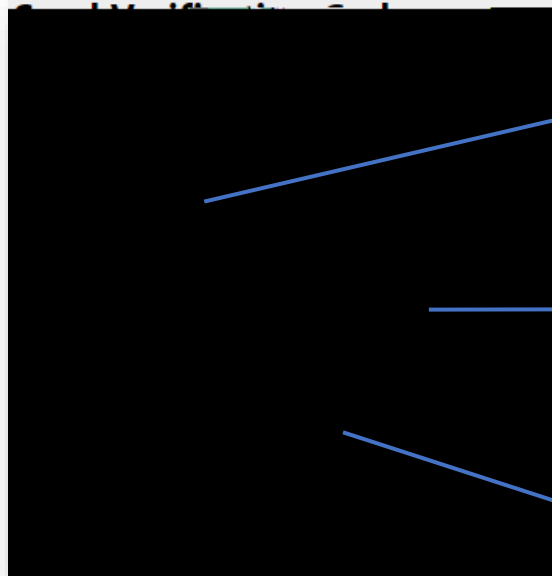


Multi factor Authentication

Depending on the frequency set by the institution, Core will prompt users to provide a secondary method of confirming their identity before granting access. This can be via email or text message based on the user's preference.

Multi Factor Steps

1. Once you enter your Username and password and click login, you will be sent to a screen to complete the verification process.

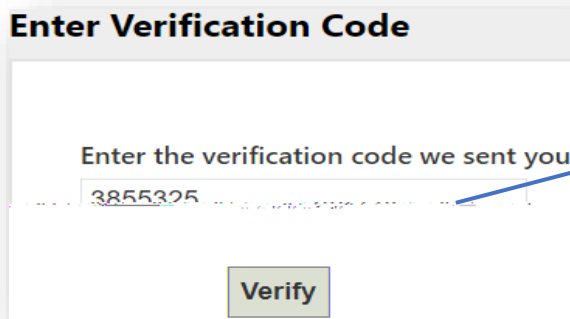


Click the button to choose between email or text.

If you choose email, the system will use the same email configured in Core.

If you choose text, you will be prompted the first time to enter a cell phone number for the system to use. This number will be stored for future use.

2. Once you click 'Send Verification Code' then you will be prompted to enter the code from your text or email.



Enter code here

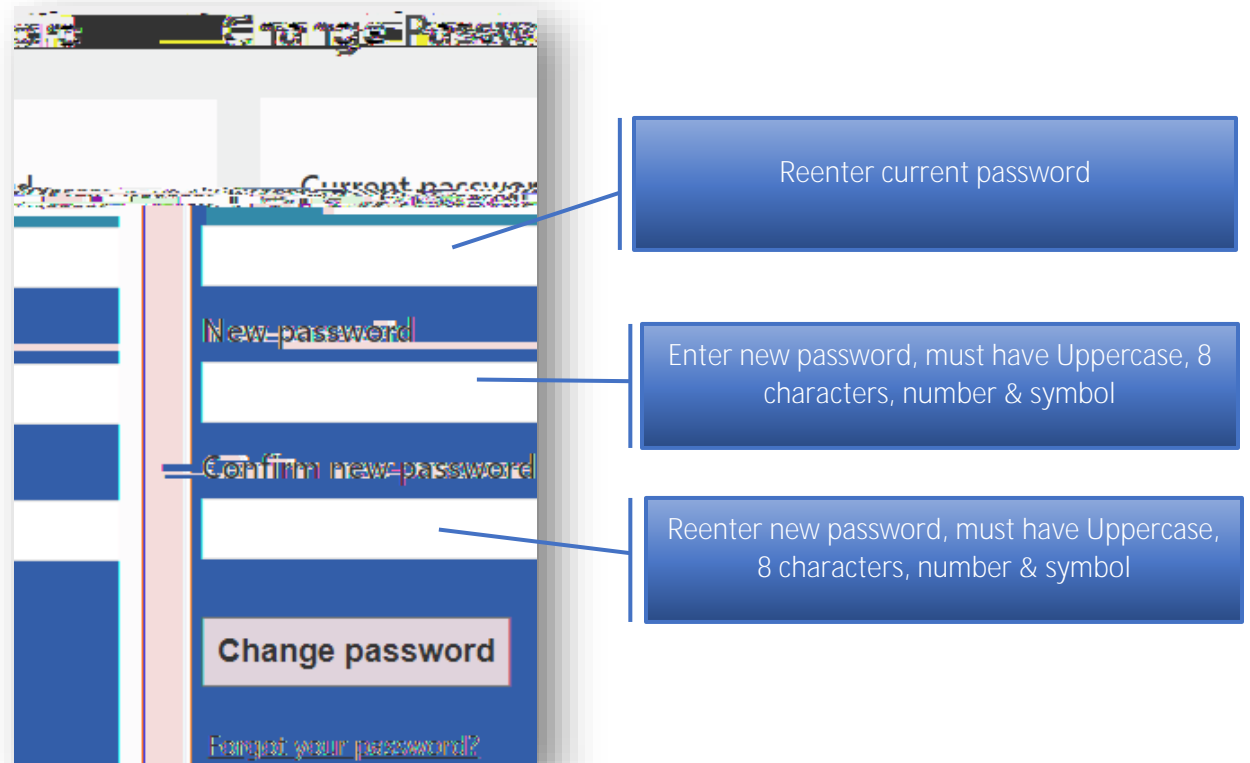
3. Once you click on verify you will be allowed access to Core.

Password Expiration

Depending on the frequency set by the institution your password will expire after a period. You will be prompted to update your password.

Password Reset Steps

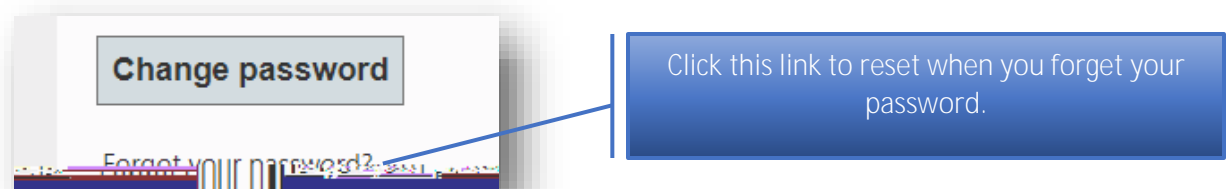
1. Once your password expires, you will be prompted to change it.



The screenshot shows a password change form with the following fields and callouts:

- Current password:** A callout box points to this field with the text "Reenter current password".
- New password:** A callout box points to this field with the text "Enter new password, must have Uppercase, 8 characters, number & symbol".
- Confirm new password:** A callout box points to this field with the text "Reenter new password, must have Uppercase, 8 characters, number & symbol".
- Change password:** A button labeled "Change password" is located at the bottom of the form.
- Forgot your password?:** A link labeled "Forgot your password?" is located at the bottom of the form.

2. Once you click 'Change password' then you will be sent back to the login page to reenter your username and the new password.
3. If you forgot your password, you can use the 'Forgot your Password' link to go through the steps to reset.



The screenshot shows a close-up of the "Forgot your password?" link. A callout box points to the link with the text "Click this link to reset when you forget your password."