

Two-Step Verification is a way to make the EZLynx user login process more secure. Once an Agency Admin enables Two-Step Verification, each user is prompted at their next login to enroll a mobile number and/or email address for login verification.

AGENCY SETUP TASK

Enable Two-Step Verification

1. Hover over the **Settings icon**, select **Agency Admin**, and go to the **Security Settings** tab.
2. At the two-step drop-down, enable the feature.
 - Decide whether user enrollment is required or optional.
3. Click **Save**.

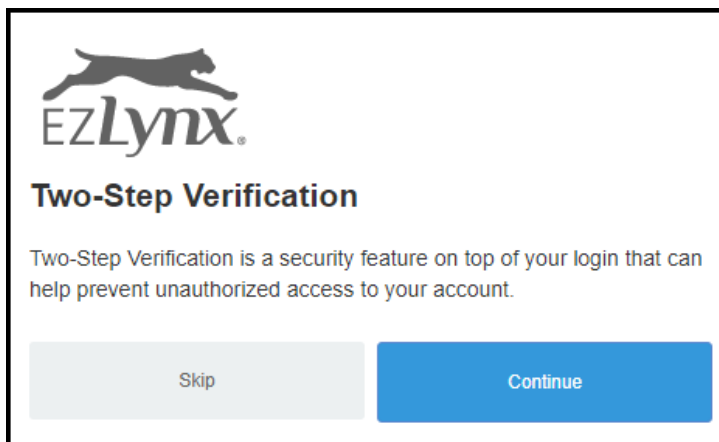
NOTE: This page has a link to **View two-Step Verification History** so the admin can view which users have successfully enrolled.

USER SETUP TASK

Once the feature is activated by an agency admin, each user is prompted to activate two-step verification upon their next EZLynx login.

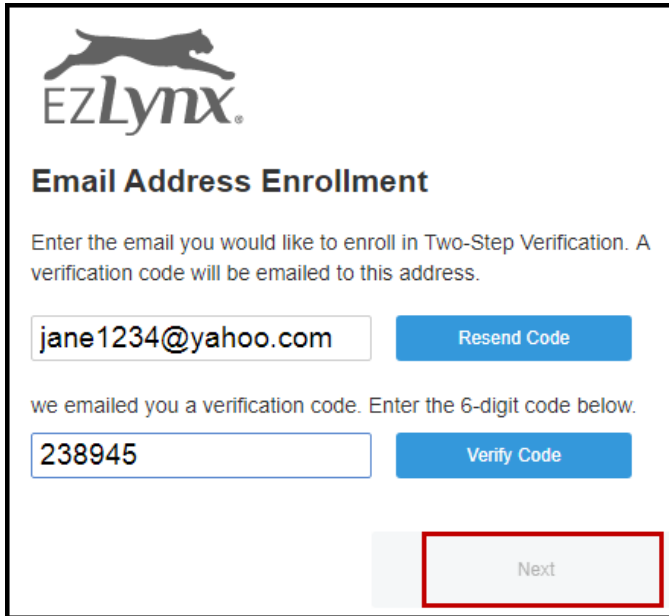
Activate Two-Step Verification

1. During login, when prompted for Two-Step Verification, click **Continue**.



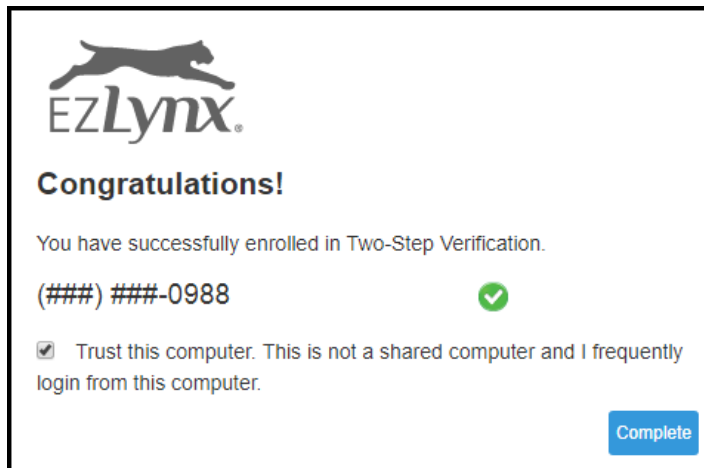
2. In the following steps, user must enter at least a mobile number or email address, but adding both is preferred. A mobile number or email address can only be used with one verification account.
3. Enter a **mobile number** and click **Send Code**.
4. Retrieve the verification code from the mobile device, enter it in the box and click **Verify Code**.
 - Code expires in 15 minutes. If it expires, click Resend Code.

(see screenshot on next page)



The screenshot shows the 'Email Address Enrollment' form. At the top is the EZLynx logo. Below it is the title 'Email Address Enrollment'. The instructions read: 'Enter the email you would like to enroll in Two-Step Verification. A verification code will be emailed to this address.' There is a text input field containing 'jane1234@yahoo.com' and a blue 'Resend Code' button. Below that, the instructions read: 'we emailed you a verification code. Enter the 6-digit code below.' There is a text input field containing '238945' and a blue 'Verify Code' button. At the bottom right, there is a grey 'Next' button highlighted with a red border.

5. Enter an **email address** and click **Send Code**.
6. Retrieve the verification code from the email, enter it in the box and click **Verify Code**.
 - Code expires in 15 minutes. If it expires, click Resend Code.
7. Click the **Trust this computer** box (required), and **Complete**.

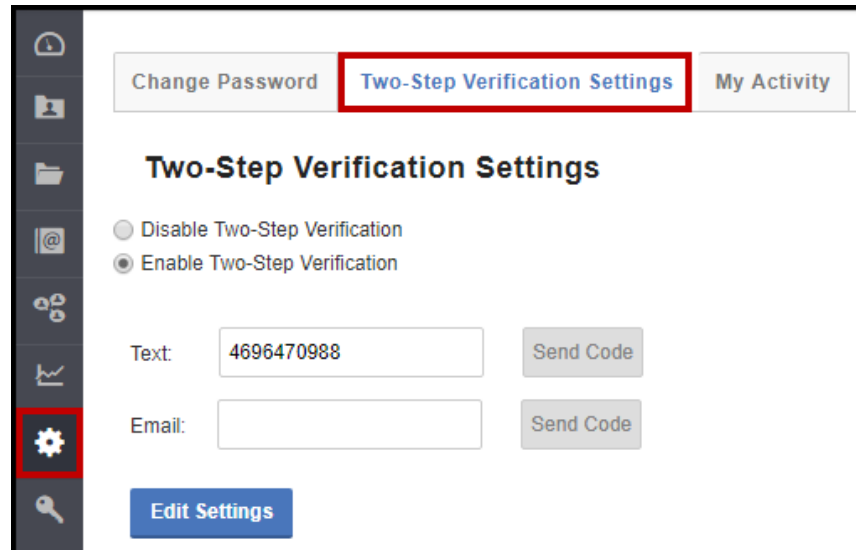


The screenshot shows the 'Congratulations!' form. At the top is the EZLynx logo. Below it is the title 'Congratulations!'. The message reads: 'You have successfully enrolled in Two-Step Verification.' Below that is a verification code '(###) ###-0988' with a green checkmark to its right. There is a checkbox with the text 'Trust this computer. This is not a shared computer and I frequently login from this computer.' and a blue 'Complete' button at the bottom right.

A second way to activate two-step verification:

1. Hover over the **Settings icon**, select **Security Settings** and go to the **Two-Step Verification Settings** tab.
2. Click **Edit Settings**.

(see screenshot on next page)

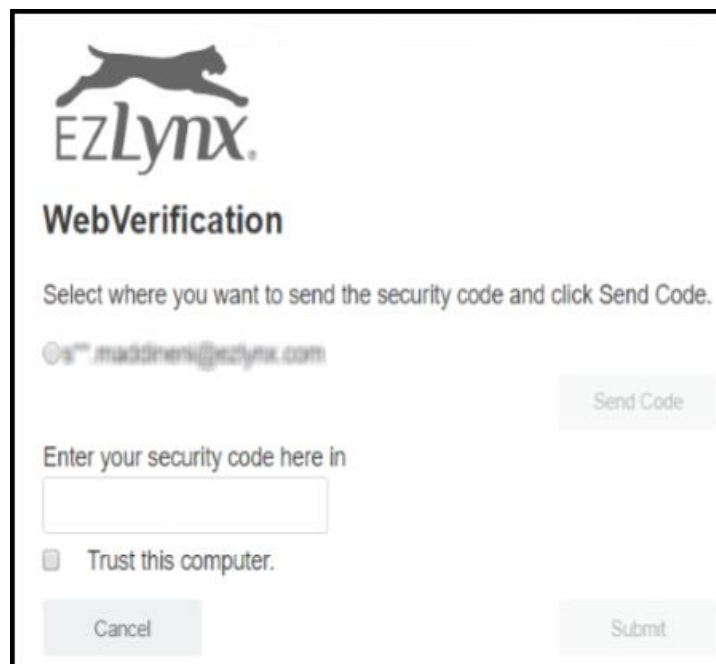


The screenshot shows the 'Two-Step Verification Settings' page. At the top, there are three tabs: 'Change Password', 'Two-Step Verification Settings' (highlighted with a red box), and 'My Activity'. Below the tabs, the title 'Two-Step Verification Settings' is displayed. There are two radio buttons: 'Disable Two-Step Verification' and 'Enable Two-Step Verification' (which is selected). Below these are two input fields: 'Text' with the value '4696470988' and 'Email'. Each input field has a 'Send Code' button to its right. At the bottom left of the settings area is an 'Edit Settings' button. On the left sidebar, a gear icon representing settings is highlighted with a red box.

USING TWO-STEP VERIFICATION

Recurring Two-Step Verification

Once every six months, a user is prompted to use two-step verification to login.



The screenshot shows a 'WebVerification' dialog box. At the top is the EZLynx logo. Below it is the title 'WebVerification'. The text reads: 'Select where you want to send the security code and click Send Code.' Below this is an email address: 'os@maddineri@ezlynx.com'. To the right of the email address is a 'Send Code' button. Below the email address is a text input field with the placeholder text 'Enter your security code here in'. Below the input field is a checkbox labeled 'Trust this computer.'. At the bottom left is a 'Cancel' button and at the bottom right is a 'Submit' button.

Questions? Contact support@ezlynx.com.