

Multi-Factor Authentication (MFA) Update

Overview

Solutran will be implementing a security update to all our applications summer 2023 to protect user accounts and valuable data more effectively.

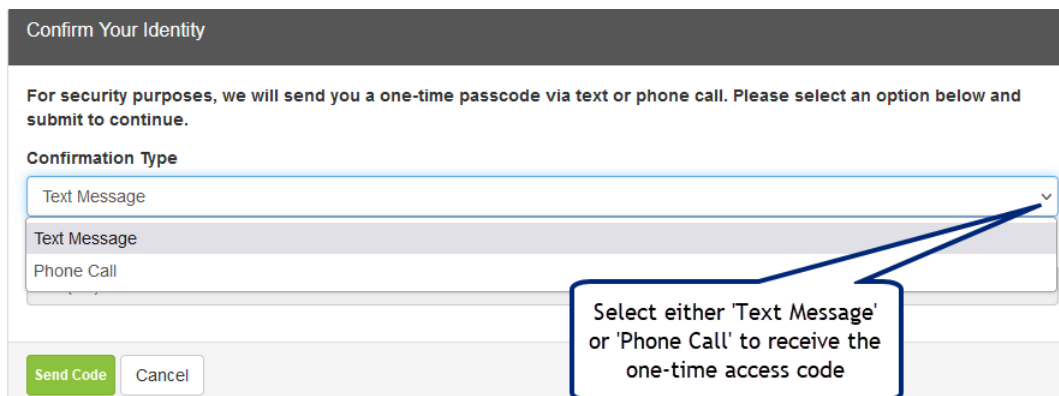
Merchant Link (Web Portal)	Monday, July 24, 2023
Merchant Link (Mobile App)	Thursday, August 3, 2023

This update includes changes to the login process that will require multi-factor authentication (MFA) as a second verification step **every seven days** when a user logs into an application. In addition to entering their usual user credentials to log in, users will be prompted to enter a one-time passcode, which they can have sent to their phone by text message or phone call depending on their preference.

Note: Once MFA has been enabled, each device/user will need to have its/their own login credentials. Example: if I share login credentials with my husband because we are at two different farm sites on the same day, once MFA has been enabled, that will no longer work and we will need to set up a user for each of us. However, if my husband and I are working at the same farmer's market with one device, there's no need to use two different accounts on one device. Please see page 3 on how to edit or add users on Merchant Link (web portal).

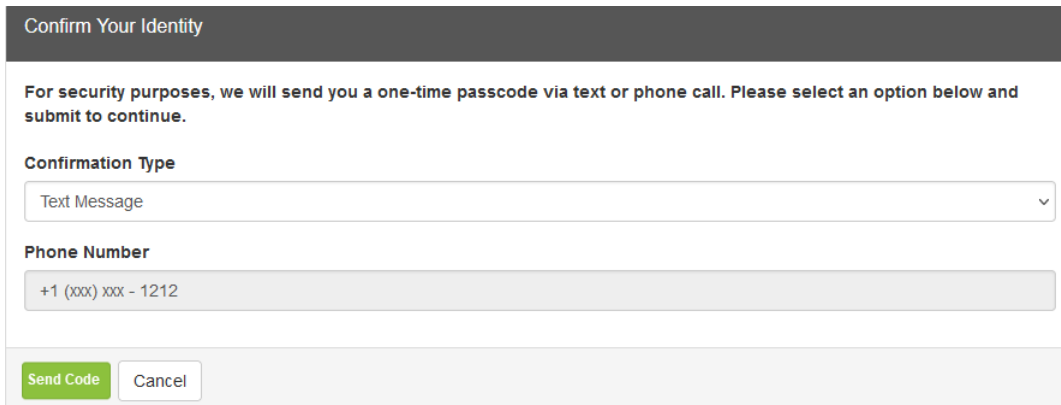
Process

1. User enters their usual username (or email address) and password to log into the application.
2. The application prompts the user to select a preferred communication method to receive a one-time passcode by selecting either 'Text Message' or 'Phone Call' from the **Confirmation Type** drop-down.



The user's selected **Confirmation Type** and **Phone Number** (from their user account) displays.

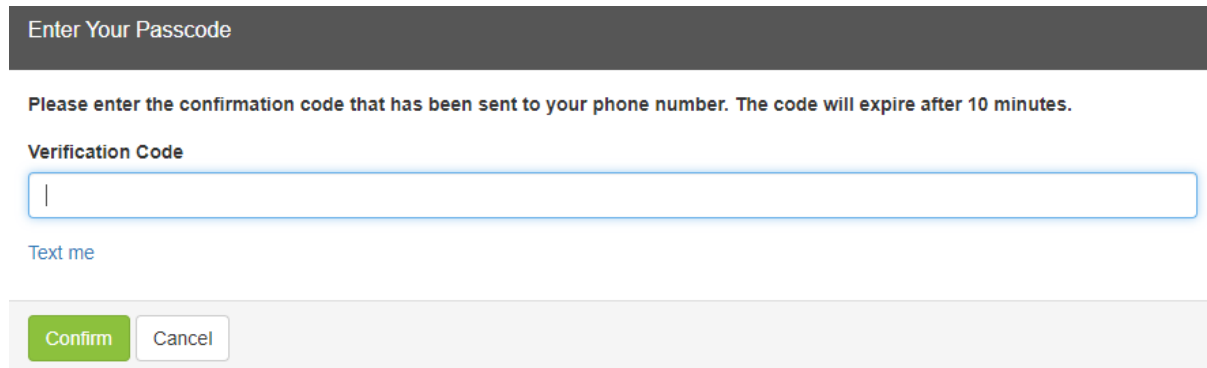
Note: We understand that the phone number may not be accurate or up to date. Therefore, during the *initial* login after the MFA implementation, users will be allowed to update the phone number to be used for multi-factor authentication, which will allow a seamless transition to the new system.



The user should click **Send Code**.

3. The application sends the one-time passcode to the user by text or phone call, which the user should enter.

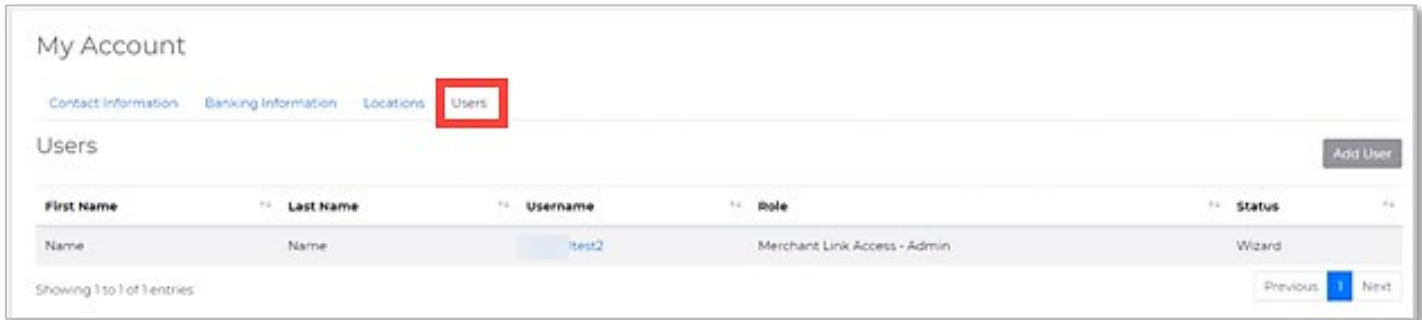
Note: The one-time passcode will expire after 10 minutes. If it has expired, the user should click **Send Code** (beneath the **Verification Code** field) to be sent another code.



4. Once entered, the user should click **Confirm**. If entered correctly, the user will be logged into the application.

11.4.4. USERS

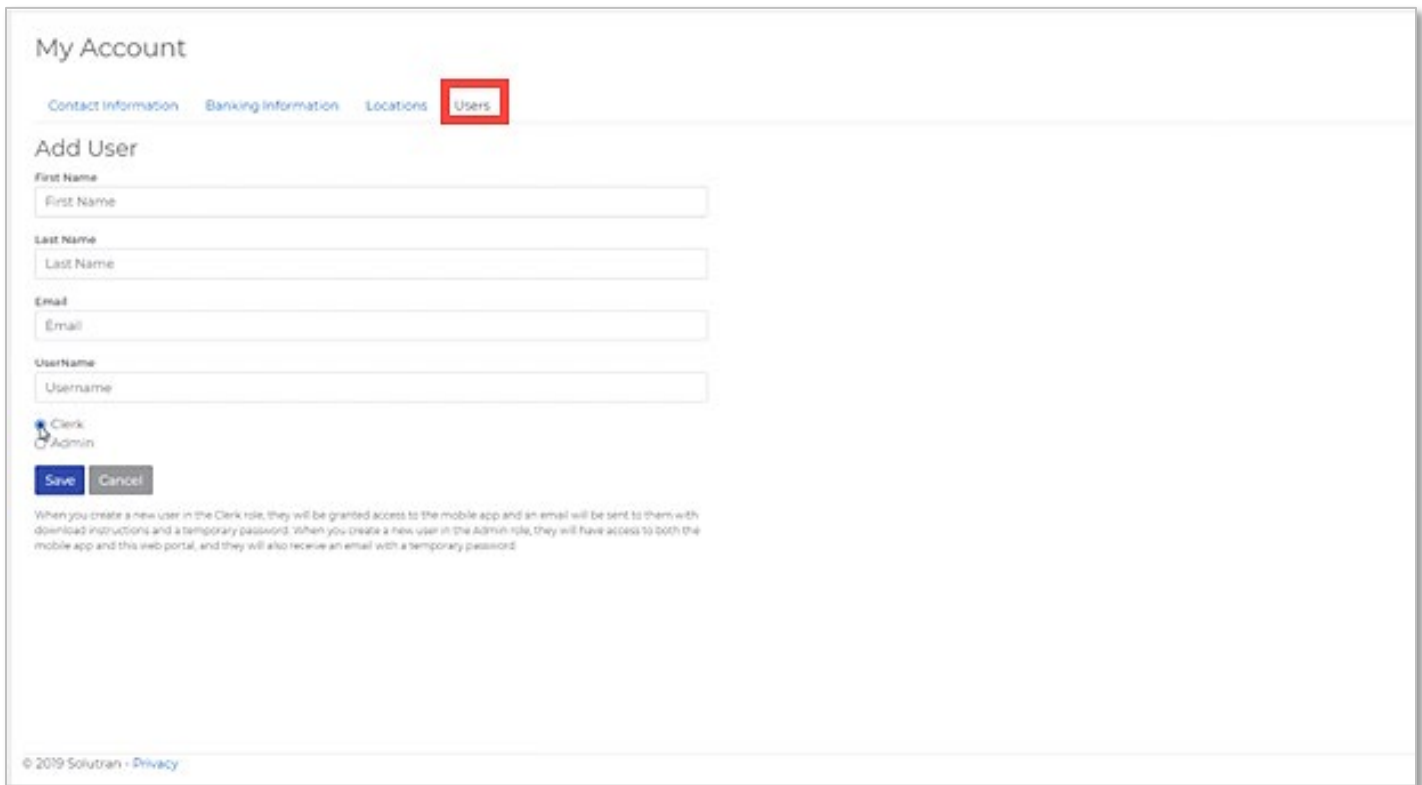
1. To view, edit, or add a user, click the **Users** tab at the top of the *My Account* screen. The portal displays a list of users.



2. To view more details for a user, click the **Username** link for the user.

3. To add a user, click **Add User** on the right of the screen.

The portal displays the *Add User* screen for you to add a user. Once added, click **Save**.



Note: Only users with admin rights are allowed to access the Merchant Link Web Portal. These users are the only ones that can view and update information in the Merchant Link Web Portal. However, *all* users (i.e., admins or clerks) can access the S3 Merchant Link mobile app and process transactions.