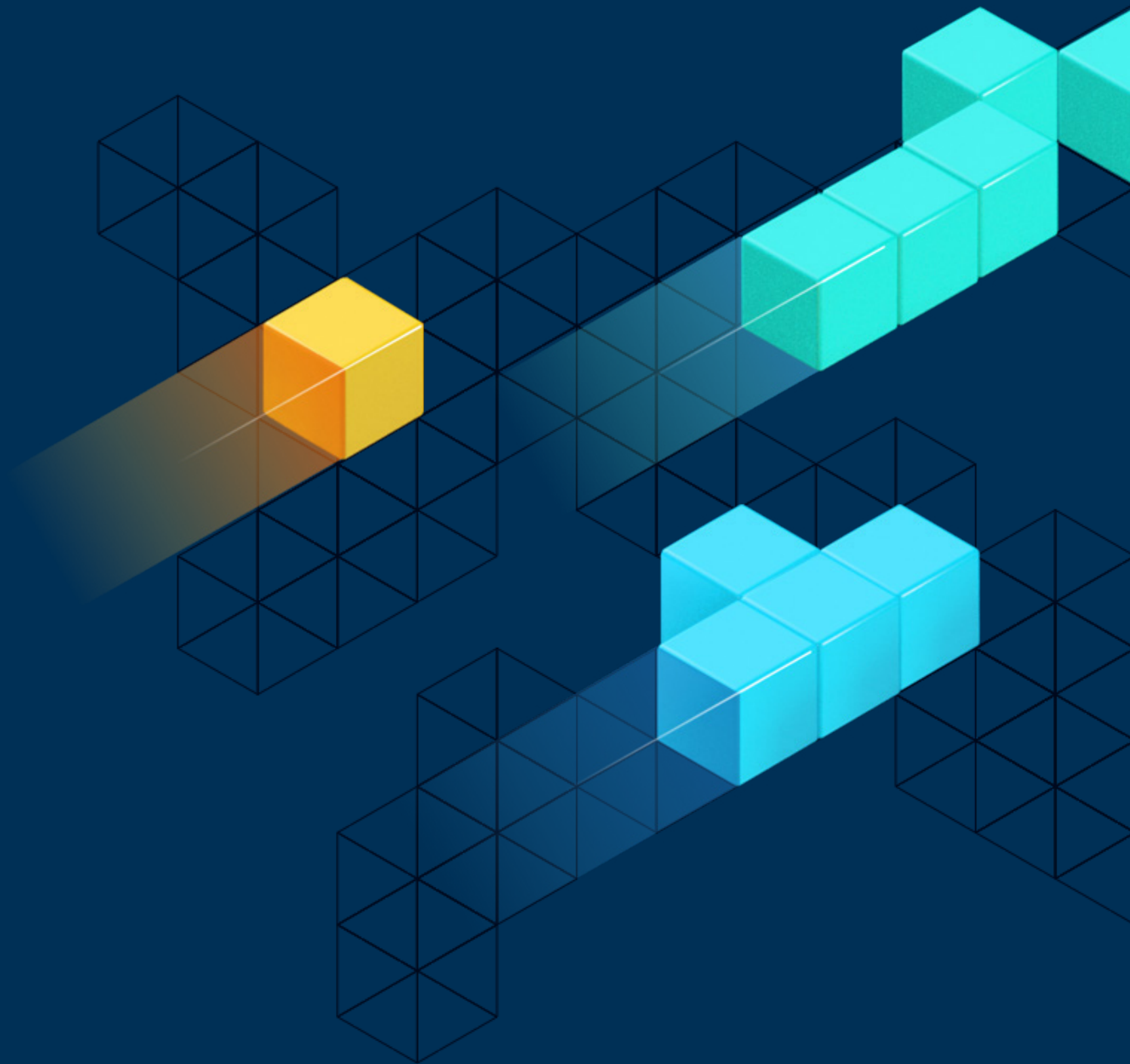




GUIDE DOCUMENTATION

# Sign in and Authy setup

First time sign in and setting up the Authy authentication app



# Before you start

2

**Authy is an mobile app you need to download and use every time you sign in and perform certain actions. It adds an extra layer of security to your access.**

## *Authy authentication app*

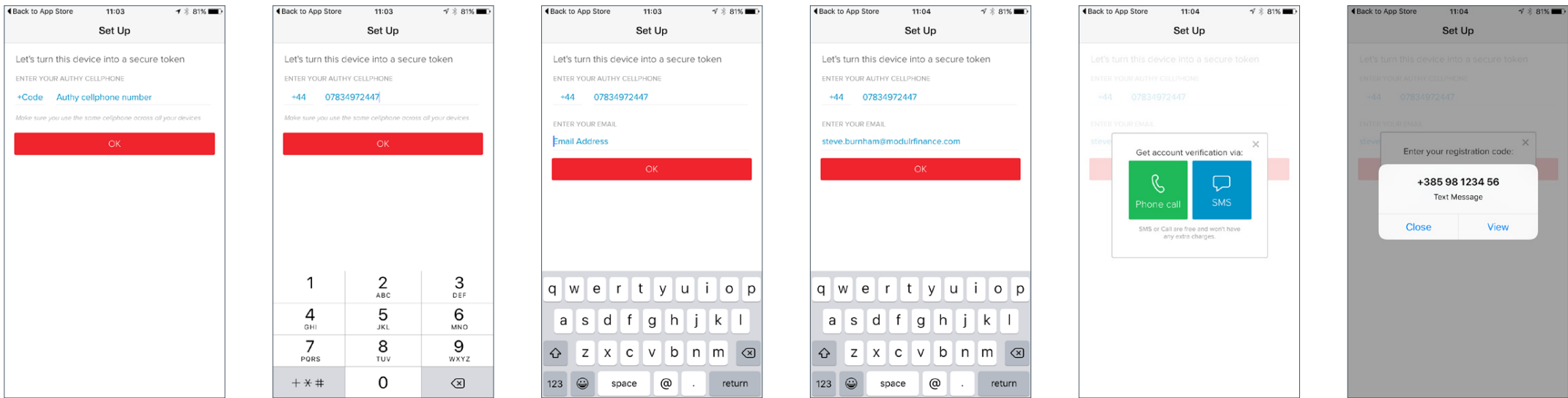


It's a good idea to download, install and register the 'Authy' authentication app from your app store **before** you begin setting up your access.

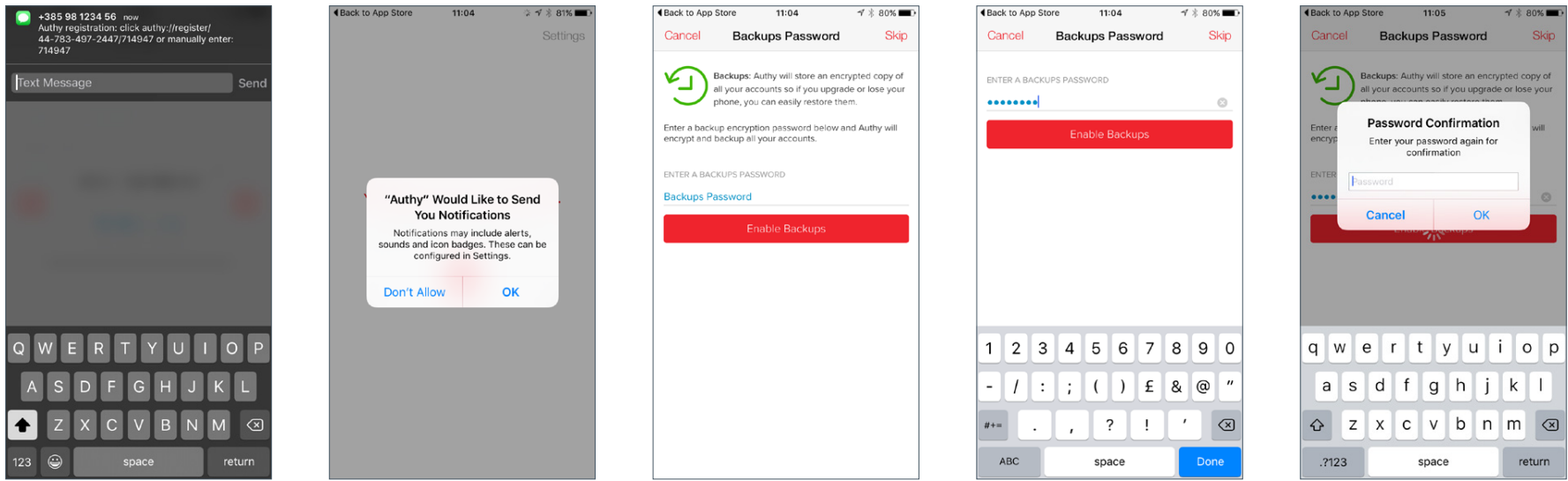


1. Users must download, install and register in the **Authy app** before using it in the customer portal.

Setup screens:




First setup screen      User enters mobile no      Request email      Enter email address      Choose how to receive verification      Receive SMS



Message (click URL takes you back to app)      Allow notifications      Request backups password      Create a backups password      Confirm password

### 2. New users of the customer portal will receive this email

The button contains a unique link that will take the user into the sign-up process



### Welcome to the Modulr platform

Your username: **lucydzouza1**


Your Modulr user account has been set up and is waiting for you to create your sign in details.

The Sign In button or [this link](#) will take you to a secure area on our platform where you will be prompted to create a password.

**Important note**  
The link will expire once used (for security reasons) so make sure you are ready to complete sign in once you click it. It will also expire if used over 48 hours from when it was first issued. You can request another email if you try to sign in after the link has expired.

When you create your password, use at least 12 characters. You should also use a mixture of upper and lower case, numbers and symbols like @, &, ! etc


**Security**  
To add an extra layer of security when you sign in, or use some features, you'll be asked for a quick approval using an app on your mobile.




Please download the free 'Authy' authentication app (available for iOS and Android) and follow the instructions to register.

Thank you


**The Modulr admin team**



You have been sent this email because you have been set up as a user on the <brandName> platform.



3. On clicking the link in the Welcome email as a new user, users will be asked to create a password



The image shows a 'Welcome' screen from Modulr. At the top is the Modulr logo. Below it, the word 'Welcome' is displayed in blue. A message states: 'Fill in the fields below to create your password. You will use this each time you sign in to Modulr.' There are two input fields: 'Create a password' and 'Retype password'. Below these fields is a blue 'Next' button. To the left of the form, a blue box contains three password requirements: 'Use at least 12 characters', 'Use upper and lower case letters', and 'Use numbers, and symbols like @, &, ! etc.' Below these is a note: 'Passwords can't be the same as your username'. An arrow points from this box to the 'Create a password' field. Another arrow points from the 'Next' button to the right, with the text 'Continues to the next step'.

Users are guided to meet the criteria a password must have

- ☐ Use at least 12 characters
- ☐ Use upper and lower case letters
- ☐ Use numbers, and symbols like @, &, ! etc.

Passwords can't be the same as your username

Create a password

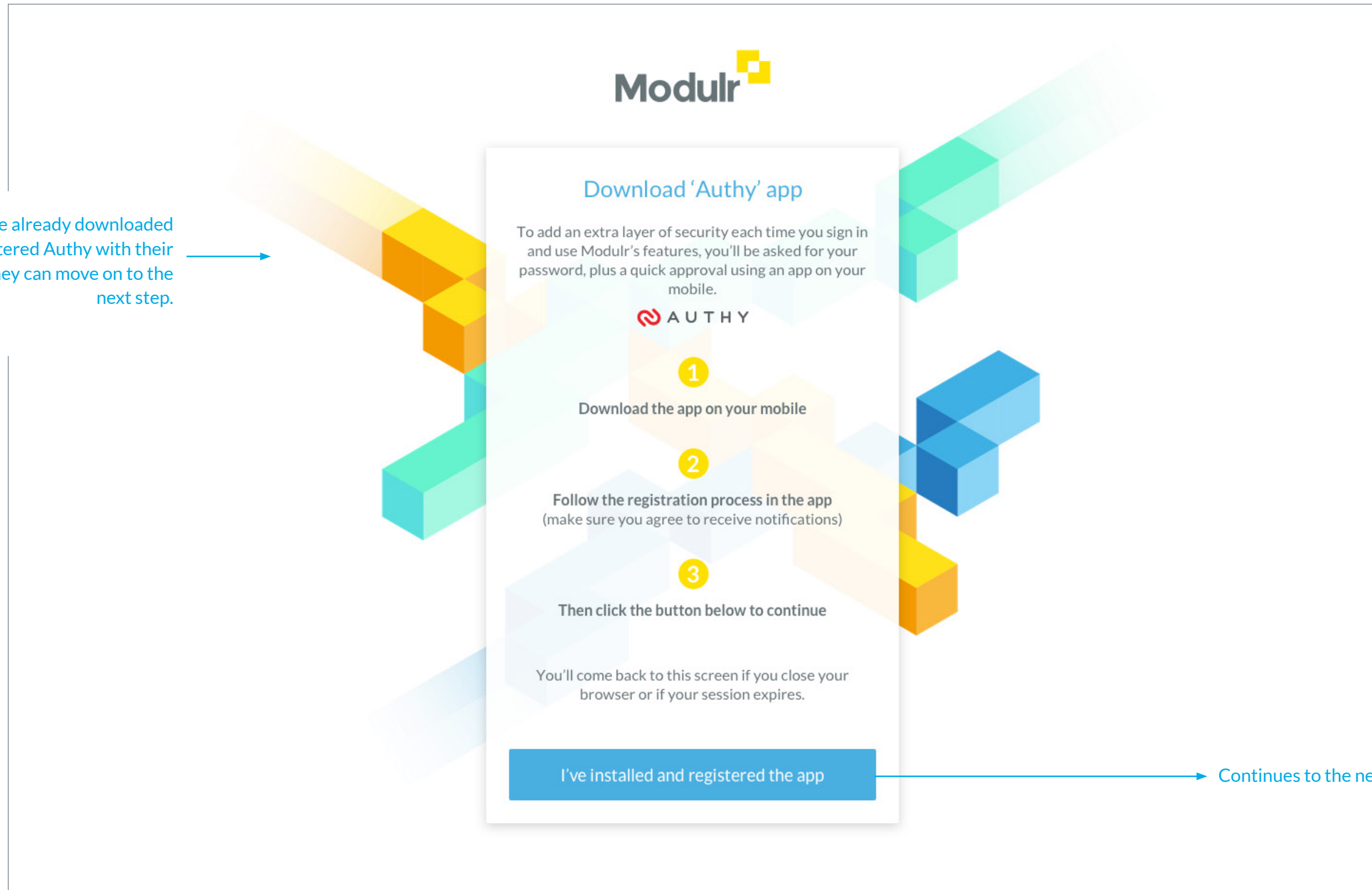
Retype password

Next

Continues to the next step

### 4. Users then need to set up the Authy 2-factor authentication app

Users may have already downloaded and registered Authy with their phone, if so, they can move on to the next step.



Continues to the next step

### 5. Enter the mobile number used to register with the Authy app

Users need to enter their mobile number. This will trigger a 4-digit code to be sent to the user via SMS, proving they have the phone in their possession.



**Enter your mobile number**

Enter the mobile number you used when you signed up with Authy.

Then check your phone for a text message.

Mobile number

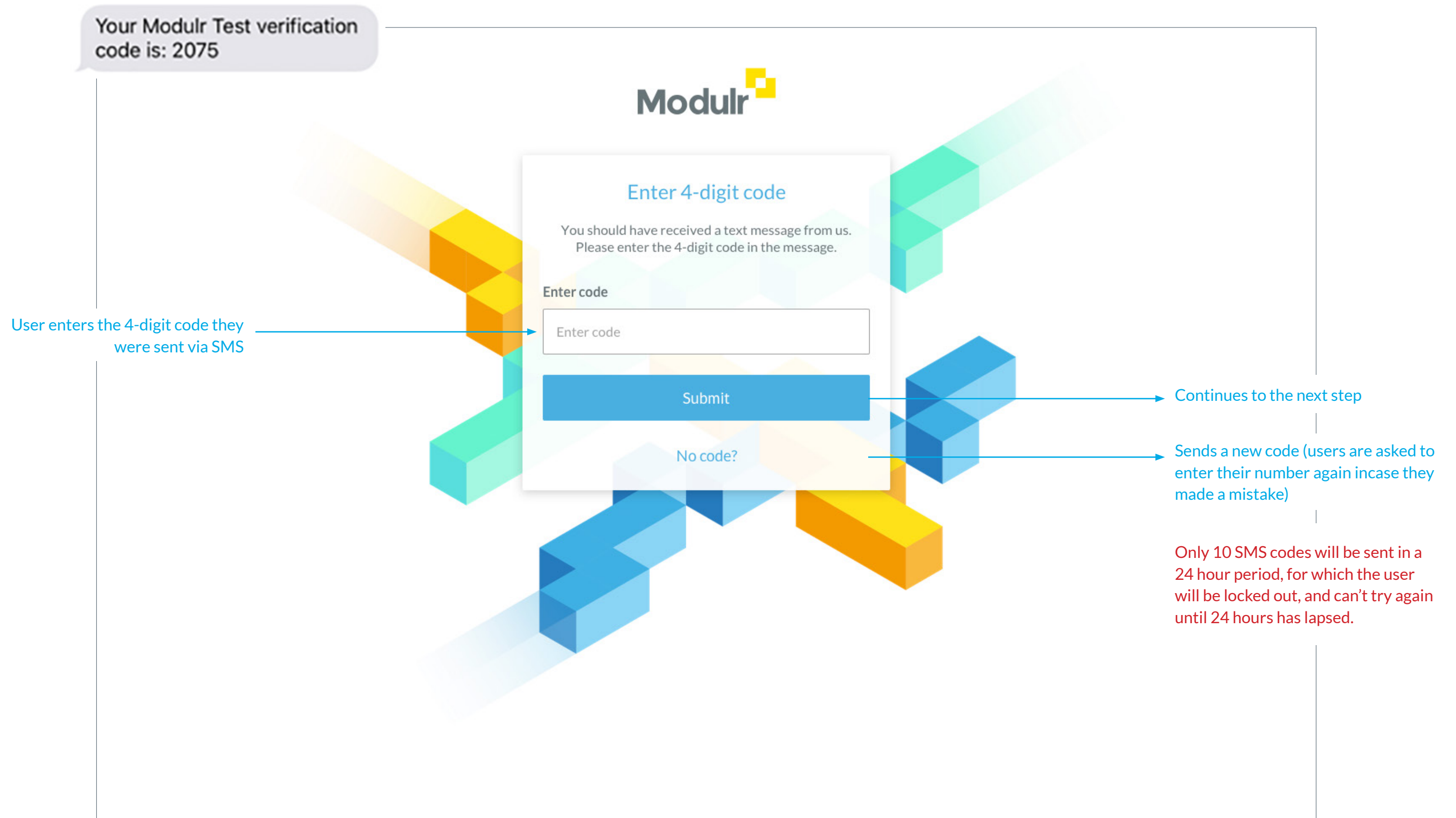
Next

Continues to the next step

The image shows a mobile app interface for entering a mobile number. It features a white card with a blue header and a blue 'Next' button. The card is set against a background of colorful, 3D isometric blocks in shades of yellow, orange, green, and blue. An arrow points from the explanatory text on the left to the input field, and another arrow points from the 'Next' button to the text 'Continues to the next step' on the right.



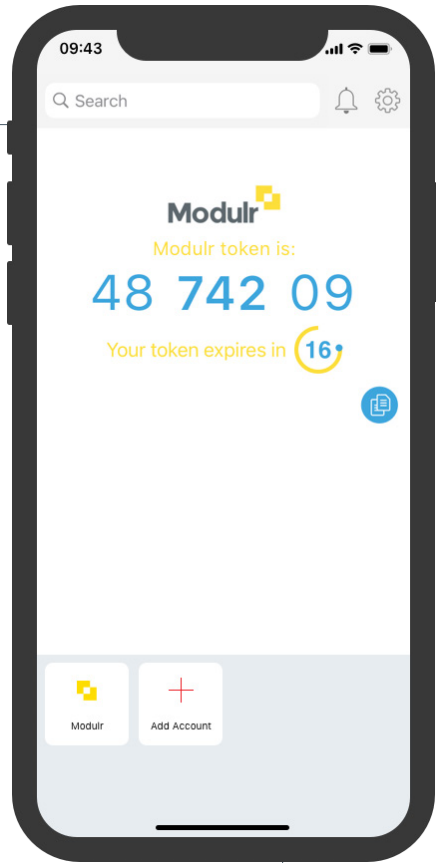
6. An SMS with a 4-digit code will be sent to the user's phone





7. Enter 7-digit code. The 7-digit code in the Authy app’s main screen refreshes every 20 seconds. User must enter and submit the 7-digit code in time before it refreshes

Authy app main screen:

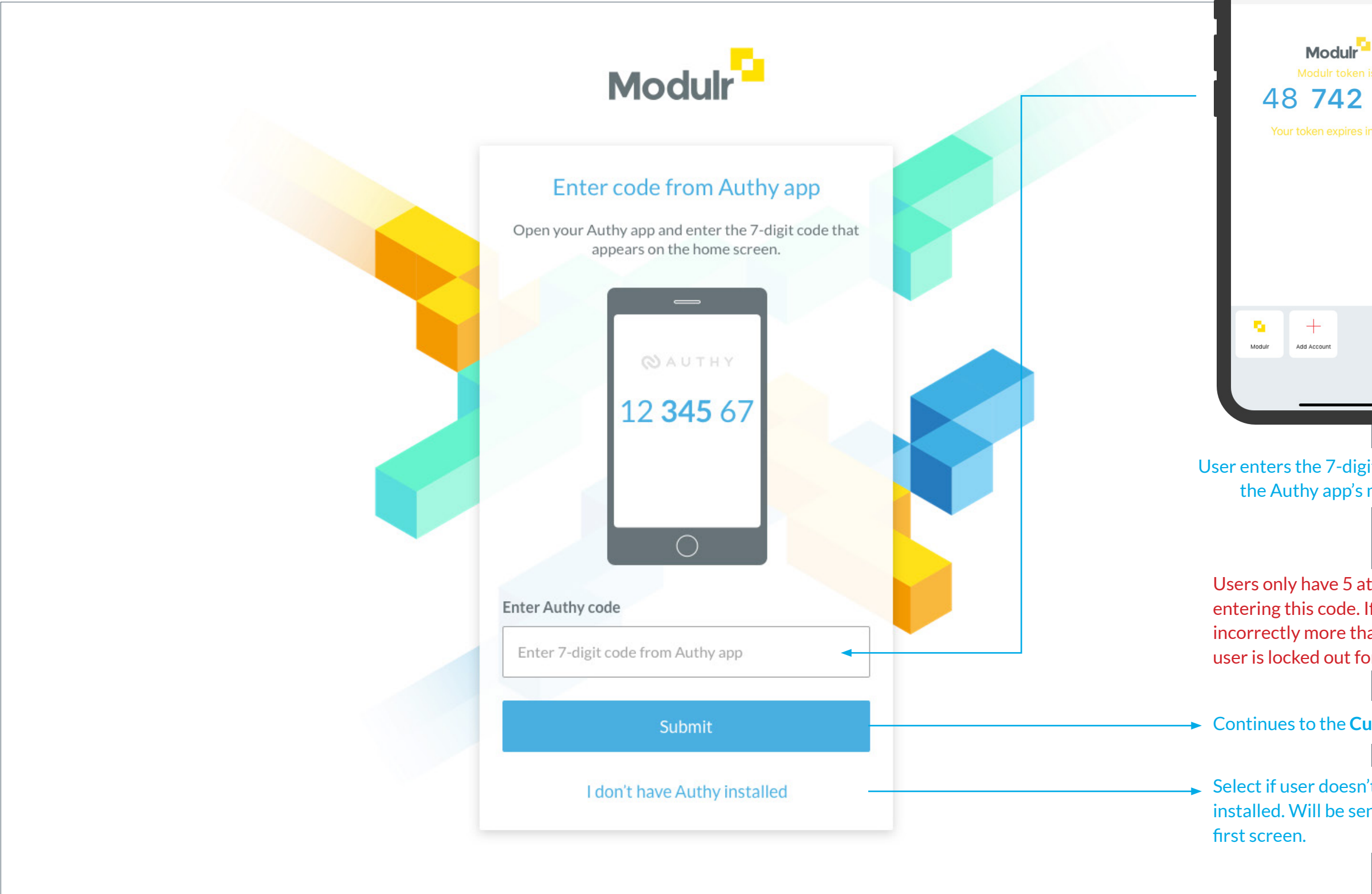


User enters the 7-digit code from the Authy app’s main screen

Users only have 5 attempts at entering this code. If entered incorrectly more than 5 times, the user is locked out for 24 hours.

Continues to the Customer Portal

Select if user doesn’t have Authy installed. Will be sent back to the first screen.



8. Users will then be taken to sign in, and will receive a push notification on their device in the Authy app to then be fully authenticated before they access the portal.

Authy app notification:





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