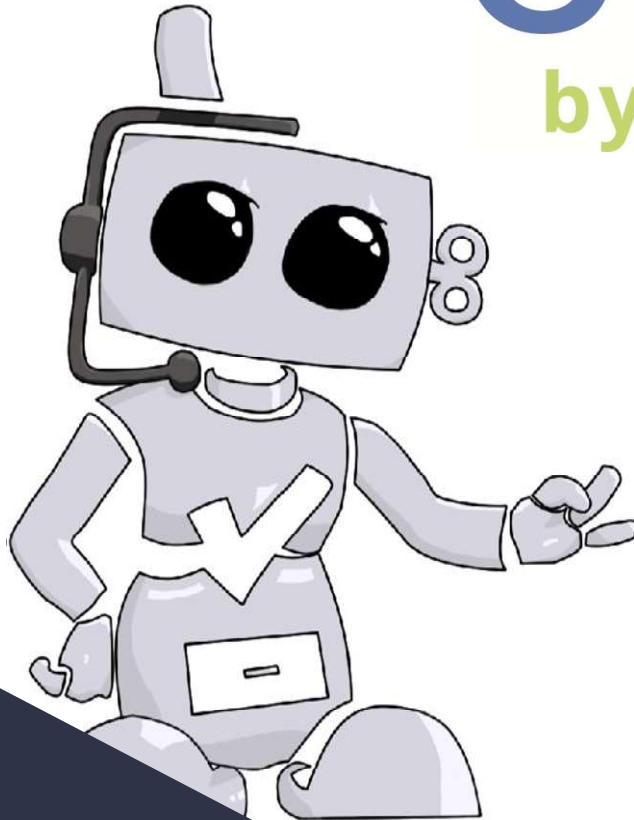


complio


by American DataBank



Complio
Multi-Factor Authentication
User Guide

Complio Multi-Factor Authentication User Guide

Complio has added a new layer of security by integrating multi-factor authentication to its login process. Users will be able to select one of three verification methods for their authentication process: [email](#), [text](#), and [Google authenticator](#) app.



American DataBank

Multi Factor Authentication

Please enable Multi Factor Authentication Setting for your account:


Text Message

Google Authenticator [Not Enabled] - To use this setting please make sure to enable Google Authenticator. [Click here to enable](#)

Email

Email Method

STEP 1: User must select the email option and click on “Save.”



American DataBank

Multi Factor Authentication

Please enable Multi Factor Authentication Setting for your account:

Text Message

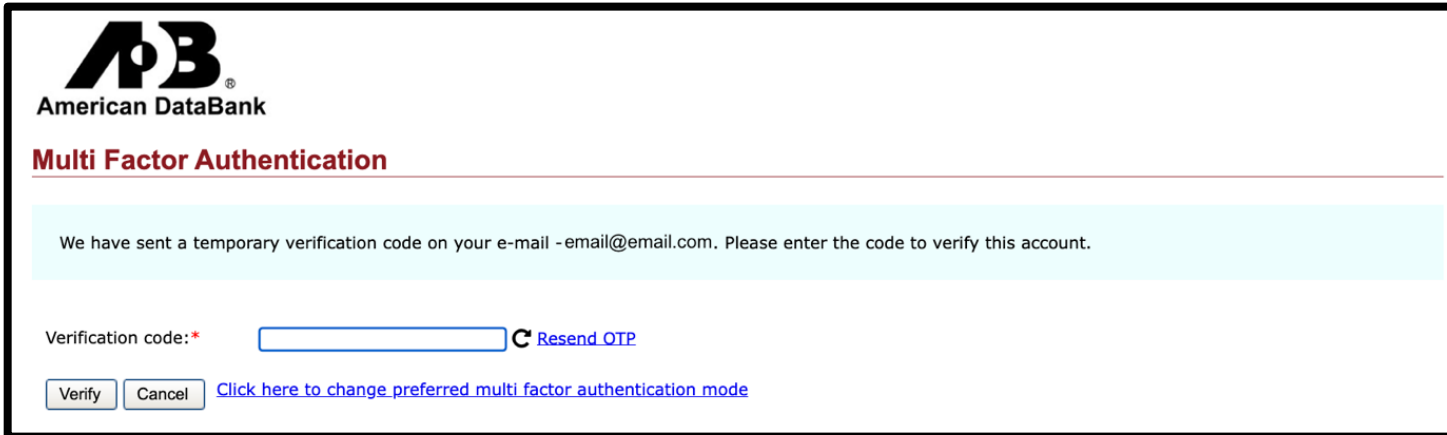
Google Authenticator [Not Enabled] - To use this setting please make sure to enable Google Authenticator. [Click here to enable](#)

Email

Complio Multi-Factor Authentication User Guide

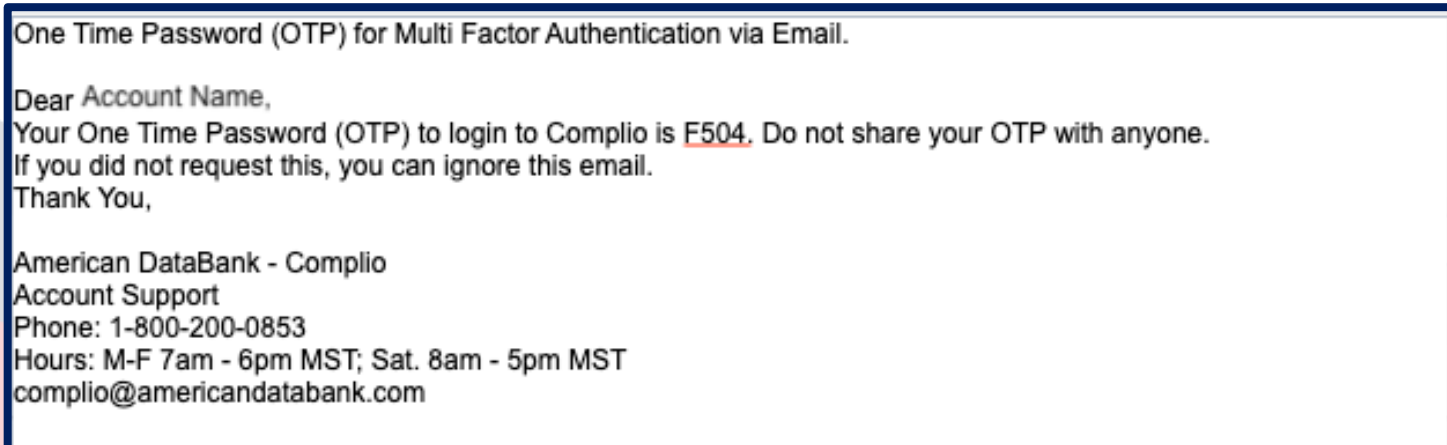
Email Method

STEP 2: User will receive an email from non-reply@americandatabank.com (subject line: One Time Password (OTP) for Multi Factor Authentication via Email) which will provide them with their verification code.



The screenshot shows the American DataBank logo at the top left. Below it, the text "Multi Factor Authentication" is displayed in red. A light blue message box contains the text: "We have sent a temporary verification code on your e-mail - email@email.com. Please enter the code to verify this account." Below this, there is a label "Verification code:*" followed by a text input field and a "Resend OTP" link with a refresh icon. At the bottom, there are "Verify" and "Cancel" buttons, and a link: "Click here to change preferred multi factor authentication mode".

Email Example:



The email content is as follows:

One Time Password (OTP) for Multi Factor Authentication via Email.

Dear Account Name,

Your One Time Password (OTP) to login to Complio is F504. Do not share your OTP with anyone.
If you did not request this, you can ignore this email.

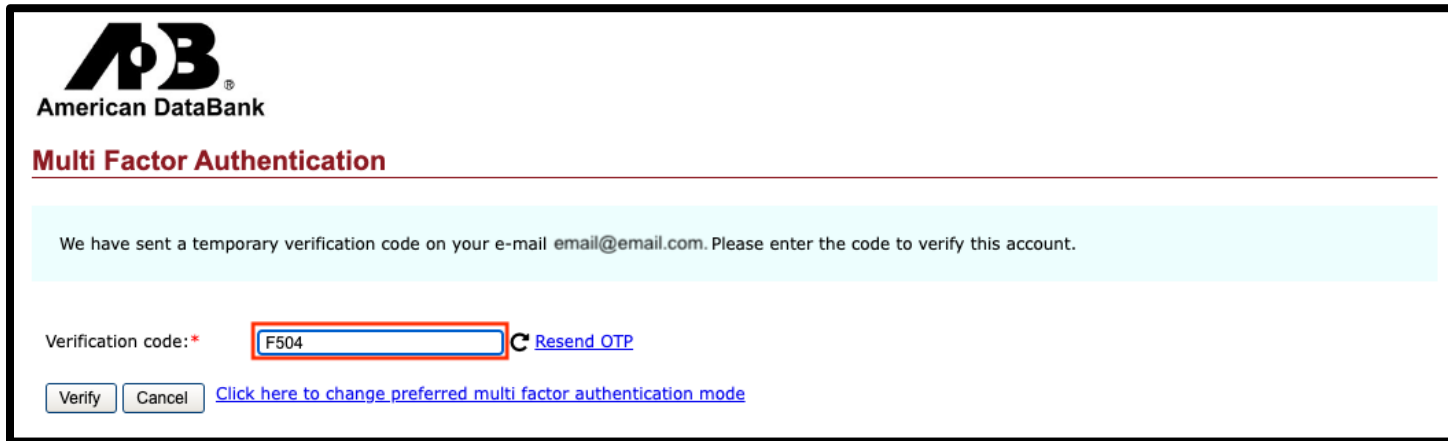
Thank You,

American DataBank - Complio
Account Support
Phone: 1-800-200-0853
Hours: M-F 7am - 6pm MST; Sat. 8am - 5pm MST
complio@americandatabank.com

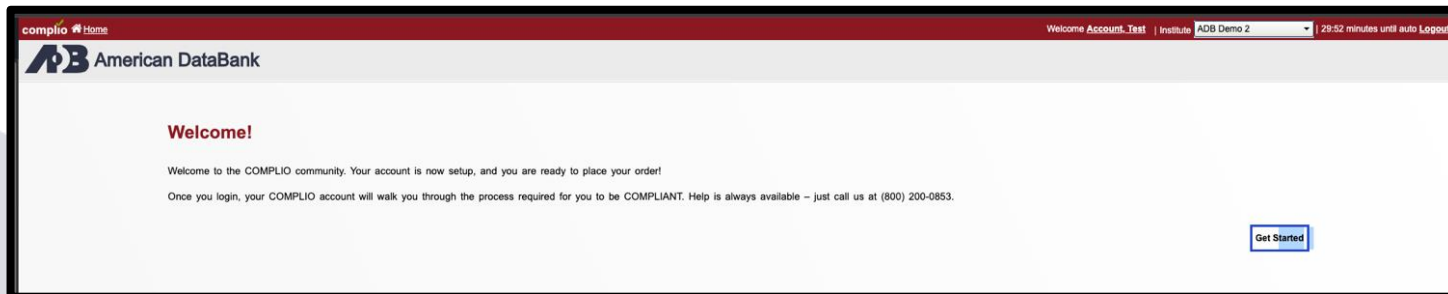
Complio Multi-Factor Authentication User Guide

Email Method

STEP 3: User enters their emailed verification code and clicks on “Verify” to complete the authentication process. Every time the user logs in after this they will have to steps 2 and 3. If the user would like to change their verification method, they can do so by [editing](#) their profiles.



The screenshot shows the American DataBank Multi Factor Authentication interface. At the top left is the ADB logo and the text "American DataBank". Below this is the heading "Multi Factor Authentication". A light blue message box states: "We have sent a temporary verification code on your e-mail email@email.com. Please enter the code to verify this account." Below the message, there is a label "Verification code: *" followed by a text input field containing "F504". To the right of the input field is a "Resend OTP" link. At the bottom, there are three buttons: "Verify", "Cancel", and a link "Click here to change preferred multi factor authentication mode".

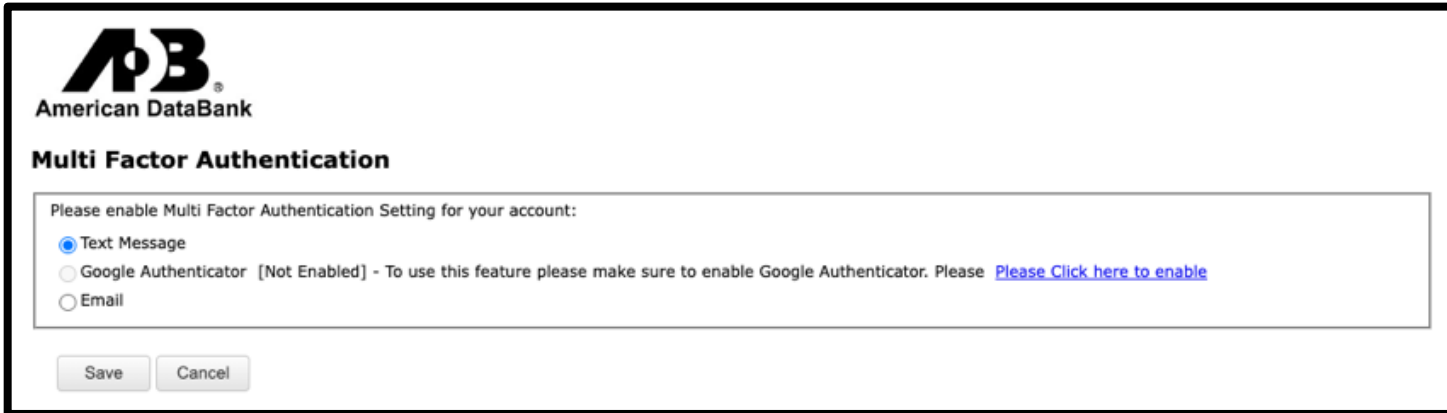


The screenshot shows the American DataBank Welcome screen. At the top left is the ADB logo and the text "American DataBank". The heading "Welcome!" is centered. Below the heading, there is a message: "Welcome to the COMPLIO community. Your account is now setup, and you are ready to place your order!" followed by "Once you login, your COMPLIO account will walk you through the process required for you to be COMPLIANT. Help is always available – just call us at (800) 200-0853." At the bottom right, there is a "Get Started" button. The top navigation bar includes "complio Home", "Welcome Account_Test | Institute", "ADB Demo 2", and "29:52 minutes until auto Logout".

Complio Multi-Factor Authentication User Guide

Text Method

STEP 1: User must select the text option and click on “Save.”



ADB
American DataBank

Multi Factor Authentication

Please enable Multi Factor Authentication Setting for your account:

Text Message

Google Authenticator [Not Enabled] - To use this feature please make sure to enable Google Authenticator. Please [Please Click here to enable](#)

Email

Save Cancel

STEP 2: User will need to enter the cell phone number they wish to receive their verification codes at and click on “save.”



ADB
American DataBank

Multi Factor Authentication

Please provide your phone no. to set-up MFA:

Save Cancel [Click here to change preferred multi factor authentication mode](#)

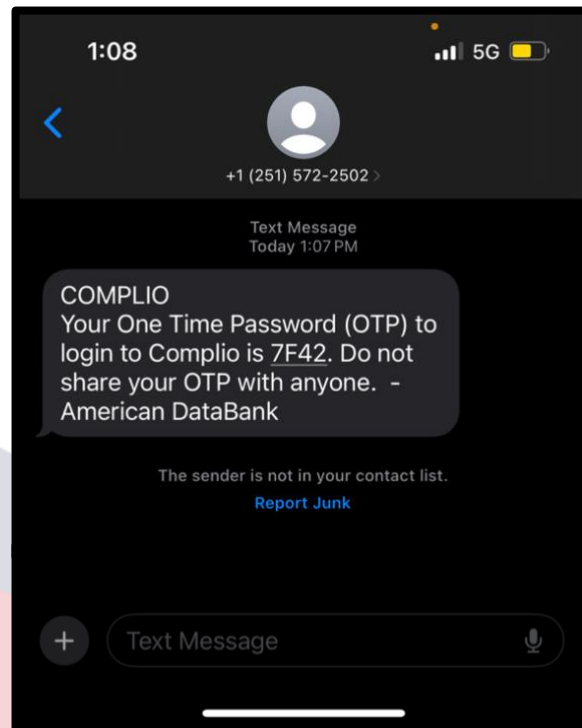
Complio Multi-Factor Authentication User Guide

Text Method

STEP 3: User will receive a text which will provide them with their verification code.



The screenshot shows a web form for American DataBank Multi Factor Authentication. At the top left is the American DataBank logo. Below it, the text reads "Multi Factor Authentication". A light blue box contains the message: "We have sent a temporary verification code on your phone number - *****####. Please enter the code to verify this account." Below this is a form field for the verification code, with a "Resend OTP" link to its right. At the bottom, there are "Verify" and "Cancel" buttons, and a link: "Click here to change preferred multi factor authentication mode".



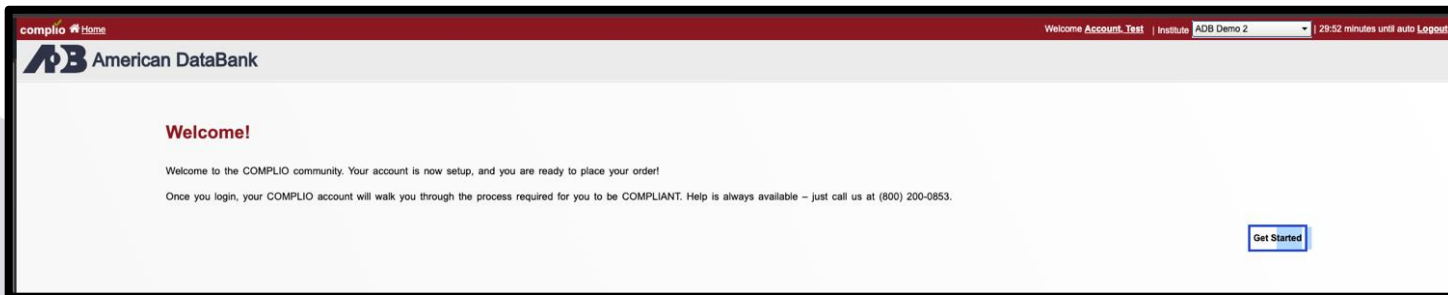
Complio Multi-Factor Authentication User Guide

Text Method

STEP 4: User enters their texted verification code and clicks on “Verify” to complete the authentication process. Every time the user logs in after this they will have to steps 3 and 4. If the user would like to change their verification method, they can do so by [editing](#) their profiles.



The screenshot shows the 'Multi Factor Authentication' page for American DataBank. At the top left is the logo for American DataBank. Below the logo, the title 'Multi Factor Authentication' is displayed in red. A light blue message box contains the text: 'We have sent a temporary verification code on your phone number - *****####. Please enter the code to verify this account.' Below this, there is a 'Verification code:' label, a text input field containing '7F42', and a 'Resend OTP' link. At the bottom, there are 'Verify' and 'Cancel' buttons, and a link that says 'Click here to change preferred multi factor authentication mode'.

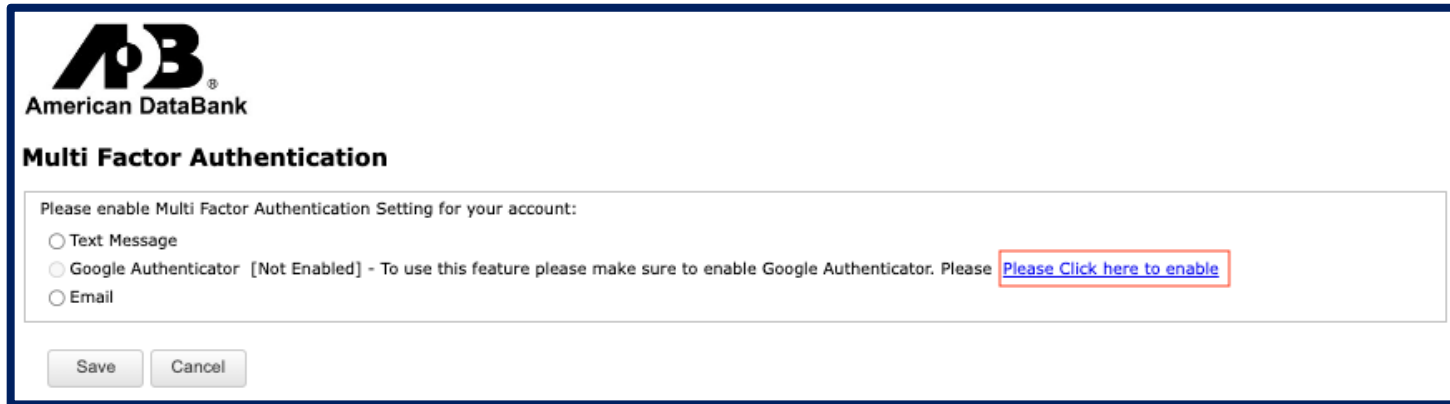


The screenshot shows the 'Welcome!' page for American DataBank. The top navigation bar includes 'complio Home', 'Welcome Account: Test | Institute: ADB Demo 2', and '29:52 minutes until auto Logout'. The main content area features the American DataBank logo and the heading 'Welcome!'. Below the heading, there is a message: 'Welcome to the COMPLIO community. Your account is now setup, and you are ready to place your order! Once you login, your COMPLIO account will walk you through the process required for you to be COMPLIANT. Help is always available – just call us at (800) 200-0853.' A 'Get Started' button is located in the bottom right corner.

Complio Multi-Factor Authentication User Guide

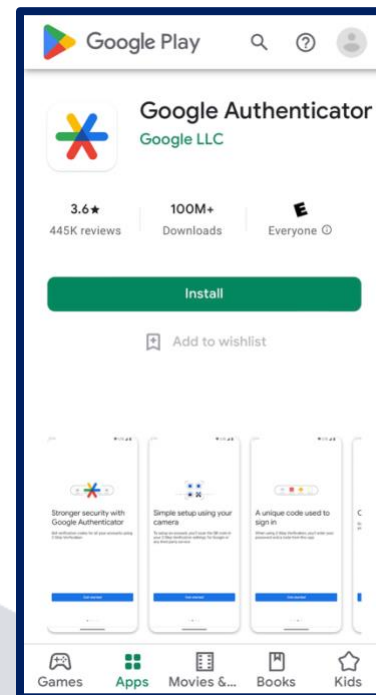
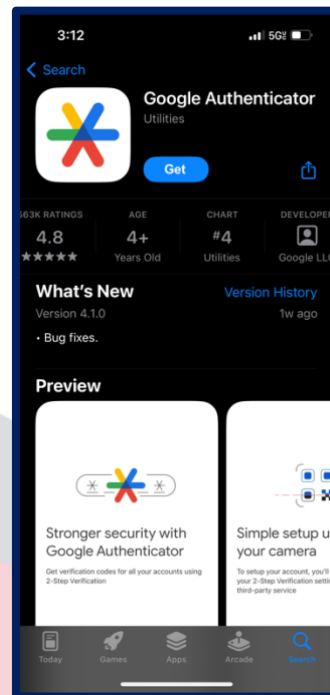
Google Authenticator Method

STEP 1: User must enable the google authenticator by clicking on the “Please Click here to enable” link.



The screenshot shows the American DataBank Multi Factor Authentication settings page. At the top left is the American DataBank logo. Below it, the title "Multi Factor Authentication" is displayed. A text box contains the instruction: "Please enable Multi Factor Authentication Setting for your account:". Below this text are three radio button options: "Text Message", "Google Authenticator [Not Enabled] - To use this feature please make sure to enable Google Authenticator. Please [Please Click here to enable](#)", and "Email". The "Google Authenticator" option is selected. At the bottom of the form are "Save" and "Cancel" buttons.

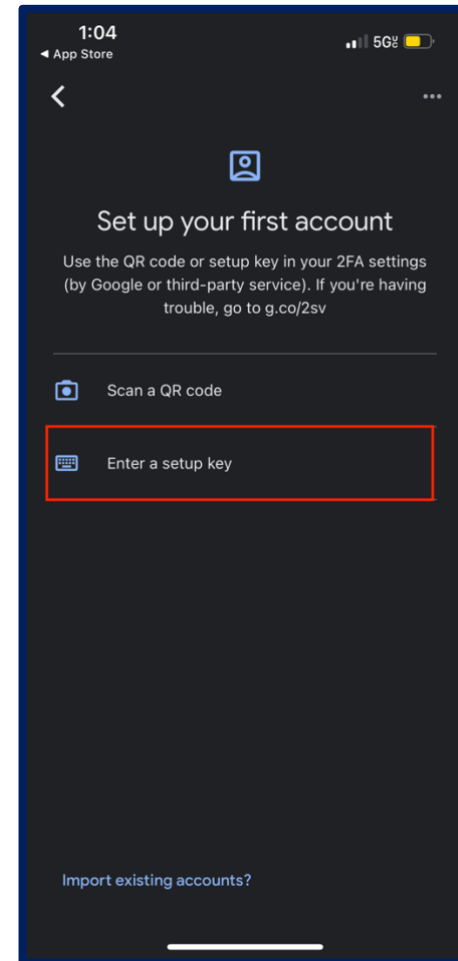
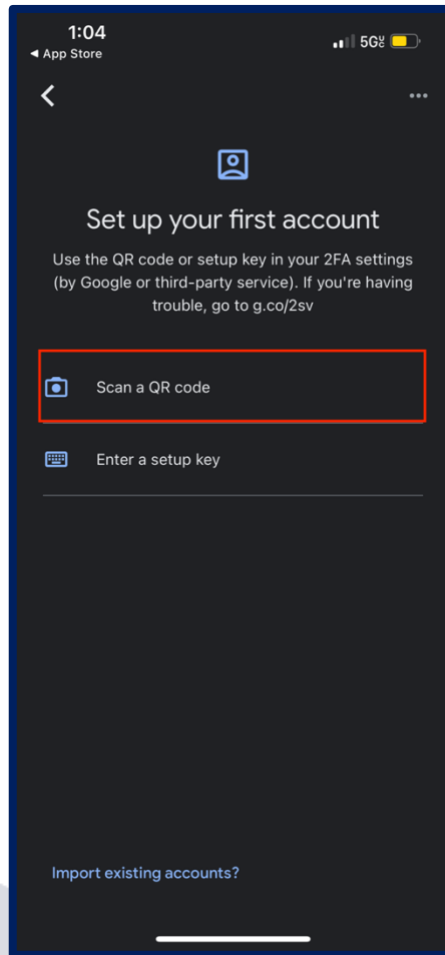
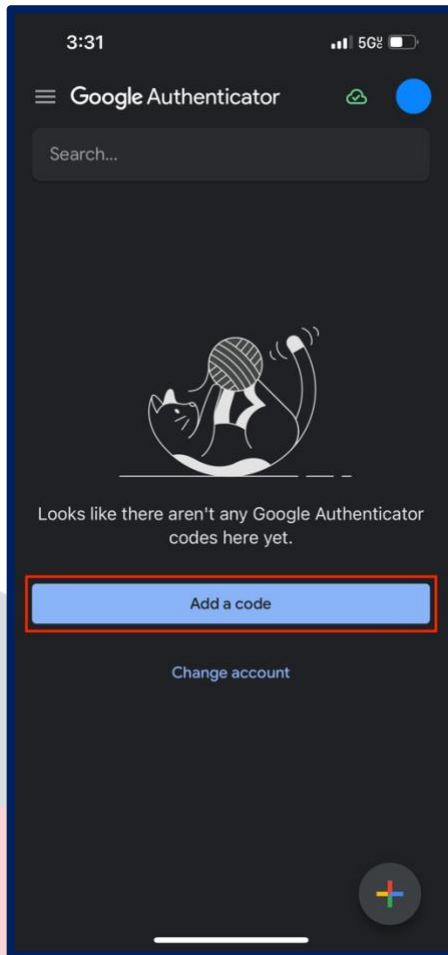
STEP 2: User must download and install the Google Authenticator on their iPhone/iPad/Android device.



Complio Multi-Factor Authentication User Guide

Google Authenticator Method

STEP 3: Once the google authenticator app is downloaded the user will need to open the app and click on “add a code.” They will then want to select how they want to add the code, “[Enter a setup key](#)” or “[Scan a QR code](#).”

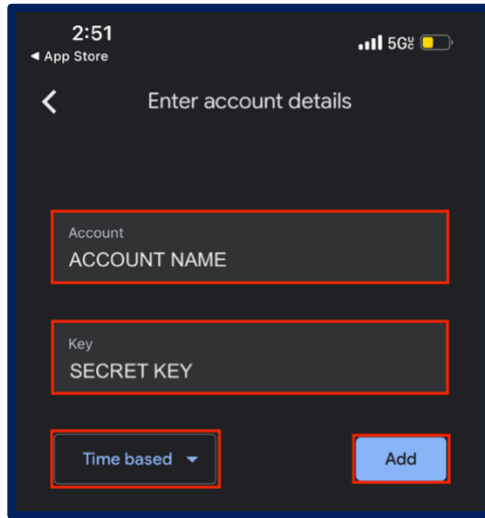


Complio Multi-Factor Authentication User Guide

Google Authenticator Method

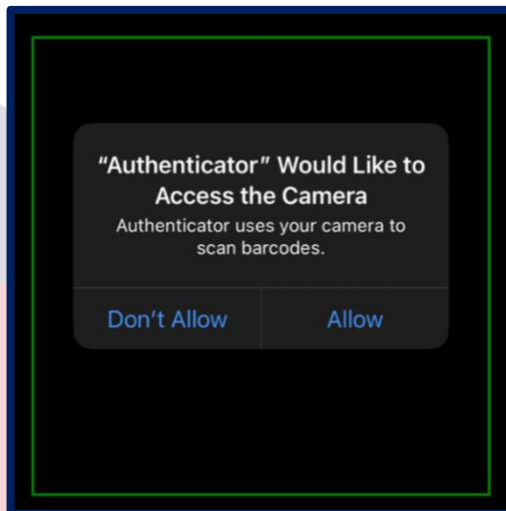
Enter a Setup Key

STEP 4: User enters the account name and secret key (displayed on Complio), selects “Time based,” and clicks on “Add.”



Scan a QR Code

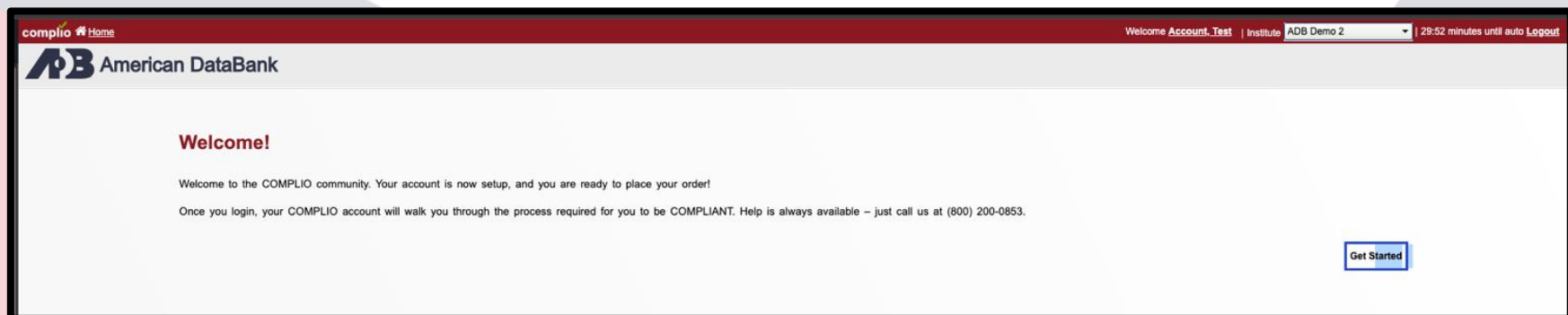
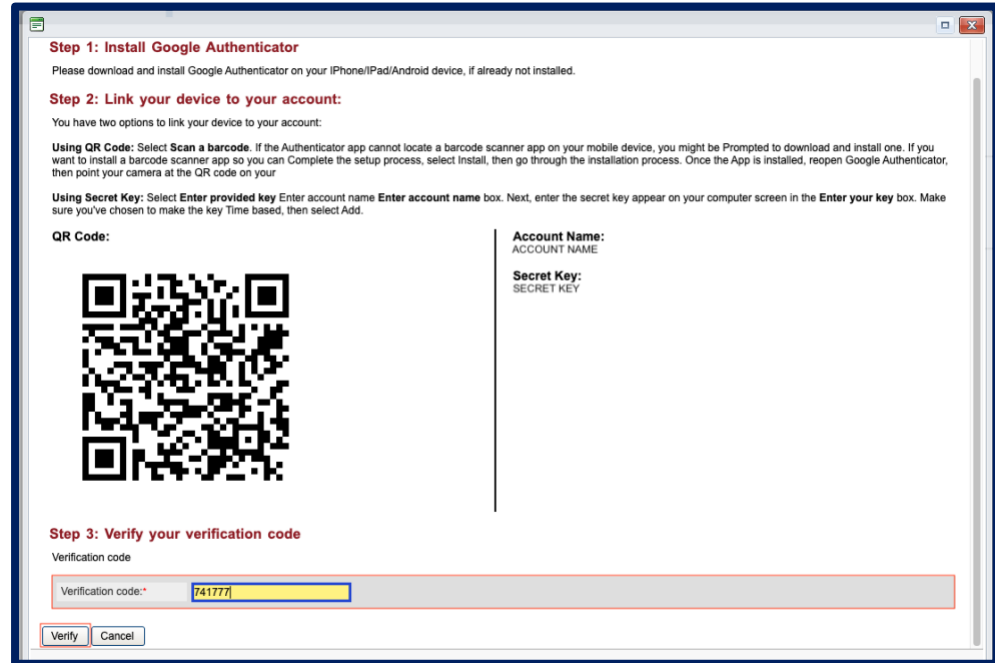
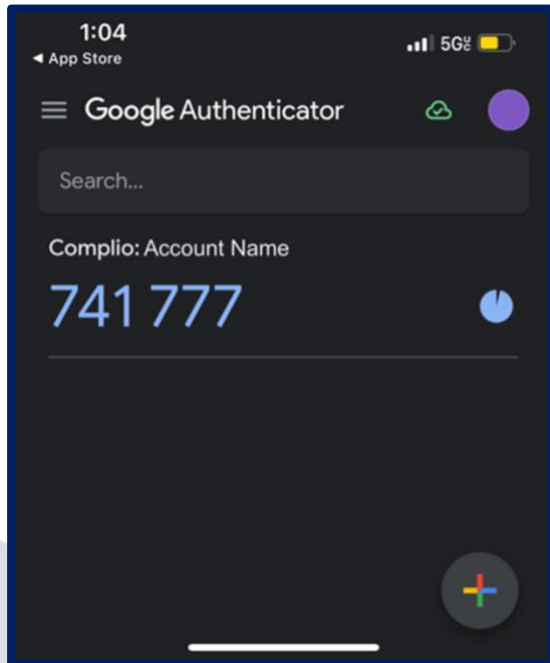
STEP 4: User allows the authenticator app access to their device’s camera and scans the QR code (displayed on Complio).



Complio Multi-Factor Authentication User Guide

Google Authenticator Method

STEP 5: User enters the verification code displayed on the google authenticator app and clicks on “Verify” to complete the authentication process. Every time the user logs in after this, they will have to open the google authenticator app to retrieve their new verification code. If the user would like to change their verification method, they can do so by [editing](#) their profiles.



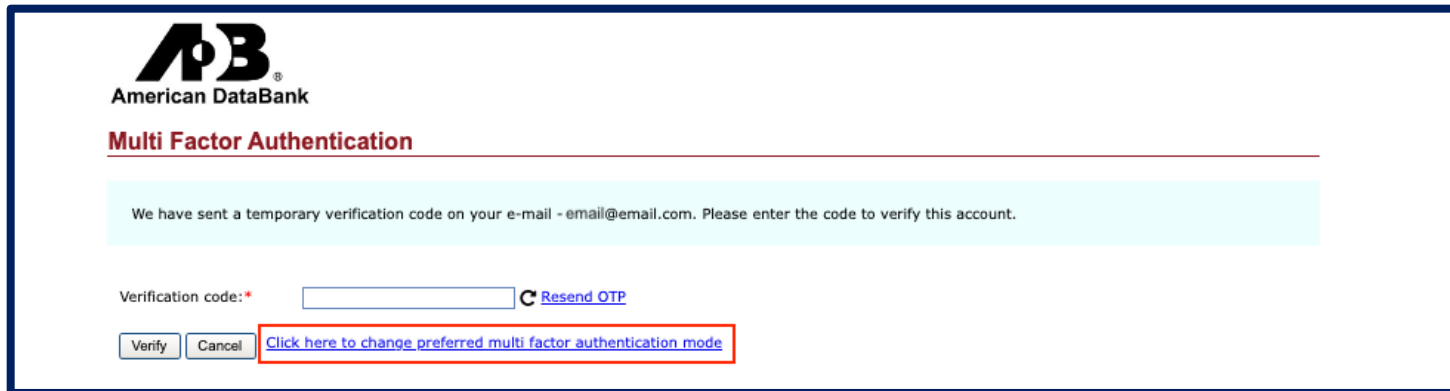
Complio Multi-Factor Authentication User Guide

Editing Verification Method

Users can change their multi-factor authentication method any time when they log into their account ([prior to verifying their code](#)) or by [editing their profile](#).

Prior to Verification

STEP 1: User enters their username and password to begin the login process. However, before they provide their verification code, they click on the “Click here to change preferred multi factor authentication mode” link.



ADB
American DataBank

Multi Factor Authentication

We have sent a temporary verification code on your e-mail - email@email.com. Please enter the code to verify this account.

Verification code: * [Resend OTP](#)

[Click here to change preferred multi factor authentication mode](#)

STEP 2: User will receive a verification code through the new method they selected once they enter their verification code they will be logged into their account.



ADB
American DataBank

Multi Factor Authentication

We have sent a temporary verification code on your phone number - *****###. Please enter the code to verify this account.

Verification code: * [Resend OTP](#)

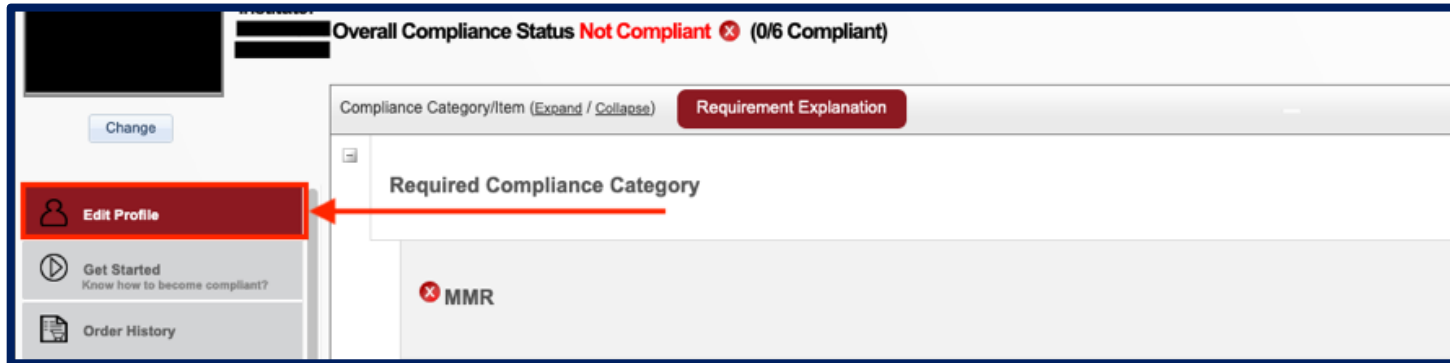
[Click here to change preferred multi factor authentication mode](#)

Complio Multi-Factor Authentication User Guide

Editing Verification Method

Editing Profile

STEP 1: User logs into their account and clicks on “Edit Profile.”



STEP 2: User selects a new multi-factor authentication mode and clicks on “Update.”

