

Multi-Factor Authentication (MFA) Information Sheet

Multi-Factor Authentication (MFA) Is Coming to PICTUS

Starting with PICTUS 5.0, logging in will include an extra step called **Multi-Factor Authentication (MFA)**. We know change can sometimes feel inconvenient, so here's why this matters and what to expect.

What is MFA?

MFA means that when you log in, you'll confirm your identity in two ways instead of just one.

- **Right now:** you enter your **password**.
- **With MFA:** you'll still enter your password, but you'll also confirm a **one-time code** that we send to your email.

This way, even if someone guesses or steals your password, they **still can't log in without access to your email**.

Why are we introducing it?

- **Better protection for your account.** Passwords alone are often not enough to stop unauthorized access. MFA adds a powerful second lock.
 - **Peace of mind.** Your data and claims are safer, and you can be confident that only you can access your account.
 - **Industry standard.** Most financial and government systems already use MFA. We're bringing that same level of security here.
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How it works (in practice)

1. Log in as usual with your username and password.
2. A one-time code will be sent to your email.
3. Enter that code in PICTUS, and you're in.

That's it—two quick steps for a much stronger safeguard.

Important Note for PICTUS 5.0

When PICTUS 5.0 goes live, all users will receive an email prompting them to **update/reset their password**. This is because our password requirements are becoming stricter to further improve

security. Once your password has been updated, you'll log in using the new **MFA process** (password + one-time code to email).

Common Questions

“Do I have to enter the one time code every time?”

No. You'll need to enter the one-time code if:

- You've logged out of PICTUS, or
- If you close your browser and open PICTUS in another browser, say from Chrome to Safari, or
- It's been more than **30 days** since you last logged in on that device. (We're finalizing this timeframe, but it will be around 30 days.)
- NOTE: You will not need to enter the one-time code if you close your browser and reopen it within the 30 day timeframe.

“Why email and not text messages or an app?”

We're starting with email because everyone already has access to it. Later, we'll expand to more convenient options, like passwordless login.

“What if I don't get the email?”

Check your spam or junk folder. If it's still missing, contact us and we'll help you get set up.

“Why do I need to reset my password?”

With PICTUS 5.0, password requirements are stricter (longer and stronger passwords). This makes accounts much harder to break into and provides better protection for your information.

Bottom line: MFA keeps your account safer with just a few extra seconds at login. It protects you, your data, and the integrity of the system we all rely on.