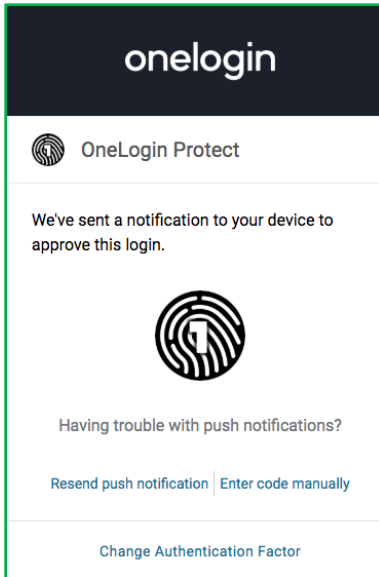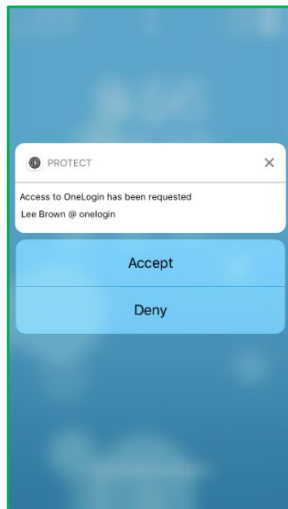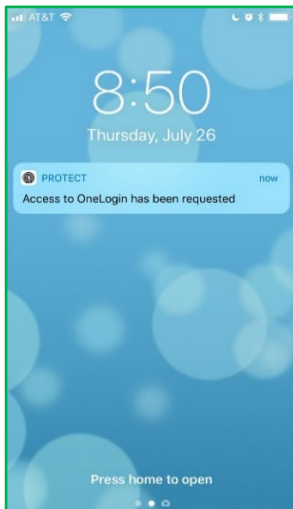# TWO-FACTOR AUTHENTICATION – HOW IT WORKS

OneLogin Protect app paired with OneLogin automatically delivers a one-time password through push notifications, which makes the authentication process simple and easy.

1. When you attempt to login to a service that requires two-factor authentication, the login screen notifies you that it has sent a push notification to your phone and is waiting for a response.
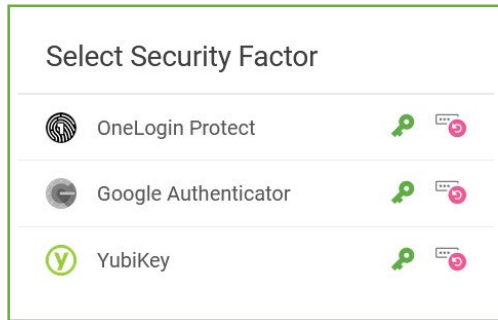

2. Tap the notification on your phone, select **Accept,** and OneLogin will automatically log you in.

TWO-FACTOR AUTHENTICATION SETUP INSTRUCTIONS

1. From your desktop or laptop computer, go to https://umhb.onelogin.com/profile2/mfa in your browser and type in your username and password.

2. Under Security Factors, click on Add Factor and select OneLogin Protect.
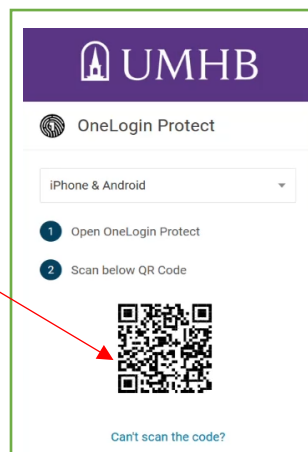

3. Download "OneLogin Protect" from the app store to your smart phone. Open the app and add a new account by clicking on the + symbol.

4. On your computer, click the Activate button
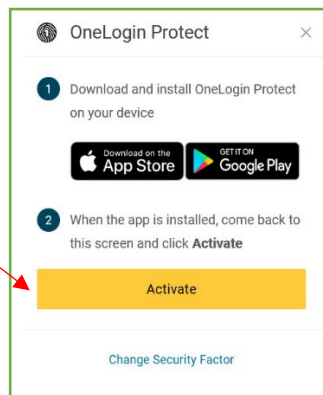
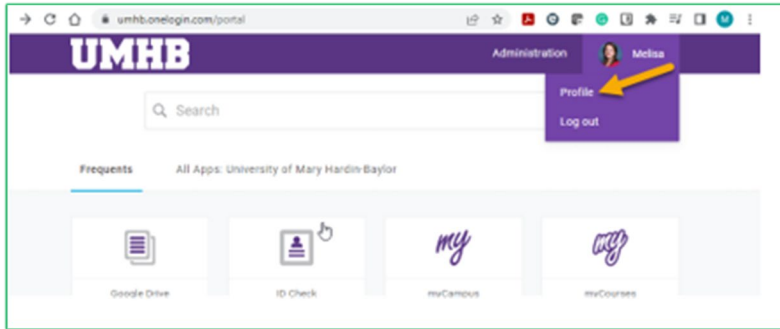5. Scan the QR code with your smart phone.

6. Once complete, you should see a green bar on the webpage with a success message, and your phone app will have a new account for UMHB.
NOTE: You can verify that your device is configured by going back to OneLogin (See step 1) under Security Factors, and you should see it listed. Once completed, you can close the OneLogin app on your phone.
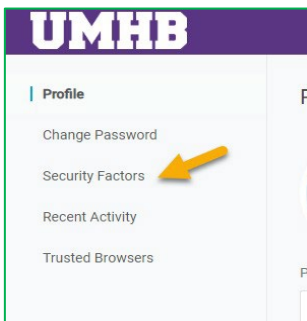Video instructions are also available

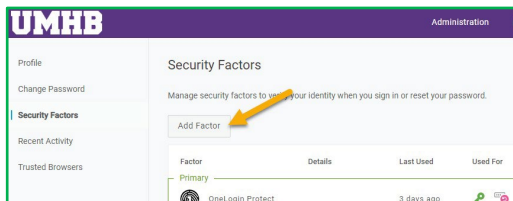# TWO-FACTOR AUTHENTICATION UNABLE TO SCAN QR CODE INSTRUCTIONS

1. From a computer, log into OneLogin using your credentials.
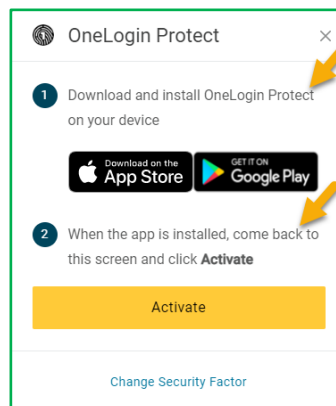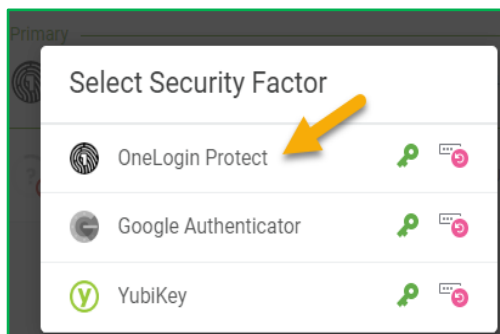2. In OneLogin, On the top right, click on your '**Profile**'
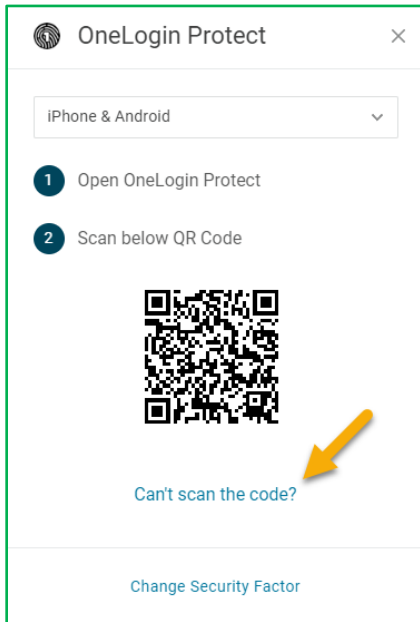

3. From '**Profile**', select 'Security Factors'

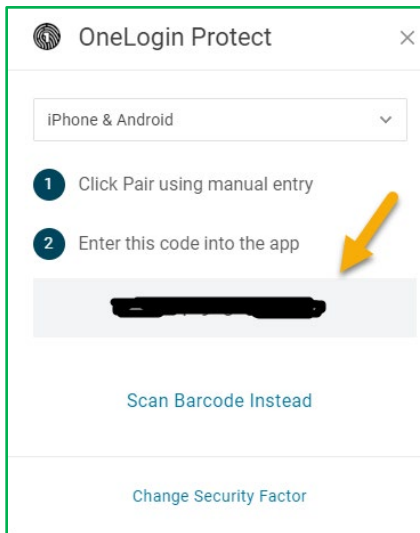4. From Security Factors, click 'Add Factor'

5. From the list, select 'OneLogin Protect' and follow steps 1 and 2

6. When it provides the QR code, Click on '**can't scan code**'

7. Enter the code into the app from your mobile phone that it provides

8. Once complete, you should see a green bar on the webpage with a success message, and your phone app will have a new account for UMHB.
NOTE: You can verify that your device is configured by going back to OneLogin under Security Factors, and you should see it listed. Once completed, you can close the OneLogin app on your phone

PUSH NOTIFICATIONS STOP WORKING OR UNABLE TO RECEIVE PUSH NOTIFICATIONS

1. Ensure that notifications are turned on in OneLogin Protect app on your mobile phone.
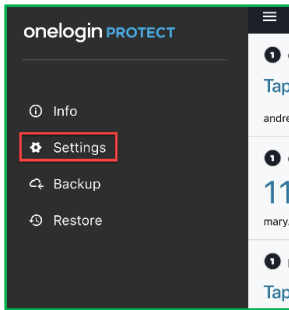

2. Open the OneLogin Protect app menu and go to **Settings** and verify that **Allow Push Notifications** is toggled on
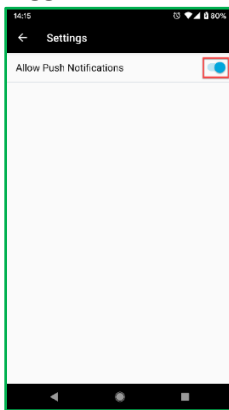
3. If you're still not receiving push notifications, contact InfoTech about possible network issues preventing communication between your account and OneLogin Protect app. In the meantime, you can manually grant access with the OTP (one-time password).

MANUALLY AUTHENTICATING WITH THE ONE-TIME-PASSWORD

1. Open the OneLogin Protect app on your phone, **Tap to unlock, and note** the current, six-digit, OTP (one-time password). The OTP changes every 30 seconds and is indicated by the timer wheel to the right.
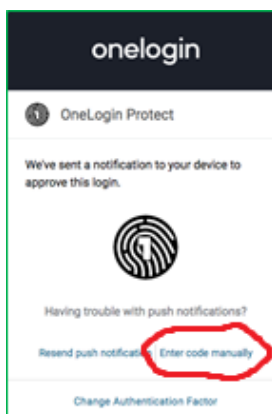
2. At the login prompt, click the link to "Enter code manually" and enter the OTP.