

How to Enable and Use 2-Factor Authentication When Logging in to the DVI Portal

2-Factor Authentication (2FA) is an extra security measure that adds a second layer of protection to the DVI Portal. After you have enabled 2FA, you will be prompted to enter a 6-digit verification code after you enter your username and password. The code will be texted to your mobile phone, or, if you prefer, you can choose to receive an automated phone call to your landline telephone. This guide provides instructions for both mobile and landline options and answers some frequently asked questions about 2FA.

Note – if you are planning on using the cell phone/text option, you can currently only access the portal on the device that received the text message if you have your device notification settings set to allow notifications for text messages. We are working to allow access to the portal on mobile devices with notifications for text messages turned off. For more information, see FAQ #4 on page 9 of this guide.

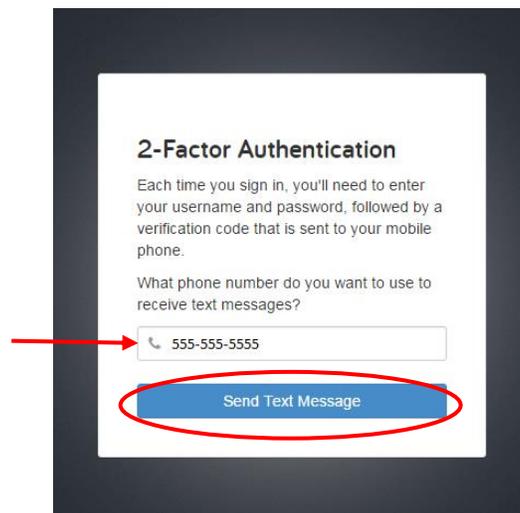
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Enabling 2FA for Text Messaging

Follow these instructions to enable the 2FA to text 6-digit verification codes to your mobile phone.

- 1) Go to the [DVI Portal](#) and enter your username and password as usual.
- 2) Next, you will be prompted to enter your mobile phone number into the text field and click “Send Text Message.”



2-Factor Authentication

Each time you sign in, you'll need to enter your username and password, followed by a verification code that is sent to your mobile phone.

What phone number do you want to use to receive text messages?

555-555-5555

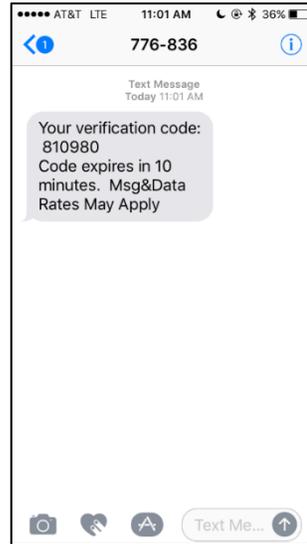
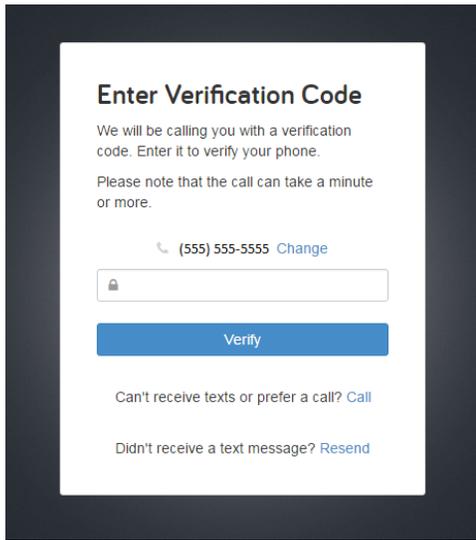
Send Text Message

- 3) Go to step 2 on page 3 (Using 2FA with Text Messaging) for continued instructions.

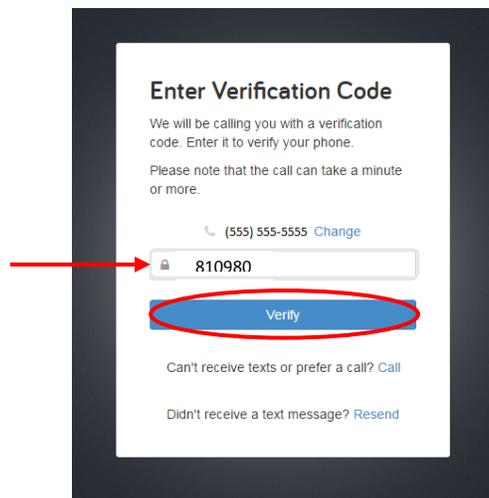
Using 2FA with Text Messaging

Follow these instructions to log in to the DVI Portal if you have already enabled the 2FA to text verification codes to your mobile phone.

- 1) Go to the [DVI Portal](#) and enter your username and password as usual.
- 2) Next, you will be prompted to enter a 6-digit verification code. Within moments, you will also receive a text message on your mobile phone that contains the code.



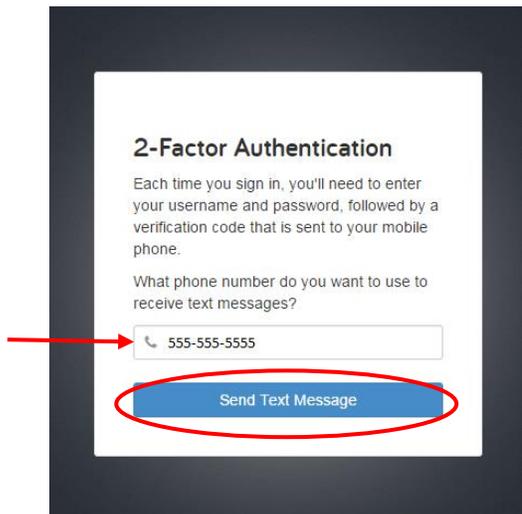
- 3) Enter the code from the text message into the text field on the login screen and click "Verify."



Enabling 2FA for Landline

Follow these instructions if you would like to enable the 2FA to call your landline telephone with an automated recording that contains your 6-digit verification codes.

- 1) Go to the [DVI Portal](#) and enter your username and password as usual.
- 2) You will be prompted to enter a mobile phone number. Instead, enter your **landline telephone number** into the text field and click “Send Text Message.”



Note – Landline telephones cannot receive text messages. Clicking on “Send Text Message” will not affect your landline telephone, but it will allow you to progress to the next prompt where you can choose to receive a phone call.

- 3) Go to step 2 on page 5 (Using 2FA Through Your Landline) for continued instructions.

Using 2FA through your Landline

Follow these instructions to log in to the DVI Portal after you have previously enabled the 2FA to call your landline telephone with your 6-digit verification code.

- 1) Go to the [DVI Portal](#) and enter your username and password as usual.
- 2) Next you will be prompted to enter a 6-digit verification code. In this prompt click “Call” to request a phone call.

Enter Verification Code

We will be calling you with a verification code. Enter it to verify your phone.
Please note that the call can take a minute or more.

(555) 555-5555 [Change](#)

[Verify](#)

[Can't receive texts or prefer a call? Call](#)

[Didn't receive a text message? Resend](#)

- 3) You will then receive a call on your landline telephone. A recorded voice will introduce herself and read out the 6-digit authentication code twice before disconnecting.
- 4) Enter the code into the text field on the same prompt in step 2 and click “Verify.”

Enter Verification Code

We will be calling you with a verification code. Enter it to verify your phone.
Please note that the call can take a minute or more.

(555) 555-5555 [Change](#)

[Verify](#)

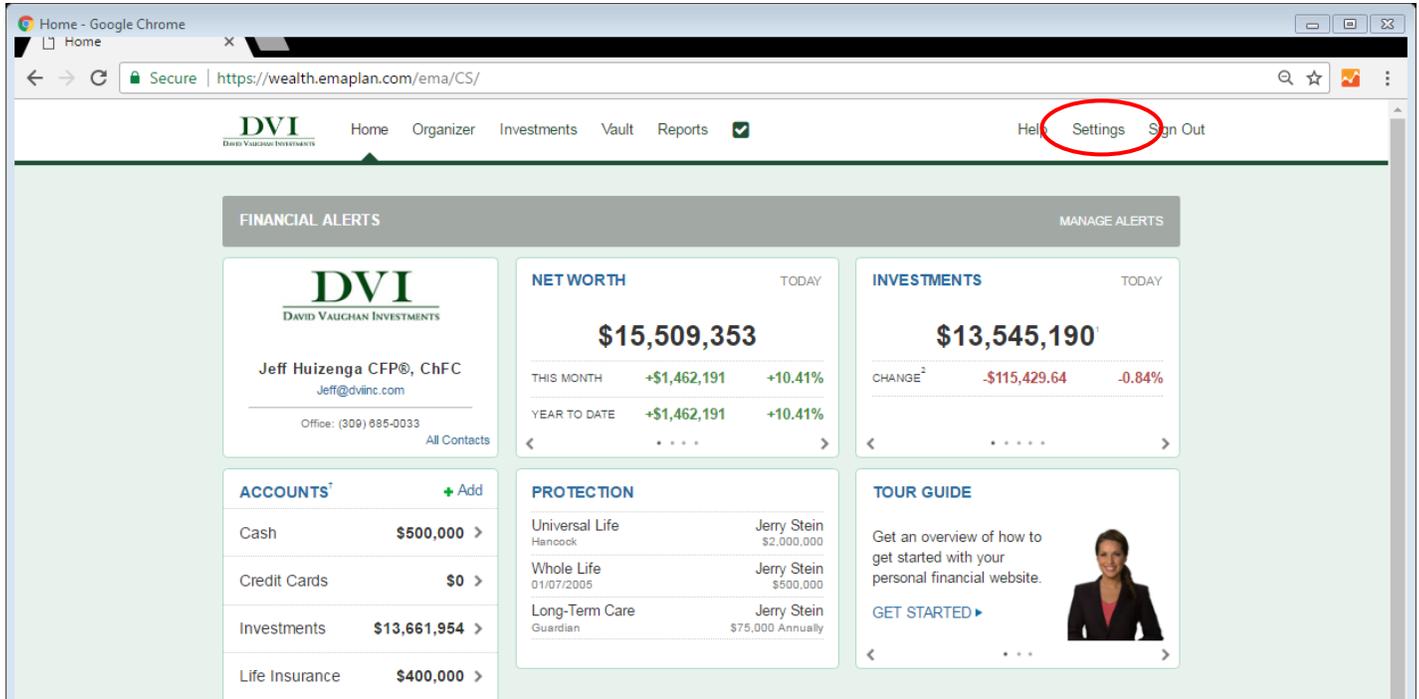
[Can't receive texts or prefer a call? Call](#)

[Didn't receive a text message? Resend](#)

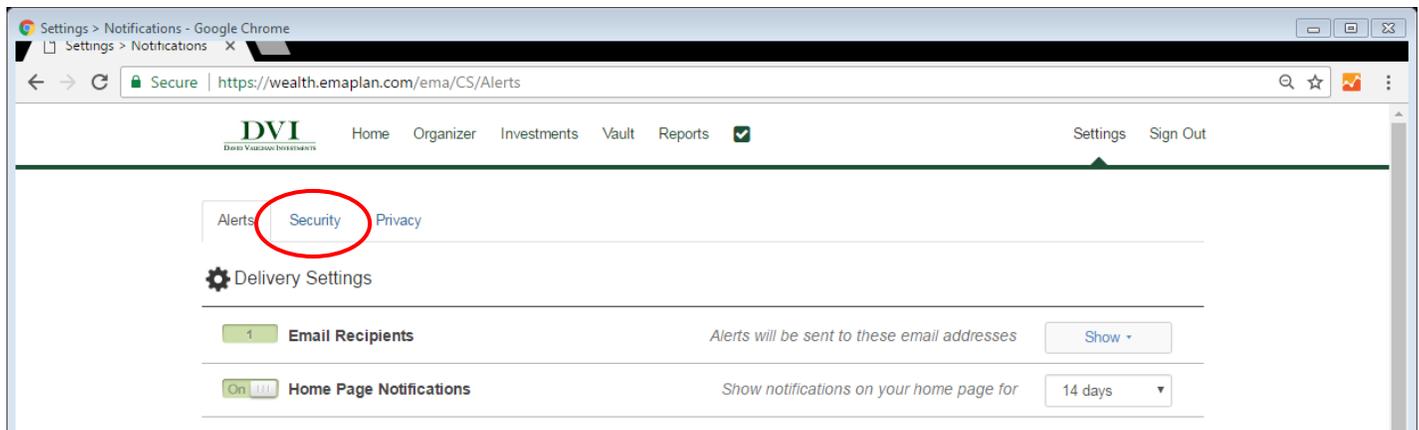
Change Your Phone Number(s) or 2FA Security Level on the DVI Portal

Use these instructions if you would like to change the primary phone number used to receive the 6-digit verification codes or change your 2FA security level.

- 1) On the top navigation bar, click on “Settings.”

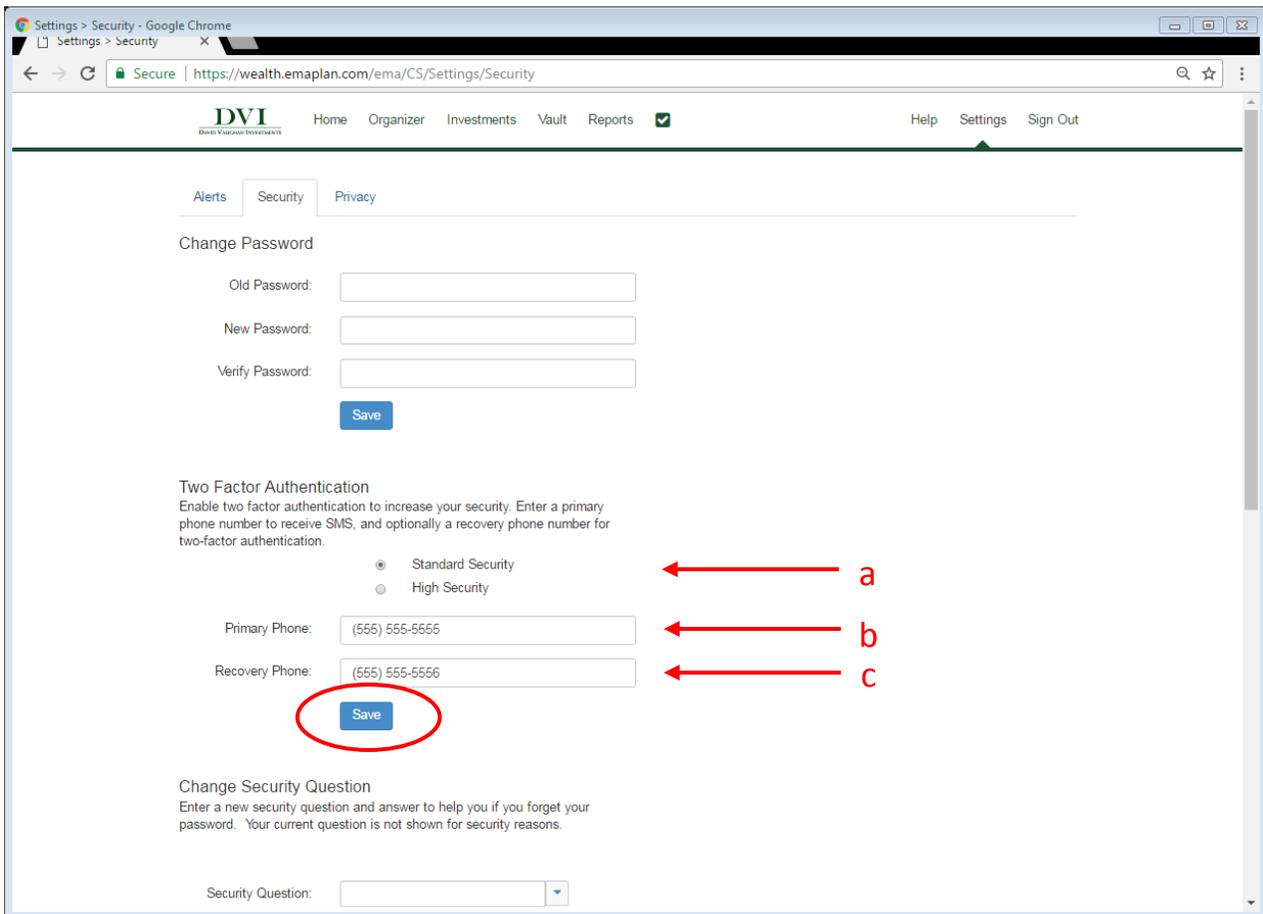


- 2) On the Settings page, click on the “Security” tab.

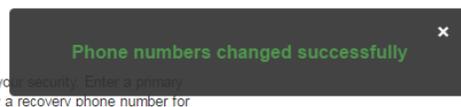


3) In the Two Factor Authentication section:

- a. Use the radio buttons to choose your security level (see FAQ #2 and #3 for more info on security levels)
- b. Enter either your mobile number (if you prefer receiving text messages) or your landline phone number (if you prefer receiving phone calls) into the “Primary Phone” number field.
- c. Enter an optional recovery phone number as back-up to your primary phone number in the “Recovery Phone” text field.
- d. Click “Save”



4) The following prompt will appear to let you know that you have successfully enabled or changed the 2FA settings.



FAQ

1) What is 2-Factor Authentication?

2-Factor Authentication (2FA) is a complete fraud detection platform that uses a dynamic risk and rules-based approach to identify high-risk behaviors and initiate an additional layer of security. With 2FA, you will be required to log in to the DVI Portal by not only entering your username and password, but also a verification code that is sent to your mobile or landline telephone.

2) Will I be required to use 2-Factor Authentication?

As of June of 2017, you are required to use 2-Factor Authentication when logging into the DVI Portal. You are able to choose between **High Security**, which will prompt you to use 2FA every time you log in, or the default **Standard Security**, which uses adaptive technology to intelligently monitor login activity and will only prompt for 2FA when it identifies at-risk behavior. For example, if you have logged in from home, and shortly thereafter attempt to log in from another part of the country, you will be required to enter a verification code.

3) Am I required to enter an authentication code every time I log in?

You can choose to set your security level to **High Security**, which will prompt you to use 2FA every time you log in, but the default setting will be the **Standard Security**, which uses adaptive technology to intelligently monitor login activity and will only prompt for 2FA when it identifies at-risk behavior. An example would be, if you have logged in from home, and shortly thereafter attempt to log in from another part of the country, you will be required to enter a verification code.

4) I enabled the 2FA to send texts to my mobile device, but now I am having trouble logging in from that device. What am I doing wrong?

Nothing. You are most likely doing everything correctly. Unfortunately, at this time you can only log in to the DVI Portal from the device that receives the verification code text message if you have on screen text notifications, or if your text messages are pushed to a secondary device such as a smart watch or tablet. You must remain on the login page until the entire login process is complete. We hope to have this issue resolved soon. Until then, you can adjust your message notification settings (iPhone users set your message notifications to Banners or Alerts. Android users set your message notifications to Heads-up or Pop-up display.), or you can always log in on an alternative device or pc.

5) How do I turn off the 2FA feature after I have enabled it?

As of June, 2017, you are required to use 2FA in order to log into the DVI Portal. If you would like to change your primary phone number, or would like to change your security level, follow the directions on page 9. For more information about choosing a security level, see questions 2 and 3.