

## **Frequently Asked Questions**

### **Multi-factor Authentication (MFA)**

#### **What is multi-factor authentication (MFA)?**

Multi-factor Authentication is a simple and quick log-in process that will require you to prove your identity utilizing a second factor (for example, a mobile device, a landline phone, or a key fob) after providing your regular eVero ID and password.

By requiring two different factors of authentication, we can protect user logins from remote attacks that may exploit stolen usernames and passwords.

#### **Why do we need multi-factor authentication?**

Cybercriminals are continually inventing new ways to get your information. Login credentials are more valuable than ever and are increasingly easy to compromise. Over 90% of breaches today involve compromised usernames and passwords. MFA increases the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

#### **How will MFA change my login experience?**

When logging in you will still enter your username and password. After inputting your login information, you be required to complete a method of second-factor authentication. This secondary authentication request will be sent to you for acceptance via the method that you choose (SMS text, Phone call, e-mail or key fob)

MFA does not replace or require you to change your username and password. It's a layer of security added to your pre-existing login method.

#### **What are the method options for secondary authentication?**

Options are SMS text message to a mobile device, e-mail, phone call, FOB device and/or third-party MFA Authenticator service.

**Do I have to authenticate every time I log in?**

MFA is only required every 90 days. However, you will need to authenticate the first time you access the eVero platform from a new, unrecognized device, from a new browser, or after clearing the cache from your current browser.

**What if I use multiple computers/devices to access the eVero platform?**

Users who utilize more than one browser on a computer or multiple devices will need to authenticate themselves on each browser/device at the time they next login in after the MFA is enabled on the eVero platform.

**What if I share a workstation with others in the office?**

Each user will need to authenticate their own credentials on the workstation as they login.

**What if I make a mistake during the Authentication process?**

If the authentication code entered is incorrect, you will be prompted to try again, or to request a new code. All authorization codes expire if not used after five minutes.

**What if I don't have a smart phone or I don't want to use my personal phone?**

You are able to continue to use the email or landline phone call option to achieve authentication. Using your personal mobile device for MFA does not give eVero access to any of your information on the device.

**What do I do if my mobile phone number or email address changes?**

Email addresses and phone numbers must be updated in the eVero system by accessing the 'My Account' option on the right dropdown menu. Your agency system admin also has the ability to make those updates on your behalf.

**Can I change the method of verification I initially chose?**

In the 'My Account' option on the right dropdown menu, you will be able to update your MFA information and change your verification method to another option listed. If you have multiple methods enrolled for MFA, you will be shown a list of all available options and you can select which you want to use to verify at that time.

**What can I do if I am experiencing issues with MFA?**

If you are experiencing issues with your MFA you can contact your agency for further assistance.

**What aspects of the software requires authentication?**

This affects anybody logging into the software currently. It does not affect the family portal at this time, but it will in the future, we're just rolling it out to the user base first.

**Will the MFA take place immediately next time I log in?**

The admin of your agency must go into their account and give the permission for the system to begin taking you through the MFA verification process. The goal to have all users enabled with MFA by September 2022

**Is MFA optional?**

Until September, users can uncheck and disable MFA for their login. But come September, MFA will be required.

**Are the same components necessary to verify personal information available on the app?**

MFA Device Registration is available both in Web and the Mobile App. Users will be prompted to update contact information in mid-July anywhere they log in.