



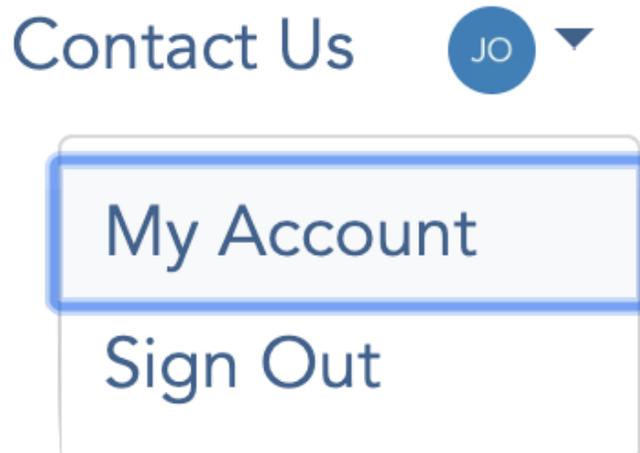
Multi-Factor Authentication

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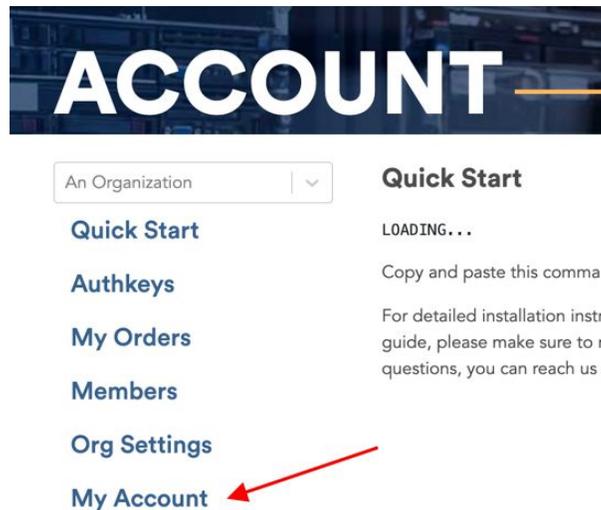
In order to keep you and your organization as secure as possible we added Multi Factor Authentication (MFA), using Auth0 to your Polyverse account portal. This process supplements your current password authentication by using a device you carry, such as your phone.

MFA isn't by default enabled, so in order to use it, you need to enable it from your account page.

1. First, log in, and click on your user icon in the top right hand corner of the page, then click "My Account"



2. Next, in the left navigation pane, click on "My Account"



- From there, you'll see your account information. At the bottom of the information pane, you should see MFA: **Disabled**. If you don't, congratulations! Your account is secured with Multi Factor Authentication! If you do, click the "Edit" button:

My Account

| | |
|----------|--------------------|
| NAME | client@company.com |
| EMAIL | client@company.com |
| PASSWORD | ***** |
| MFA | DISABLED |

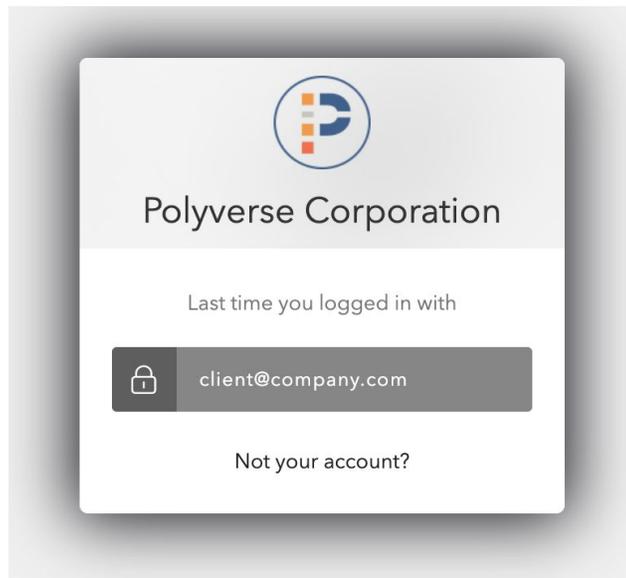


- The information pane will expand, and you'll see an "Enable MFA" button. Click that, and you'll get a pop-up asking to confirm that you want to begin the process to enable MFA.

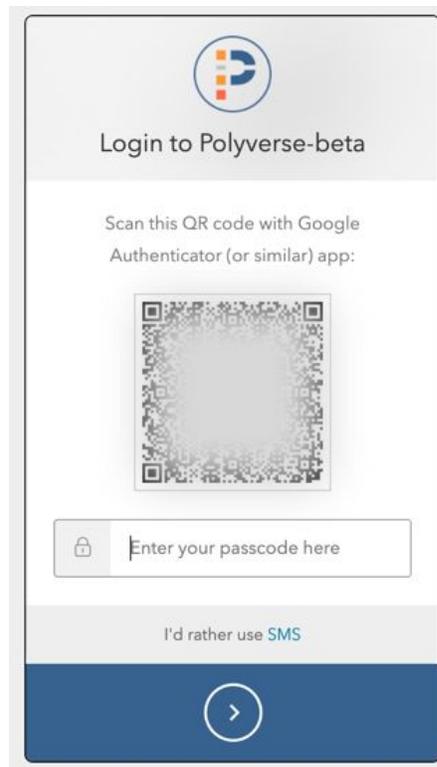
| | |
|-------------------------------------|---|
| NAME | client@company.com |
| EMAIL | client@company.com |
| PASSWORD | ***** |
| MFA | DISABLED |
| NAME* | <input type="text" value="client@company.com"/> |
| EMAIL* | <input type="text" value="client@company.com"/> |
| PASSWORD | <input type="button" value="Change Password?"/> |
| MFA | <input type="button" value="Enable MFA"/> |
| Delete Account? | |
| <input type="button" value="Save"/> | <input type="button" value="Close"/> |

A red arrow points from the right side of the page towards the "Enable MFA" button.

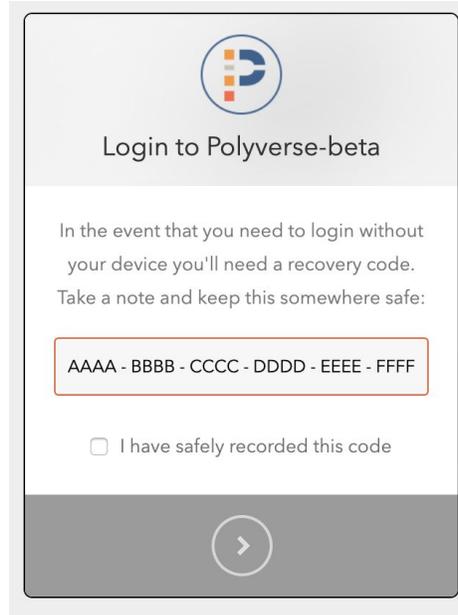
5. You'll see a popup asking you to confirm the account you'd like to enable MFA on:



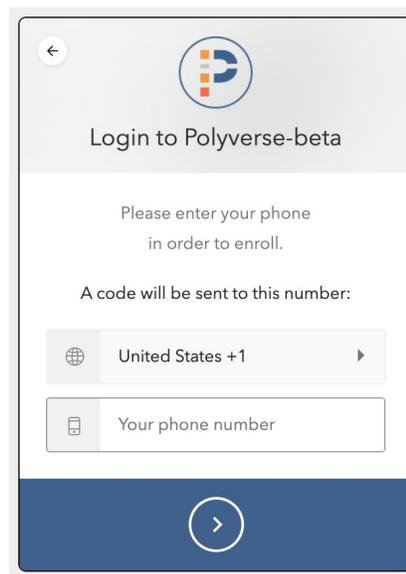
6. Confirm your account, and you'll see a QR code. You can either scan this, using an authenticator app, such as Authy, Google Authenticator, LastPass Authenticator, or Microsoft Authenticator, or opt to use an SMS code.



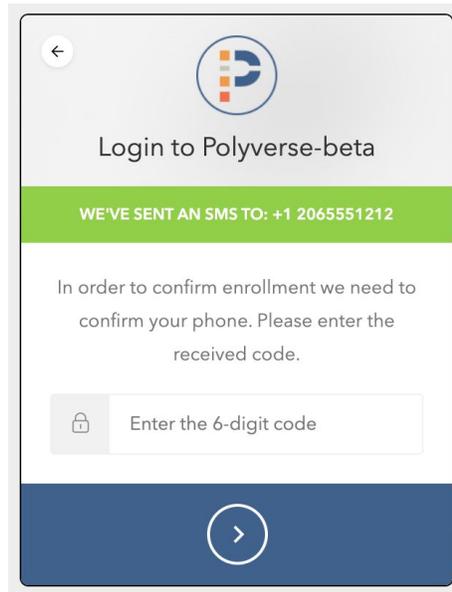
7. If you choose to scan the QR code, just enter the passcode that your authenticator app gives you into the text box. You'll receive a recovery code that you can use to regain access to your account if you get locked out. **Write this code down and store it in a safe place!** If you lose it, you'll have to email support@polyverse.io in order to unlock your account! After you check the "I have safely recorded this code" checkbox, click the arrow button at the bottom of the popup, and you'll be redirected back to your account page. You have now enabled Multi-Factor Authentication.



8. If you decide to use SMS, you'll get a popup asking you to enter your country code and telephone number:



9. When you provide this information and click the arrow button at the bottom of the page, you'll receive an SMS with a passcode. Enter this passcode into the text box on the next popup:



10. Once you provide the passcode, you'll receive a recovery code that you can use to regain access to your account if you get locked out. **Write this code down and store it in a safe place!** If you lose it, you'll have to email support@polyverse.io in order to unlock your account! After you check the "I have safely recorded this code" checkbox, click the arrow button at the bottom of the popup, and you'll be redirected back to your account page. You have now enabled Multi-Factor Authentication.