Subject:	Product: **Customer Loyalty Group**	Approved on:

Purpose:
- Add additional security measures to ensure authentication of our clients in their COA Client Portal

Policy:
- Each time a client attempts to log into their portal they will be provided a one time authorization code to their primary email address on file.
- Client must type code into the request box to confirm and then will be able to log in.
- Code will be available for 20 minutes
- If the client closes the web page they will need to request a new code.

Procedure:
1. Client puts their email and password into the log in page on the portal
2. Client will receive a pop up advising Multi-Factor Authentication and provide the ending of the email the code was sent to. Email will go to the clients primary email address on file.
3. Client should check their email for email subject Portal Verification Code
4. Copy cody into pop up box and submit
5. If code is correct, client will be logged into their portal.

Exceptions:
- Client enters incorrect code
  - Message will pop up saying " the code you entered was incorrect"
  - Client can attempt again with the same code.
- COA Agent needs to mirror client portal
  - Follow the same process to get an authentication code
  - Authentication code will be sent to shared inbox located in agents outlook title "Portal Multi Factor"
  - Type code into the pop up and log in.

Latest Revision Date:	Page 1 of 1	Author of Latest Revision: