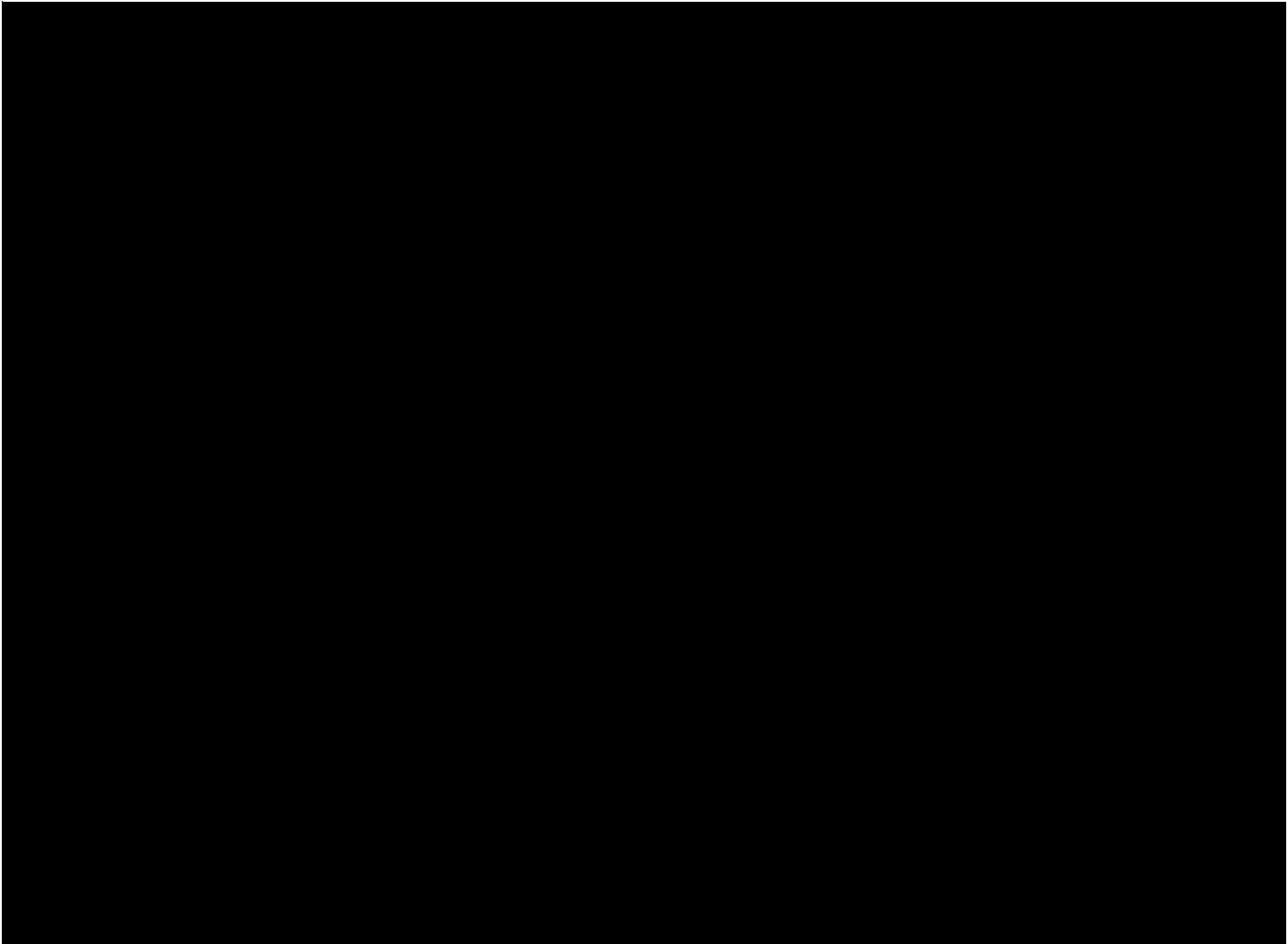



WARRANTY SOLUTIONS®

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AMYNTA COMPANIES

MULTI-FACTOR AUTHENTICATION (MFA) USER GUIDE



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Multi-Factor Authentication Setup Guide

Brief Overview

The Amynta Group has enabled Multi-Factor Authentication (MFA) across all Amynta Applications, including VSCOnline and warrantysolutions.com. MFA is an authentication method that requires more than one verification method for users when signing into the Portal. When you log in to your Amynta Application, you will be required to enter your email address and password, and a verification code. A one-time setup of the MFA verification method is required to receive the verification code. This guide explains how to set up the MFA verification method.

Instructions to set up the MFA verification method

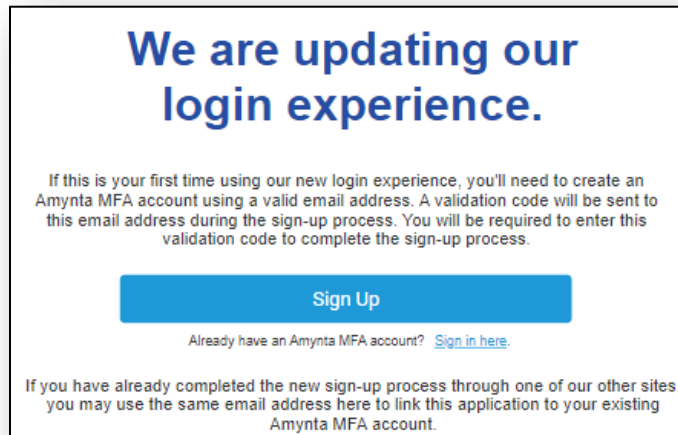
To set up the MFA verification method for your Amynta Application, log in to either VSCOnline or warrantysolutions.com, and you will be prompted to set up the MFA verification method via email address.

Verification Method	Verification code	Notification Description
Authentication via email	Send me a code by email	Sends an email containing a verification code. The user is prompted to enter that code into the sign-in interface.

Log in to your Amynta Application (VSC Online or warrantysolutions.com)

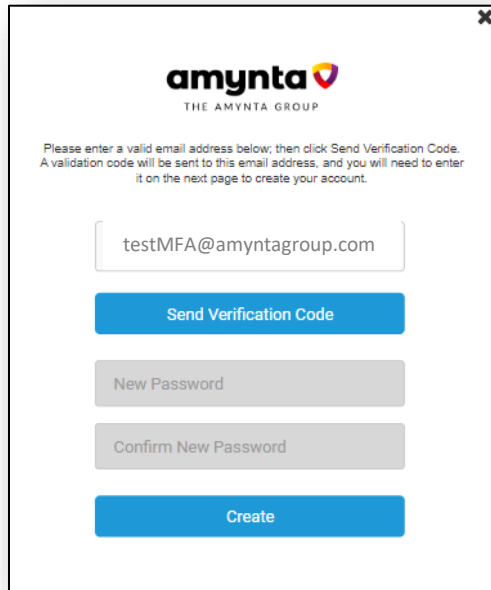
Please follow the steps in this document to complete the MFA enrollment and continue using your existing or newly created accounts. Please note that the below steps apply to ALL Amynta Applications.

- a) Log in to your Amynta Application (VSCOnline or warrantysolutions.com)
- b) After you enter your user ID and password and click the login button, the user will be prompted to enroll for MFA.



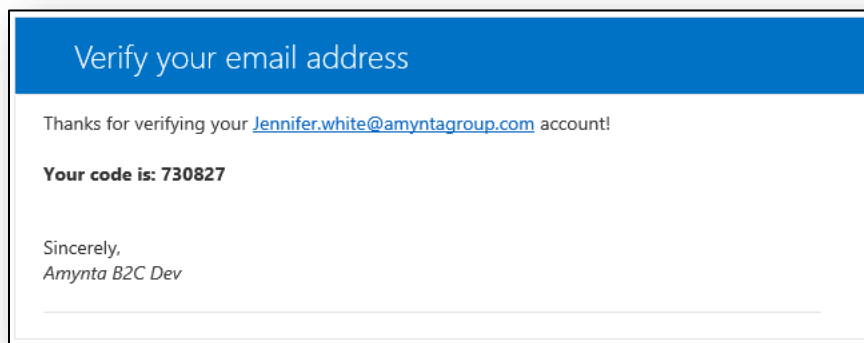
Enroll in MFA

- a) To enroll for MFA, click on the Sign-Up button. The screen below is presented to enter your email address. Click “Send Verification Code.”

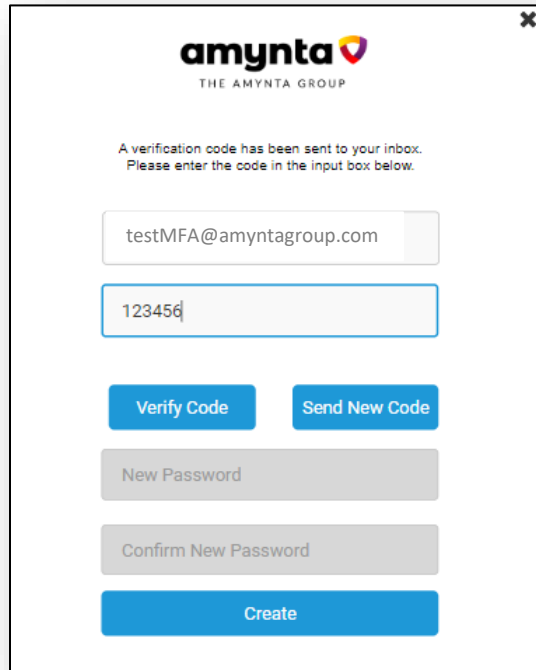


The screenshot shows a web form for MFA enrollment. At the top is the Amynta logo with the tagline 'THE AMYNTA GROUP'. Below the logo is a text prompt: 'Please enter a valid email address below; then click Send Verification Code. A validation code will be sent to this email address, and you will need to enter it on the next page to create your account.' The form contains four input fields: an email address field with 'testMFA@amyntagroup.com', a 'Send Verification Code' button, a 'New Password' field, a 'Confirm New Password' field, and a 'Create' button.

- a) An email is sent to the registered email address to complete enrollment.
- b) Check your registered email box to find your verification code.



c) Enter the verification code and click “Verify Code.”



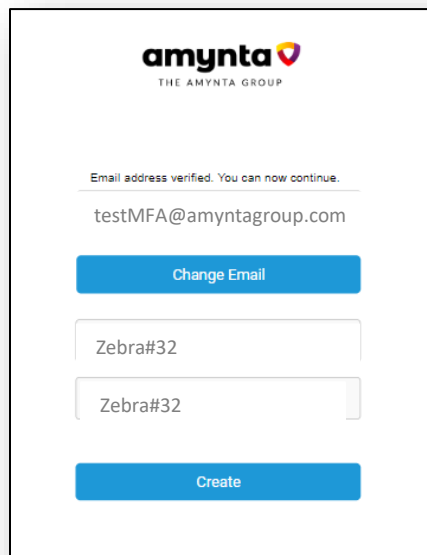
The screenshot shows the Amynta MFA verification interface. At the top is the Amynta logo and the text 'THE AMYNTA GROUP'. Below the logo, a message states: 'A verification code has been sent to your inbox. Please enter the code in the input box below.' There are two input fields: the first contains the email address 'testMFA@amyntagroup.com' and the second contains the verification code '123456'. Below the input fields are two buttons: 'Verify Code' and 'Send New Code'. Further down are two disabled input fields labeled 'New Password' and 'Confirm New Password', and a large blue 'Create' button at the bottom.

d) The user will then create a new password for the MFA registration. **You will need to remember this password for all future logins.**

The password must be between 8 and 64 characters.

It must also have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

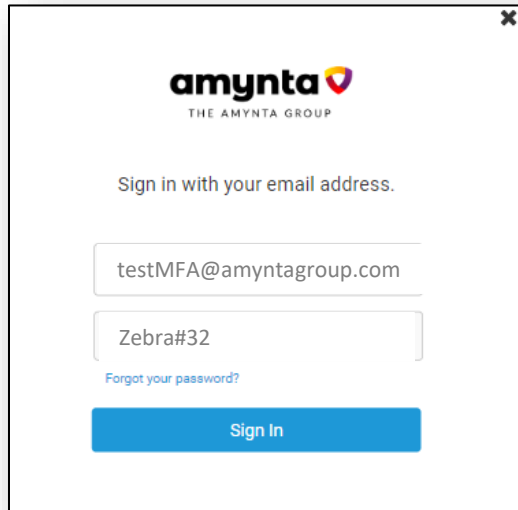


The screenshot shows the Amynta MFA registration interface. At the top is the Amynta logo and the text 'THE AMYNTA GROUP'. Below the logo, a message states: 'Email address verified. You can now continue.' There is an input field containing the email address 'testMFA@amyntagroup.com'. Below the input field is a blue 'Change Email' button. Further down are two input fields, both containing the password 'Zebra#32'. At the bottom is a large blue 'Create' button.

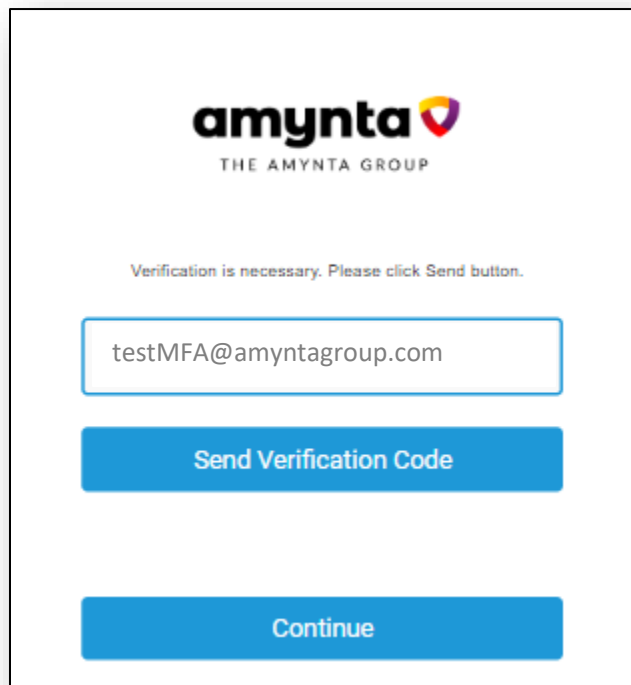
e) Click “Create” to be logged into the Amynta application.

Log in – Already Registered for MFA

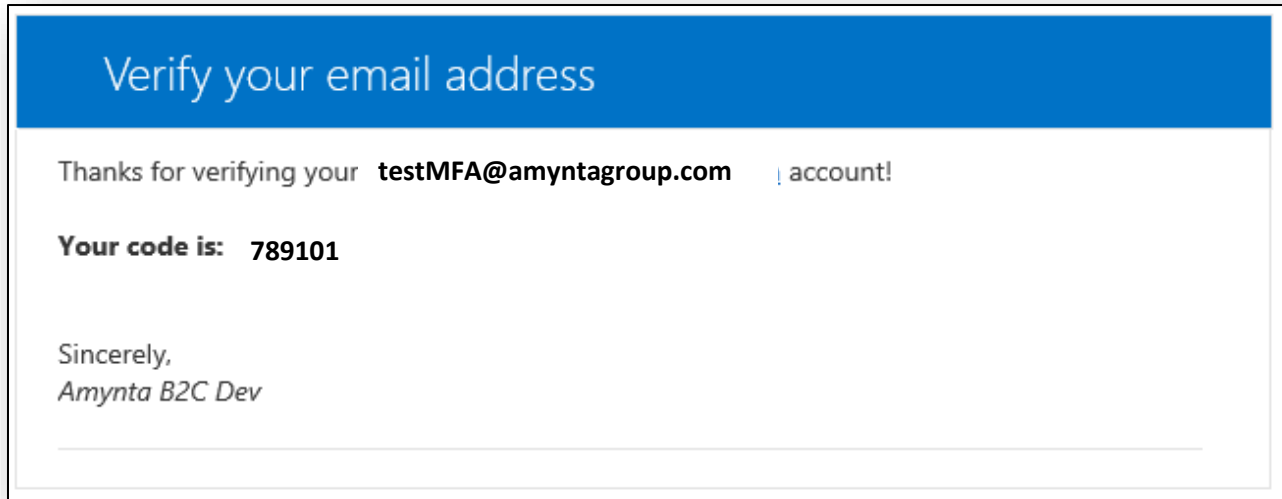
- a) Log in to your Amynta Application (VSCOnline or warrantysolutions.com)
- b) After you enter your user ID AND click the login button, the user will be prompted enter their MFA email address and MFA password. Click “Sign in.”



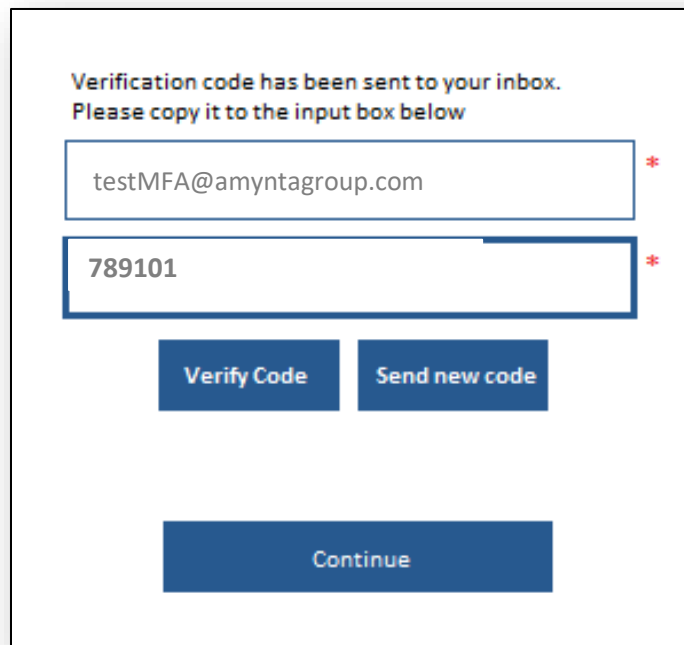
- a) The user is presented with a new screen with the registered email address, click “Send Verification Code.”



b) User will check the registered email address inbox to enter the Verification code.



c) After entering the correct code, email address is verified, and user can continue and log in to the Amynta Application successfully.



Frequently Asked Questions

1. Why is Multi-Factor Authentication (MFA) being implemented to access the VSC Online and warrantysolutions.com applications?
 - a. MFA is required to comply with the Gramm-Leach-Bliley Act, also known as the FTC Safeguards Rule. In addition, MFA provides enhanced user and system security by verifying user identity in multiple ways. MFA uses two methods to verify user identity:
 - i. a unique password is known only to the user
 - ii. a constantly changing one-time password (OTP) used each time the user logs on to a portal.
2. How do I log in with MFA?
 - a. Beginning June 9, 2023, all users must obtain an OTP each time they log on to VSC Online and warrantysolutions.com applications with MFA. Users can obtain the OTP with these simple steps:
 - b. From your web browser, navigate to the Amynta Application, VSC Online or warrantysolutions.com to log in.
 - c. Log in to the VSC Online or warrantysolutions.com with your current credentials, i.e., username and password.
 - d. Once your credentials are entered, a new window will open to register for MFA with an email address.
 - e. Once registration is complete, an OTP will be sent to your verification method choice of SMS, email, or Authentication Application.
 - f. Once the code is typed in and verified, your application will open for use.
3. How often do I have to authenticate or put in my One Time Password (OTP)?
 - a. You will have to authenticate with a new OTP sent to you each time you need to log into the application.
4. Can I turn off MFA?
 - a. No. MFA is required due to the Gramm-Leach-Bliley Act, also known as the Safeguards Rule, effective June 9, 2023.
5. What if I have trouble with the MFA?
 - a. If you have access to the email address you set up when registering for MFA, you should not encounter any issues with MFA. If you do experience any issues, please contact our MFA Support line at 800-211-6852.
6. I did not receive my MFA Code in my email, phone, or authentication application.
 - a. If you have not received your code in your email, phone, or authentication application in 5 minutes, click the resend code button on the screen.
7. I can't log in to my email.
 - a. The email password is unique to you and was created when you registered. If you can not recall your email password, you will need to reset it using the email provider's directions.
8. I can't remember my MFA password.

If you can't recall your MFA Password, utilize the "forgot my password" function. You will be prompted to enter your email address and will be sent an OTP. Once you have entered the OTP and verified the email address, you must click Continue and enter your email address again. Then click continue, and you will be prompted to reset your password.

9. I can't remember my MFA username.

This is the email address utilized when you first set up your account. You could attempt to find the original email that was sent with your first OTP, to validate which email account you used. If you are unable to determine, contact 800-211-6852 for assistance.

10. How do I change my password?

- a. Once you are registered for MFA, you no longer need your VSCOnline or warrantysolutions.com password. You will use your MFA password to login to the system.
- b. You can change your password for MFA using the prompt on the screen.