

Strong Authentication FAQs

Strong authentication provides an additional layer of security to help keep your data safe. You are required to create a unique token pattern, and utilize that pattern each time you login to DREAMmail®.

Strong Authentication

You will receive a user name and one-time use password from strongAuthCenter@epsilon.com, prior to the rollout of strong authentication. You will use a single strong authentication user name for all your DREAMmail® accounts.

How do I Set Up the Token Pattern?

You must enter the user name and password provided by strongAuthCenter@epsilon.com.

Note: This password will only be used once to verify your identity. After your identity has been verified, you must set up a six to ten digit token pattern that will confirm your identity each time you log into DREAMmail®. You must select six cell values, to create your six to ten digit token pattern. Once created, the token pattern must be used each time you log in to DREAMmail®.

To set up your six to ten digit token pattern:

Step	Action
1	Enter your DREAMmail® URL. You are redirected to the strong authentication site
2	Enter your user ID provided by the Strong Authentication Center and click Enter . Note: User IDs will be emailed to each user from the Strong Authentication Center, strongauthcenter@epsilon.com , via an encrypted email.
3	Enter the password provided by the Strong Authentication Center. Note: Passwords will be emailed to each user from the Strong Authentication Center, strongauthcenter@epsilon.com , via an encrypted email.
4	Click the Remember Me check box, to have a cookie placed on your machine that will remember your user name each time you log in to DREAMmail®.
5	Create the token pattern by selecting between six to ten cell values and typing them, without spaces, in the Token field Note: The token must be between six to ten cells from the displayed grid. No simple token patterns are accepted (straight, horizontal, vertical, or diagonal); you should use a complex or random token pattern.
6	Click Enter .

Please note that this information is privileged and confidential and is covered under the confidentiality agreements between your organization and Epsilon. This document may not be shared with parties external to your organization without express written permission from Epsilon and should be shared within your organization on a need to know basis only.

Token Patterns Not Supported

An example of token patterns not supported is a simple token pattern:



Supported Token Pattern

An example of a supported token pattern is a complex token pattern:



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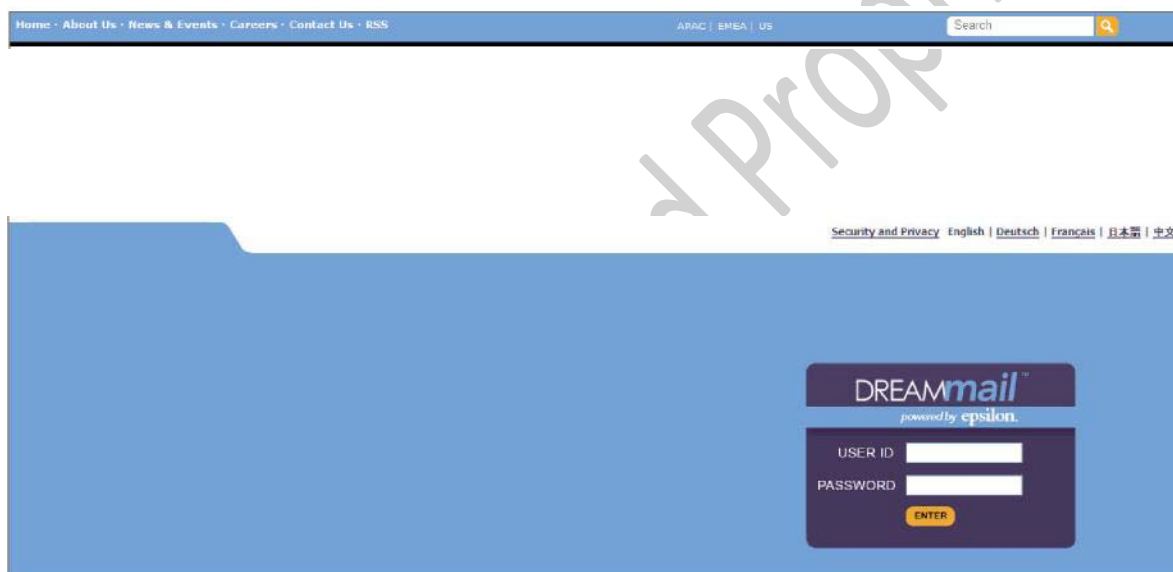
Can I continue to use my current DREAMmail® URLs?

Yes. On the release date of strong authentication, your current login screen URLs will be redirected to the strong authentication page. After you have successfully entered your token authentication, you will be redirected to the requested DREAMmail® login page.

Note: You will be provided an eight business day transition period to set up your token pattern. At the end of transition period, you will not be able to navigate to the DREAMmail® login screen without using your token.

What happens when the eight business day transition period ends?

During the eight business day transition period, you will have the option to go directly to your DREAMmail® application login page:



At the conclusion of the transition period, you will be required to log in using the strong authentication User ID and token prior to accessing the DREAMmail® login page.

What if I have multiple DREAMmail® accounts? Do I need multiple Strong Authentication Accounts?

You are only required to have a single user name and token pattern to access all DREAMmail® data centers. Regardless of whether you have multiple user names or passwords to access multiple data centers, you will only need to set up a single, unique, user name and token pattern for your strong authentication. After passing the strong authentication, you will still continue to use the user name and password unique to the DREAMmail® data center you have requested.

How do I reset my token?

To reset your token pattern:

Step	Action
1	Enter your DREAMmail® URL. You are redirected to the strong authentication site
2	Enter your User ID and current token.
3	Click the Reset Token check box.
4	Click Enter .
5	Create a new token by selecting six to ten cell values and typing them, without spaces, in the Token ID field.
6	Click Enter to confirm.

What if I forget my password/token/user ID?

If you forget your initial setup password, token pattern, or user ID, click the Support Request link on the strong authentication login page to submit a Support Request. You will be required to enter your name, your company name, email address, and phone number. You will also be asked to specify the request that you are making:

- Login Assistance
- Reset Token

When submitting this form, a request is sent to the Epsilon support team and a representative will follow up to resolve the request.

How often do I need to reset my token?

Tokens do not need to be reset. DREAMmail® user names and passwords for the user interface login will continue to be required to be reset every 30 days per the current DREAMmail® settings.

How long does it take to create a token? Is it difficult?

The process to create a token is simple and generally takes less than two minutes.

Will the token pattern expire?

The token pattern will not expire. DREAMmail passwords will continue to expire every 30 days.

Does this change the current passwords for DREAMmail?

Passwords for DREAMmail do not change. Strong authentication is an additional security layer being added before the DREAMmail login screen. DREAMmail passwords will continue to require to be updated every 30 days (except RTM Users).

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If I currently have access to multiple sites/clients, do I use the same token pattern for each?

Yes, only one strong authentication token pattern is required. For DREAMmail users, regardless of whether you use the Dallas or New Jersey data centers, the credential is identical and only one is required. If you are a DREAM and DREAMmail user, users must use the same token pattern.

Do I need to enter the authentication token pattern each time I close the browser?

Yes, if you close the DREAMmail session, the authentication session is also closed.

How are multiple sessions in DREAMmail handled?

Each time you open a new browser session you must perform the strong authentication process. The total number of browser sessions dictates the number of strong authentications required.

What happens if my DREAMmail session times out or expires?

Once a DREAMmail session times out, the DREAMmail login screen appears.

How many attempts do I get to create the token?

You get five invalid attempts to create your token before you are locked out. If you are locked out, you must contact support.

Is the strong authentication process per user or per computer?

Strong authentication is per user.

What happens for DREAMmail API-specific users who don't log into the DREAMmail user interface?

Are they required to use strong authentication?

No, strong authentication is only required for users accessing the user interface.

What if the token is not accepted in the given time?

Contact your Epsilon representative if credentials are not working.

Should a static network address translation be used when accessing DREAMmail?

Epsilon recommends you access DREAMmail using a static network address translation (NAT) on your network infrastructure. If you are not using a static NAT, occasional 404 errors can occur. If you are experiencing frequent 404 errors, verify with your IT department if you are using a static NAT.

Who should we contact if we have questions?

If you have questions, contact your Account Director.