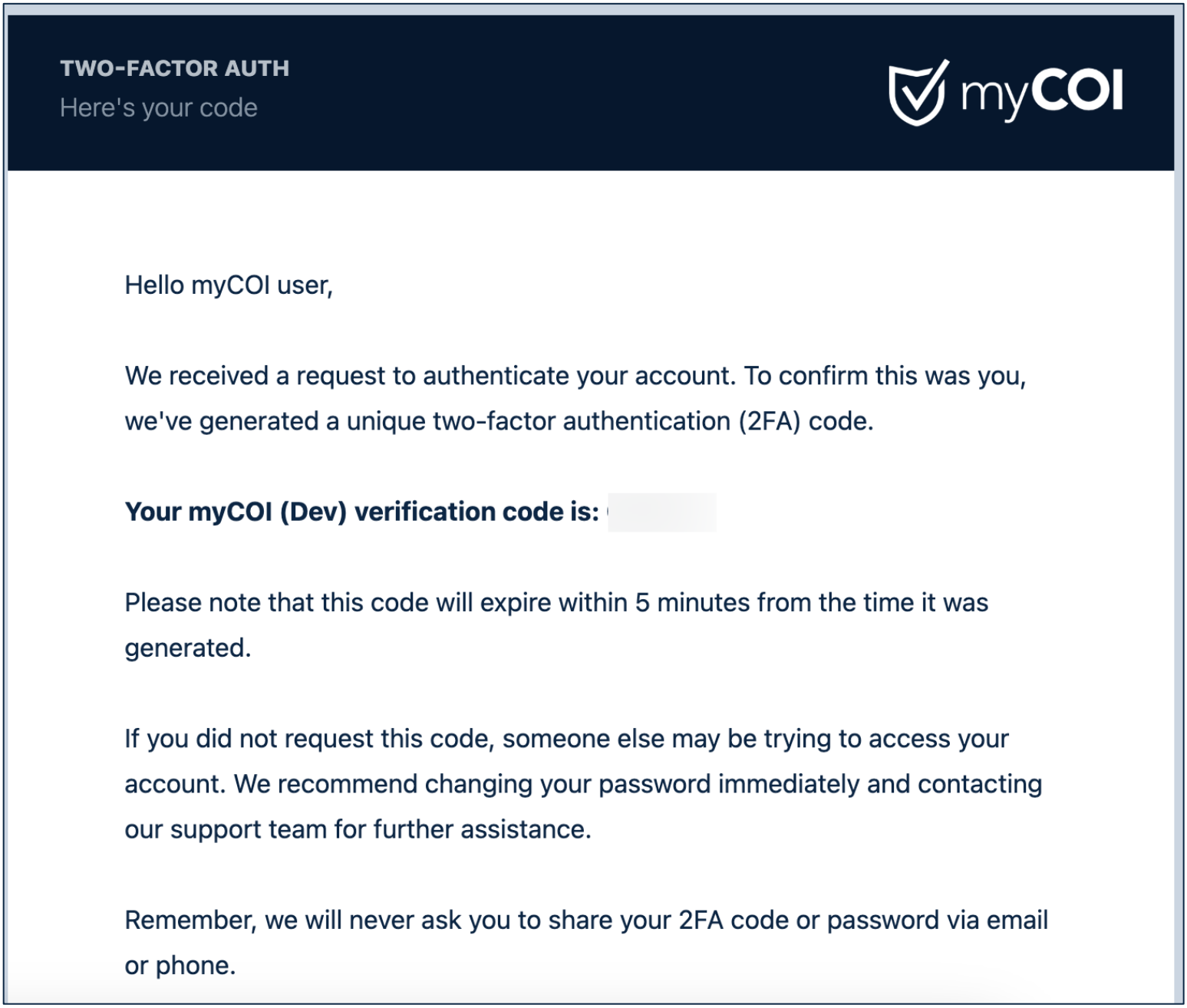
Step#4:

Select **Enter code**



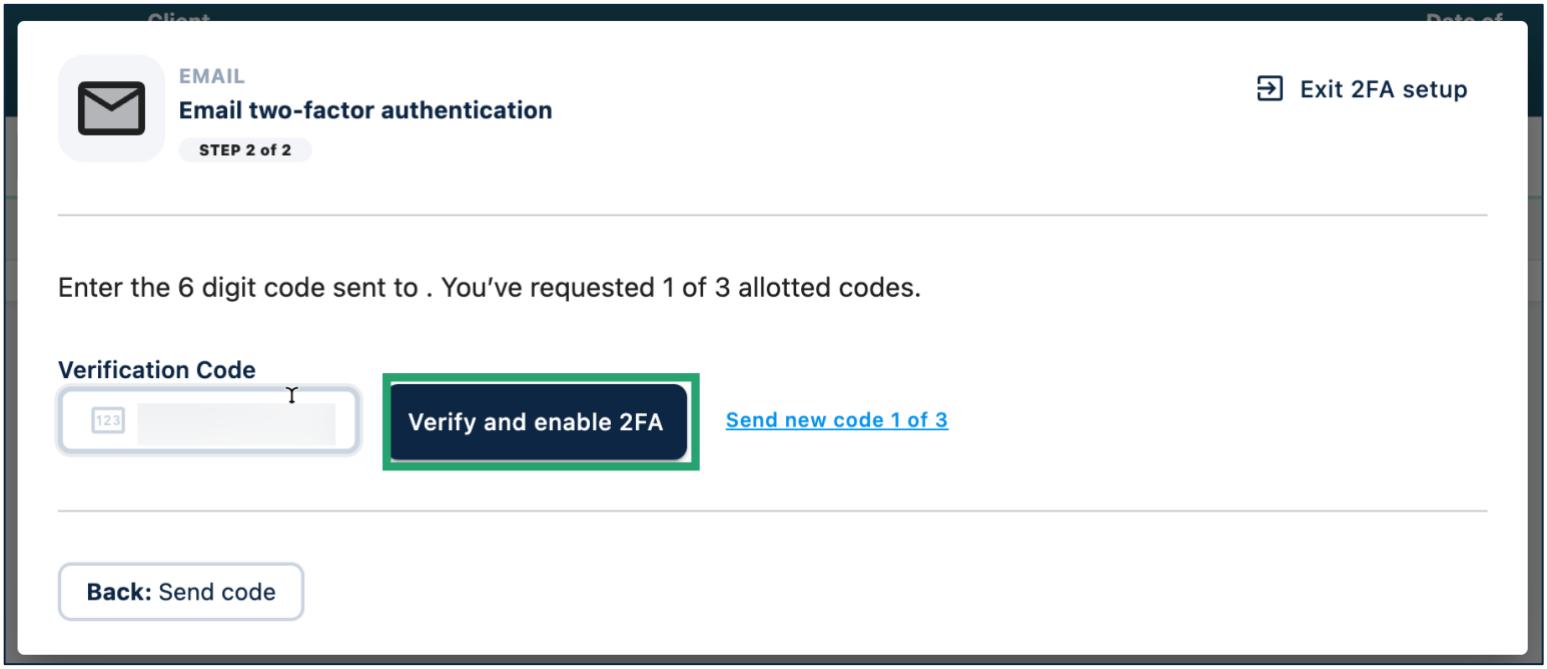
Step#5:

User will receive an email with the verification code.



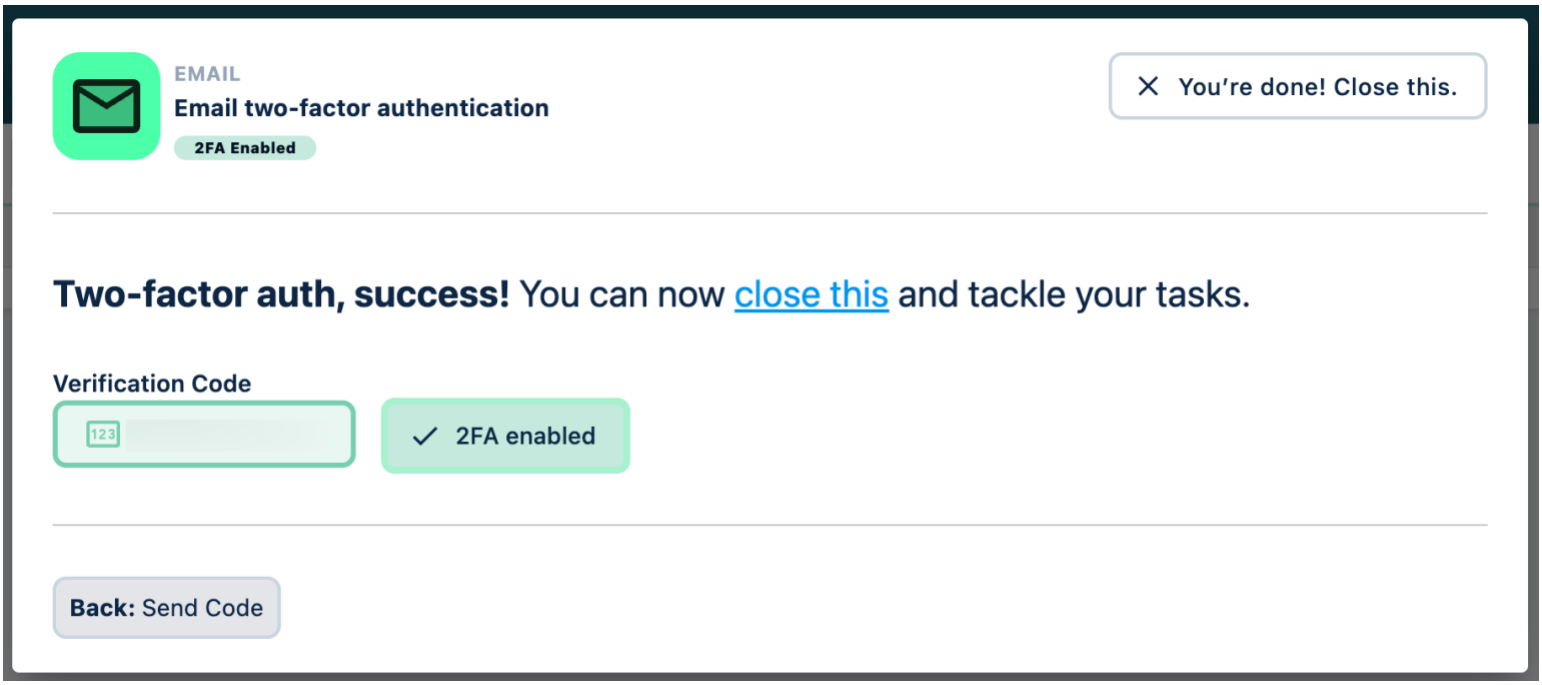
Step#6:

Enter the verification code and select **Verify and enable 2FA.**



Step#7:

Once the user has entered the verification code, the window will update and two-factor authentication using **Email have been activated.**



FAQ's

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You try to log in to your account. The system prompts you to enter your password. After you enter your password, the system sends a code to your phone via email, text, or an authenticator app. You enter the code to complete the login process.