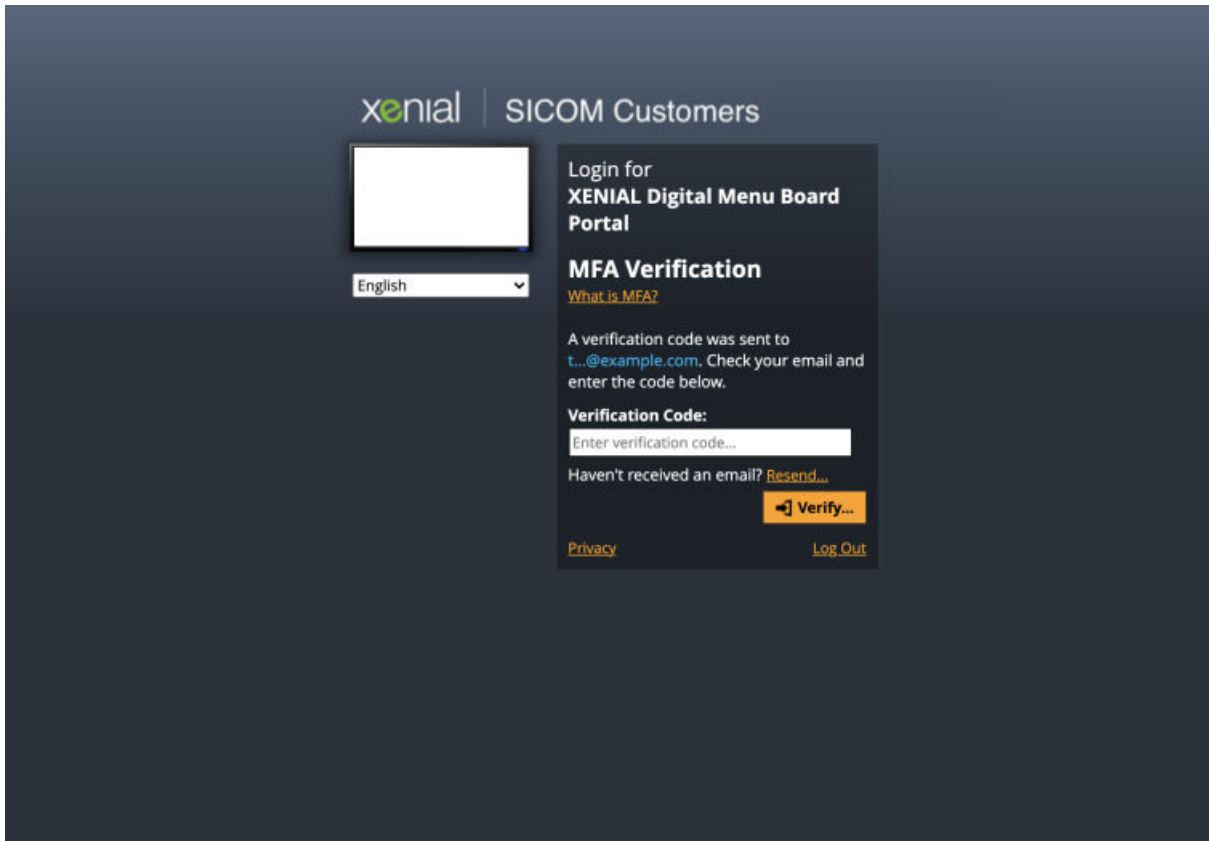


Multi-Factor Authentication

The following describes the process for Multi-Factor Authentication (MFA) of users on the SICOM Portal. The MFA process consists of the initial setup of a user and the multi-factor authentication of the user.

The portal login screen includes a "What is MFA?" link. Select this link to read more information about multi-factor authentication.



New Users

1. Open the SICOM Portal login screen.
2. In the provided fields, type the user's email address and password.
3. Select **Login**.
 - A new user account is created with the provided email address.
 - A "Confirm your email address" email is sent to the provided email address.
4. Open the email to view a unique code. This code is used to verify the email address.
5. Return to the SICOM Portal login screen.
6. In the **Verification Code** field, type the verification code.
7. Select **Verify**.

If necessary, select the "Resend Code?" link to have a different verification code sent to the email address.



Existing Users

1. Open the SICOM Portal login screen.
2. In the provided fields, type the user's email address and password.
3. Select **Login**.
 - A "Confirm your email address" email is sent to the provided email address.
4. Open the email to view a unique code. This code is used to verify the email address.
5. Return to the SICOM Portal login screen.
6. In the **Verification Code** field, type the verification code.
7. Select **Verify**.

If necessary, select the "Resend Code?" link to have a different verification code sent to the email address.

Reset Locked Account

After five (5) failed login attempts, a SICOM Portal user will be locked from their account. The following describes how to reset Multi-Factor Authentication (MFA) for a user when their account is locked.

To reset a locked account:

1. Open the **Menu Maintenance Portal**.
2. From the **General** section, select **Manage Users**.
3. Select **Search**.
4. In the provided fields, type the user criteria, and then select **Go**.
5. From the user list, select the user account to unlock.
6. From the **Multi-Factor Authentication** field, select **Reset MFA**.