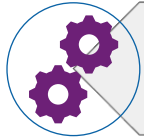




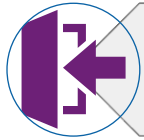
2-Step Verification: User Guide

HPFLAS

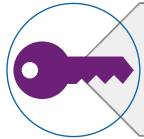
Quick Guide To:



Activating your account



Login



Reset your password



Unlock your account



Updates to HPFLAS features

2-Step Verification: **Activating Your Account**

Activating your account

1

- Look out for the activation email from noreply@auth-apac.secure.experian.com.
- Click on activation link to create the Experian 2-Step Verification account.

2

- Create your password.
- Setup your security question for password recovery in the future.

3

- Set up your second verification method.
- Only **one method is required**, however, you can choose to setup more than one method for your convenience.



Activate 2-Step Verification For Your Experian Account

HI TEST,

At Experian, identity and data security is our utmost priority and we uphold best-in-class security standards. To better safeguard your Experian account, we are implementing enhanced verification to your login process.

Rather than just asking for a Login ID and Password, an additional layer of security will be added, like a security question answer or a One-Time Pin (OTP). This will be used to verify your identity each time you log in.

Your username is QWE0003@expnsso.com

Just click below to activate your account

Activate Now

This link expires in 7 days.



Enter new password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 13 passwords

Repeat new password



Choose a forgot password question

What is the food you least liked as a child?

Answer

Create My Account



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account



Okta Verify

Enter single-use code from the mobile app.

Setup



Email Authentication

Enter a verification code sent to your email.

Setup



Security Question

Use the answer to a security question to authenticate.


Setup




Setting up 2-Step Verification: Security Question

1

- From the list, select one Security Question and provide an answer.
 - Click on 'Save'.
- This will be used for login.**





Setup secret question authentication

What is the name of your first stuffed a... ▾


Answer

Save

Back to factor list

2


- If you wish to **set up only 1 method** for 2-Step Verification, **click on 'Finish'**.
- If you wish to **set up another method** for 2-Step Verification, **click on any 'Setup' button**.




Set up multifactor authentication


You can configure any additional optional factor or click finish

Enrolled factors




Security Question

Additional optional factors



Okta Verify
Enter single-use code from the mobile app.

Setup




Email Authentication
Enter a verification code sent to your email.

Setup


Finish

3

- After completing your 2-Step Verification method setup, click on the application icon to continue to the website.



Work +



Subscribed app



Setting up 2-Step Verification: Email Authentication

1

- Click on “**Send me the code**” to receive the email One Time Pin (OTP).

2

- Look out for the OTP email from noreply@auth-apac.secure.experian.com.
- The OTP is valid for 5 minutes.

3

- Enter the 6-digit OTP and click on “**Verify**”.



Set up Email Authentication

Send a verification code to your registered email.

Send me the code

[Back to factor list](#)



Experian 2-Step Verification: Verify Your Email Address

Hi JASON,

Please use the following one-time code to verify your email address for the 2-Step Verification setup.

658837



Set up Email Authentication

A verification code was sent to j...s@experian.com. Check your email and enter the code below.

Verification code

658837

Verify

[Back to factor list](#)



Setting up 2-Step Verification: Email Authentication

4

- If you wish to set up only 1 method for 2-Step Verification, click on 'Finish'.
- If you wish to set up another method for 2-Step Verification, click on any 'Setup' button.

experian.

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

- Email Authentication ✓

Additional optional factors

- Okta Verify
Enter single-use code from the mobile app.
Setup
- Security Question
Use the answer to a security question to authenticate.
Setup

Finish

5

- After completing your 2-Step Verification method setup, click on the application icon to continue to the website.

experian.

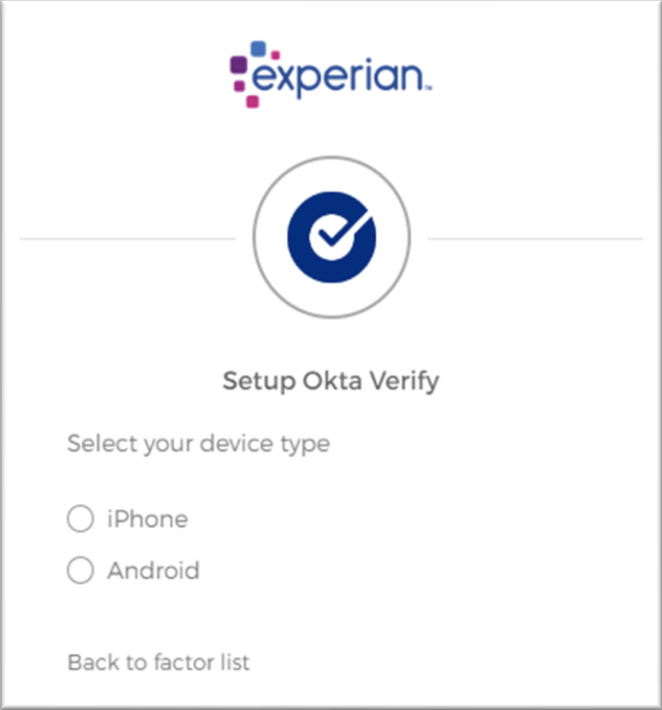
Work +

Subscribed app

Setting up 2-Step Verification: Okta Verify

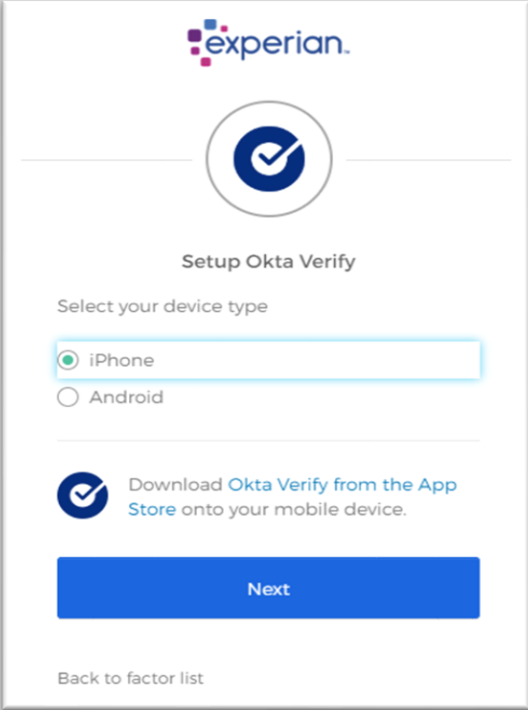
1

- To setup “Okta Verify”, select device type either “iPhone ” or “Android”.



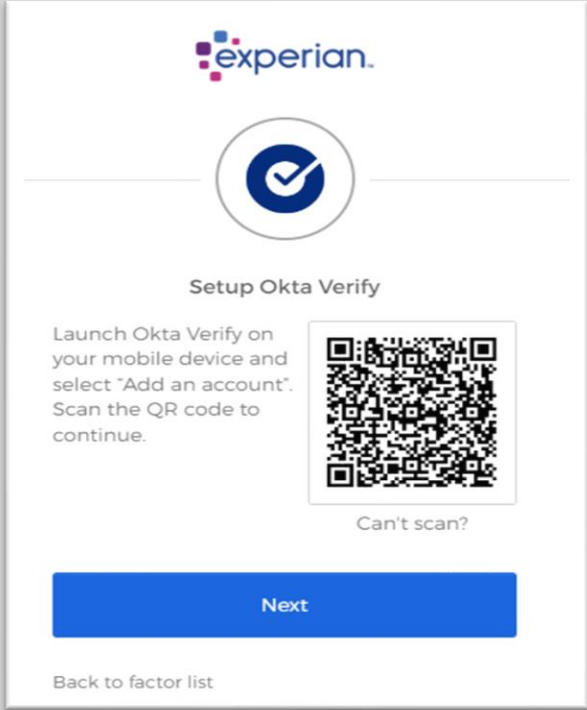
2

- Download the “Okta Verify” application from the App Store or Google Play store onto your mobile device.
- Select either “iPhone” or “Android” and click on “Next”.



3

- Launch Okta Verify app on mobile device.
- Select “Add an account” and Scan the QR code.
- Click on ‘Next’.



Setting up 2-Step Verification: Okta Verify

4

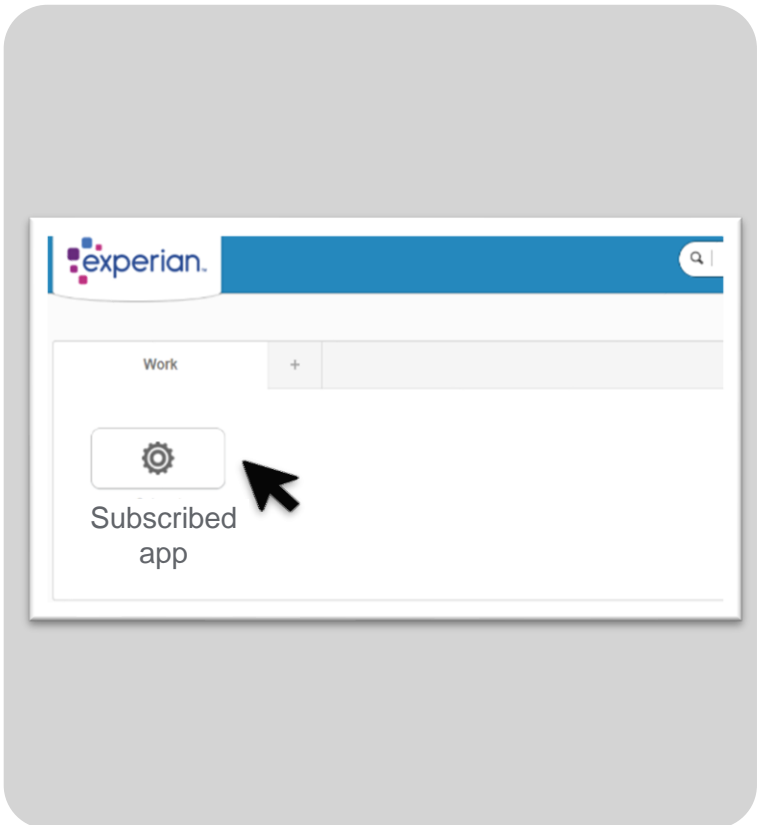
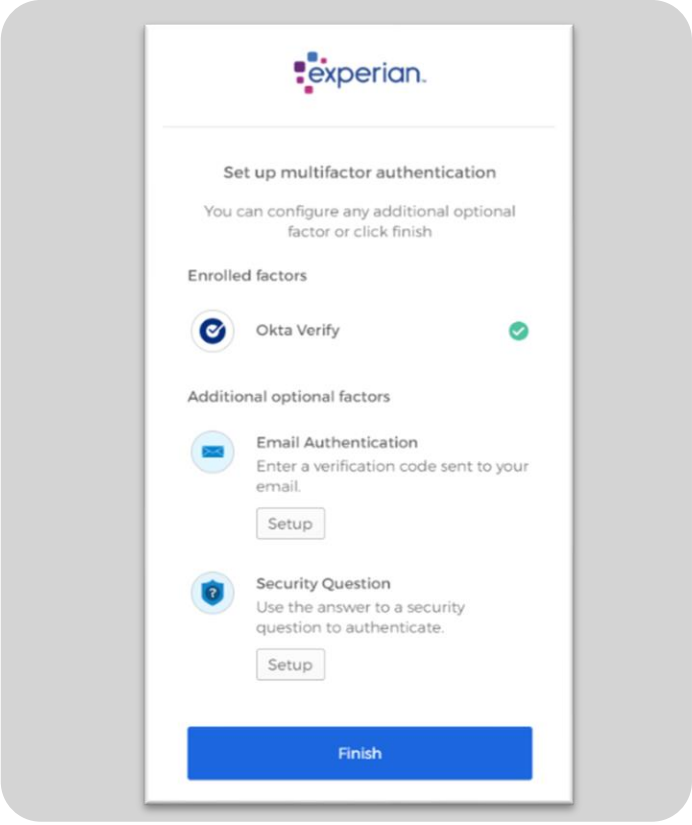
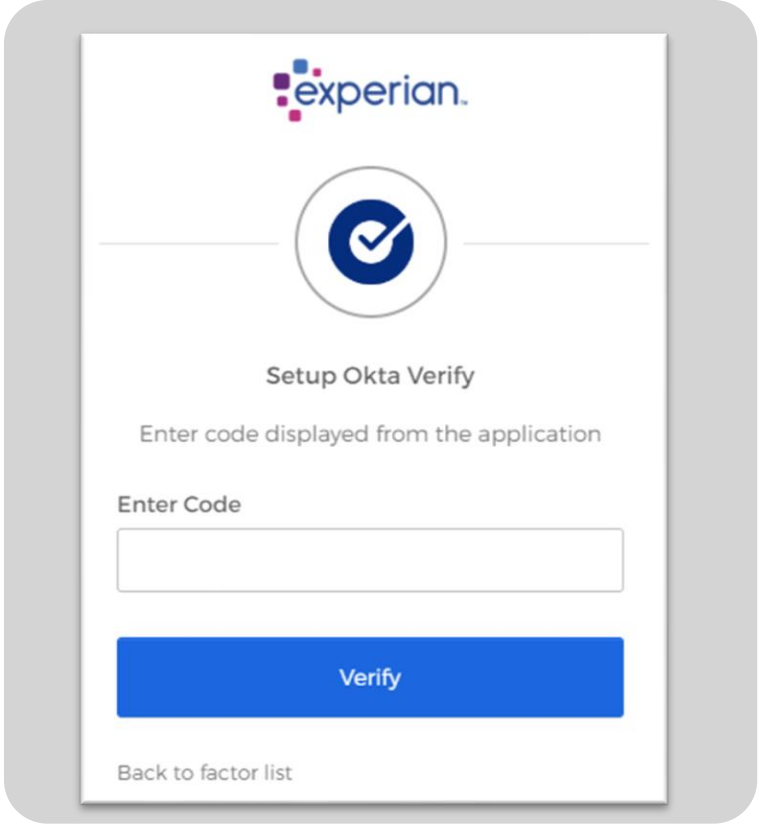
- Enter the 6-digit code from your Okta Verify app.
- Click on 'Verify'.

5

- If you wish to **set up only 1 method** for 2-Step Verification, **click on 'Finish'**.
- If you wish to **set up another method** for 2-Step Verification, **click on any 'Setup' button**.

6

- After completing your 2-Step Verification method setup, click on the application icon to continue to the website.

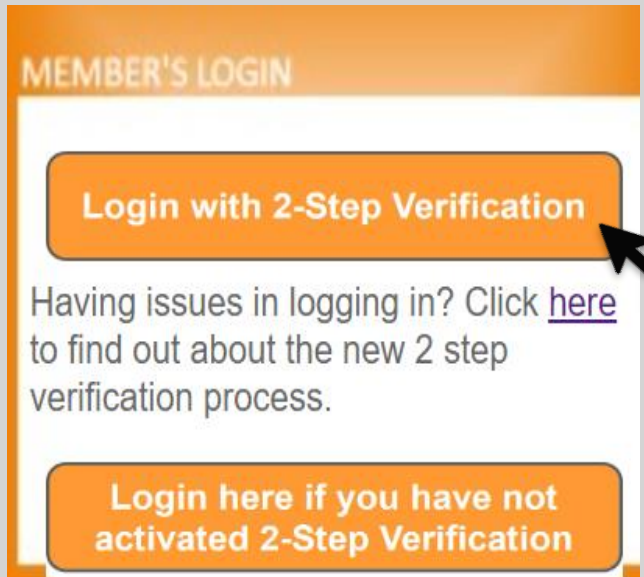


2-Step Verification: Login

Login

1

- New 2-Step Verification login screen.



2

- Sign in with your existing User ID.
- Enter your password.

experian.

Sign In

User ID

Password

☐ Remember me

Sign In

Need help signing in?

3

- Skip this step if you have only one verification method.
- **If you have set more than one verification method**, please click on the drop-down arrow icon to select your preferred verification method to login.

experian.

Select an authentication factor

Okta Verify

Email Authentication

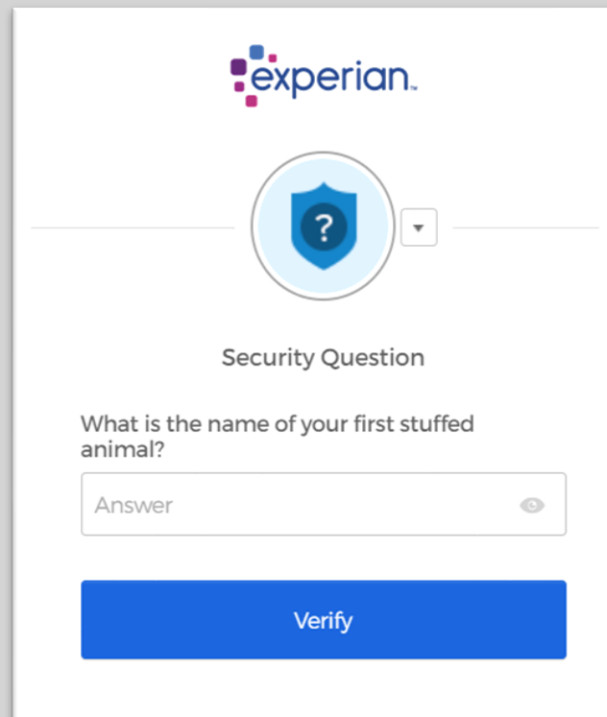
Security Question

Back to sign in

Login with Security Question

1

- Answer the security question.
- Click on 'Verify' to login.



The image shows the Experian login interface for the security question method. At the top is the Experian logo. Below it is a shield icon with a question mark. The text "Security Question" is centered. The question "What is the name of your first stuffed animal?" is displayed. Below the question is a text input field with the placeholder "Answer" and a toggle icon. At the bottom is a blue "Verify" button.

2

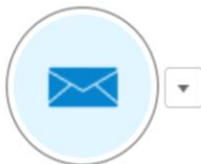
- Upon successful login, you will be redirected to the website.



Login with Email Authentication

1

- Click on “**Send me the code**” to receive the email One Time Pin (OTP).



Verify with Email Authentication

Send a verification code to j...s@experian.com.

Send me the code

2

- Look out for the OTP email from noreply@auth-apac.secure.experian.com.
- The OTP is valid for 5 minutes.



Experian 2-Step Verification: Email One-Time Pin (OTP)

Hi JASON,

You are receiving this email because a request was made for a one-time pin that can be used for authentication. Please use the following one-time pin for the verification:
864274

3

- Enter the 6-digit OTP and click on “**Verify**”.
- Upon successful login, you will be redirected to the website.



Verify with Email Authentication

A verification code was sent to j...s@experian.com. Check your email and enter the code below.

Verification code

864274

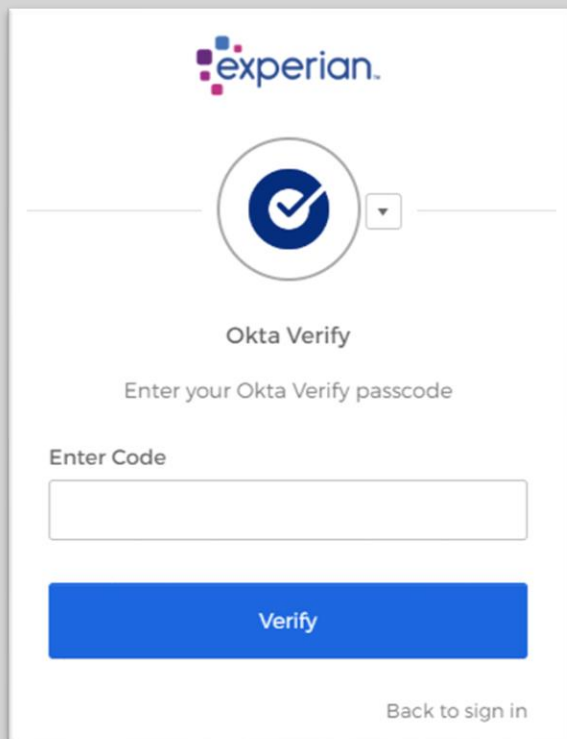
Verify



Login with Okta Verify

1

- Open Okta Verify app.
- Enter 6-digit code from the app.
- Click on 'Verify'.



The image shows the Okta Verify app interface. At the top is the Experian logo. Below it is a circular icon with a checkmark inside. The text "Okta Verify" is displayed, followed by "Enter your Okta Verify passcode". There is a label "Enter Code" above a text input field. A blue "Verify" button is at the bottom. A link "Back to sign in" is at the bottom right.

2

- Upon successful login, you will be redirected to the website.



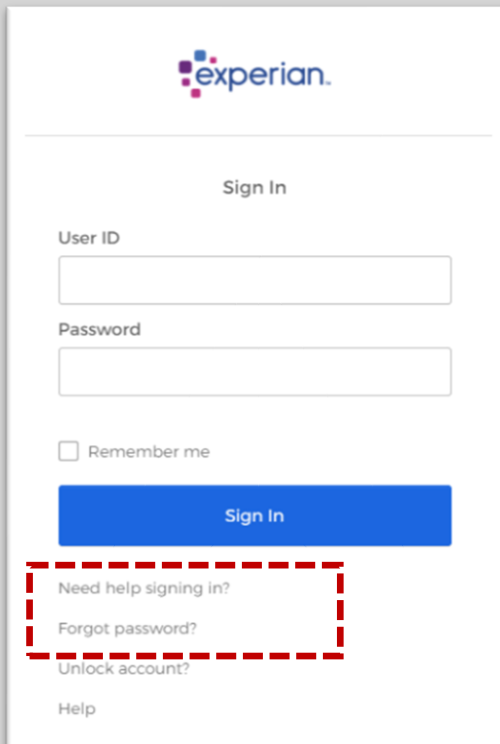
2-Step Verification: **Reset your password**

Forgot Password

Home
Reset password
Unlock account
Forgot user ID/ Security Qn answer

1

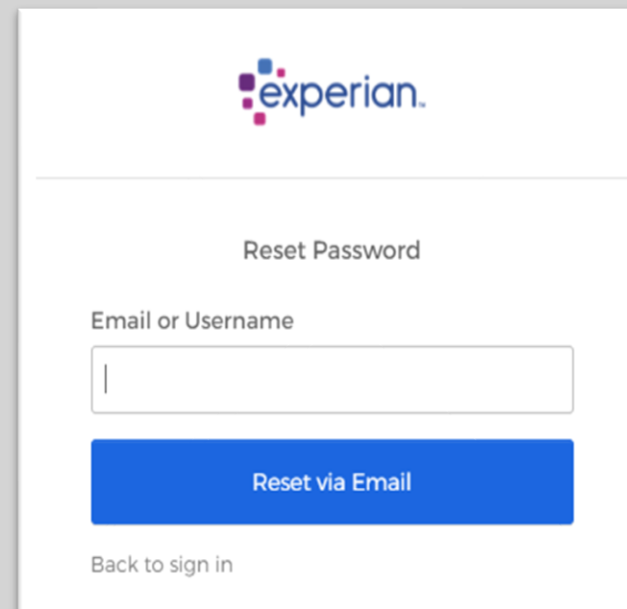
- If you have forgotten your Login Password.
- Click on '**Forgot Password**' under the 'Need help signing in' section.



The image shows the Experian Sign In page. At the top is the Experian logo. Below it is the text 'Sign In'. There are two input fields: 'User ID' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me'. A blue 'Sign In' button is below the checkbox. At the bottom, there is a red dashed box containing three links: 'Need help signing in?', 'Forgot password?', and 'Unlock account?'. Below this box is a 'Help' link.

2

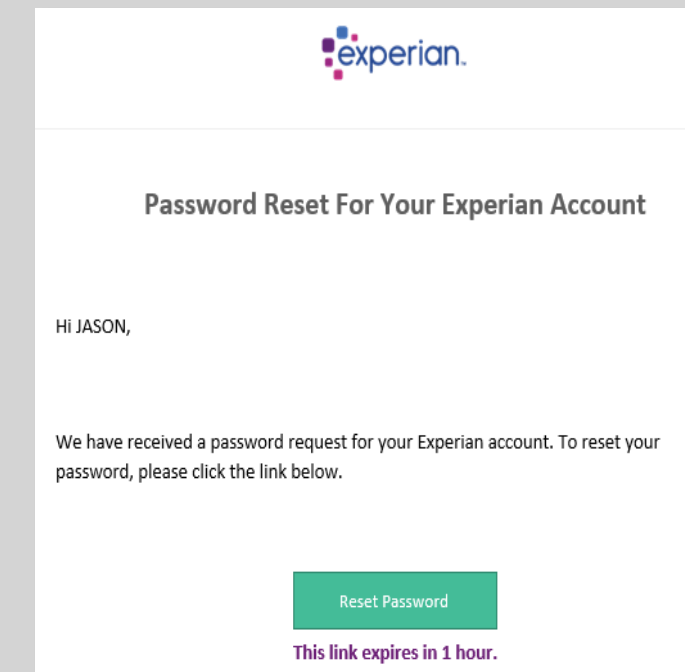
- Enter your **User ID** and click on "**Reset via Email**".
- To reset password, we recommend that you enter your **User ID**, instead of the email address.



The image shows the Experian Reset Password page. At the top is the Experian logo. Below it is the text 'Reset Password'. There is an input field labeled 'Email or Username'. Below the input field is a blue 'Reset via Email' button. At the bottom is a link that says 'Back to sign in'.

3

- You will receive an email with a "Reset Password" link from **noreply@auth-apac.secure.experian.com**.
- The reset password link is valid for 1 hour.



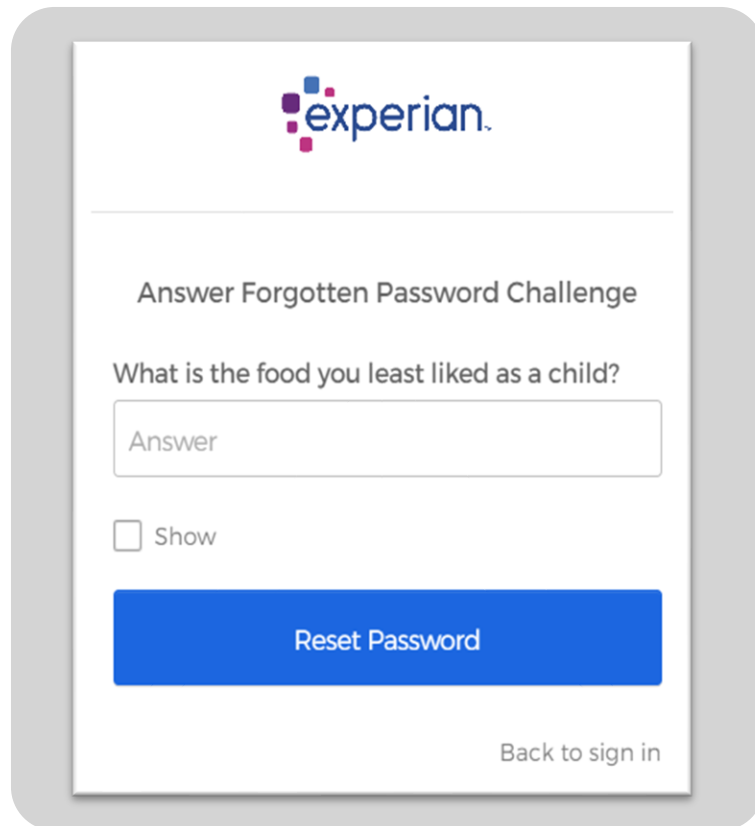
The image shows an email template for password reset. At the top is the Experian logo. Below it is the text 'Password Reset For Your Experian Account'. There is a line of text 'Hi JASON,'. Below that is a paragraph: 'We have received a password request for your Experian account. To reset your password, please click the link below.' At the bottom, there is a green button labeled 'Reset Password' and a line of text: 'This link expires in 1 hour.'



Forgot Password

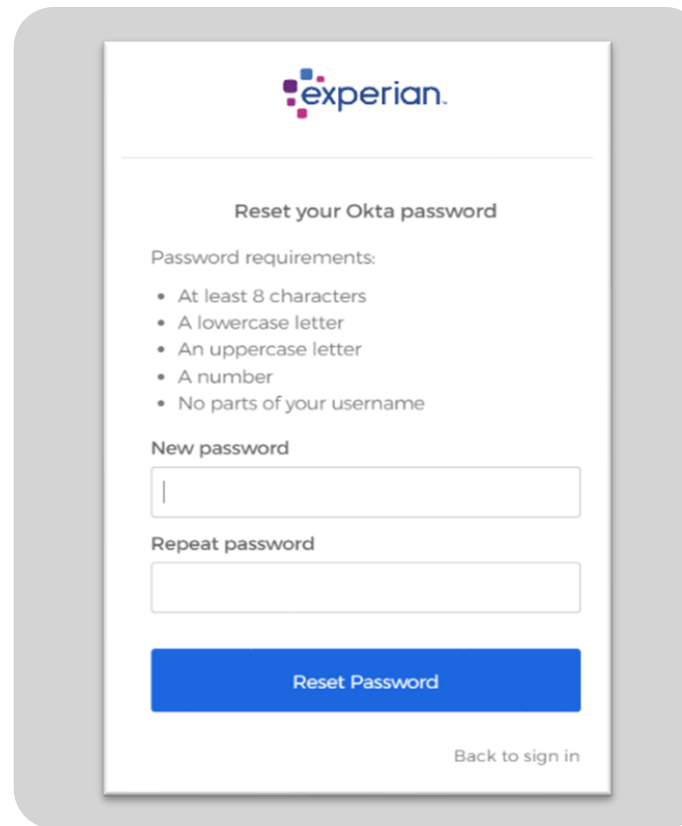
4

- Enter the answer to the security question for password recovery.
- Click on **“Reset Password”** to submit your answer.



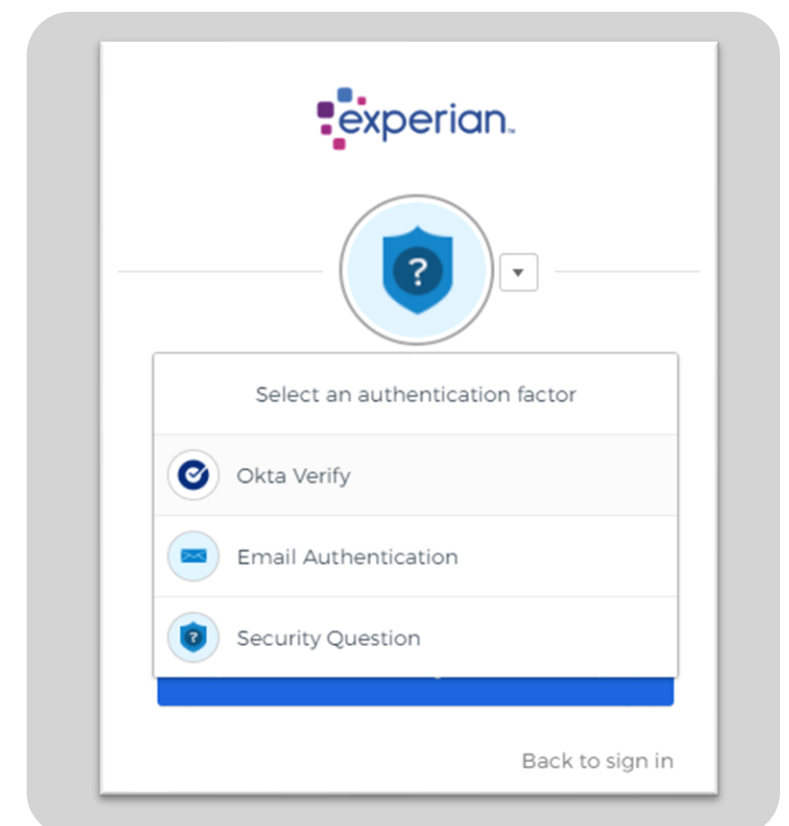
5

- Enter your new password.
- Complete the process by clicking **“Reset Password”**.



6

- Proceed to login by selecting your second verification method.
- Upon successful login, you will be redirected to the website.



2-Step Verification: **Unlock your account**



Unlock Account

1

- **Your account will be locked if you**
 1. Enter the wrong password 5 times, or
 2. Enter wrong answer to security question 5 times, or
 3. Enter wrong OTP via email or Okta Verify 5 times.

2

- You will automatically receive an email from noreply@auth-apac.secure.experian.com.
- Click on the link in the email.
- The link is valid for 1 hour.

3

- Enter your User ID and click on 'Send Email'.
- To unlock account, we recommend that you enter your **User ID**, instead of the email address.

The first screenshot shows the Experian 'Sign In' page. A red error message states 'Unable to sign in'. The 'User ID' field contains 'AHP0004' and the 'Password' field is masked with dots. A 'Remember me' checkbox is unchecked. The 'Sign In' button is visible. The second screenshot shows the 'Security Question' page. A red error message states 'Your account is locked because of too many authentication attempts.' The question is 'What is the name of your first stuffed animal?' with a masked input field. A 'Verify' button is at the bottom.

The email content shows the Experian logo, the title 'Unlock Your Experian Account', and a greeting 'Hi JASON,'. The main text states: 'Your Experian account has been locked due to too many failed login attempts. To unlock your account, please click the link below.' A green 'Unlock Account' button is displayed, with a note below it: 'This link expires in 1 hour.'

The first screenshot shows the 'Unlock account' web form. It has the Experian logo, the title 'Unlock account', and a field for 'Email or Username'. A blue 'Send Email' button is present, along with a 'Back to sign in' link. The second screenshot shows the 'Email sent!' confirmation page. It states 'Email has been sent to abc@abc.com with instructions on unlocking your account.' and features a blue 'Back to sign in' button.

Unlock Account

Home
Reset password
Unlock account
Forgot user ID/ Security Qn answer

4

- You will receive another email from noreply@auth-apac.secure.experian.com.
- Click on the link in the email.
- The link is valid for 1 hour.

The screenshot shows an email from Experian. The header has the Experian logo. The subject is 'Unlock Your Experian Account Request'. The body starts with 'Hi Jason,' followed by a message: 'An account unlock request was made for your Experian account. To unlock your account, please click the link below.' At the bottom, there is a green button labeled 'Unlock Account' and a note: 'This link expires in 1 hour.'

5

- Enter the answer to the security question for unlock account. This is also the same answer to reset password.
- Click on “**Unlock Account**” to submit your answer.

The screenshot shows the 'Answer Unlock Account Challenge' page. It has the Experian logo at the top. The challenge question is 'What is the food you least liked as a child?'. Below the question is a text input field labeled 'Answer'. There is a checkbox labeled 'Show' and a blue button labeled 'Unlock Account'. At the bottom right, there is a link 'Back to sign in'.

The screenshot shows the 'Account successfully unlocked!' page. It has the Experian logo at the top. The message says 'Account successfully unlocked!' and 'You can log in using your existing username and password.' At the bottom, there is a blue button labeled 'Back to sign in'.

6

- Once your account is unlocked, click on ‘Back to sign in’.
- You can now sign in with existing User ID and password.

The screenshot shows the 'Sign In' page. It has the Experian logo at the top. The title is 'Sign In'. There are two input fields: 'User ID' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me'. At the bottom, there is a large blue button labeled 'Sign In'. At the very bottom, there is a link 'Need help signing in?'.



2-Step Verification: **Forgot User ID or Answers to Security Questions**

Forgot User ID or Answers to Security Questions

If you...

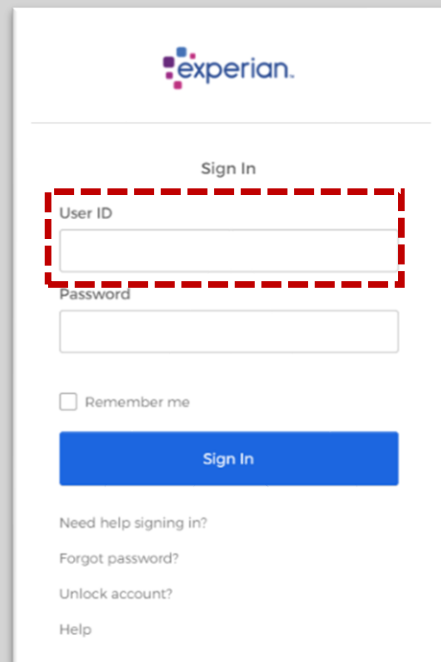
1. Forgot your User ID, or
2. Forgot your answer to the security question for login, or
3. Forgot your answer to the security question for unlock account,

Please contact your Administrator for assistance.

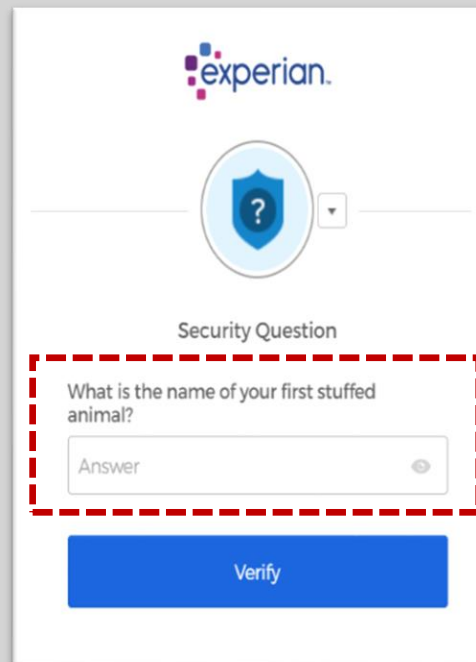
If you...

4. Forgot your answer to the security question for reset password,

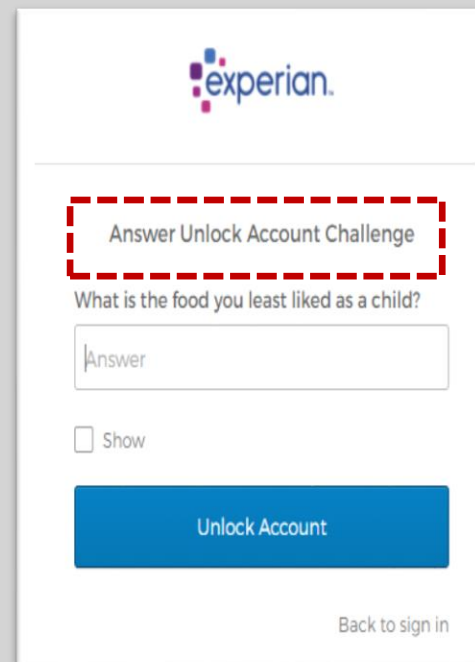
Please reach out to Experian Customer Service at cs@experian.com.



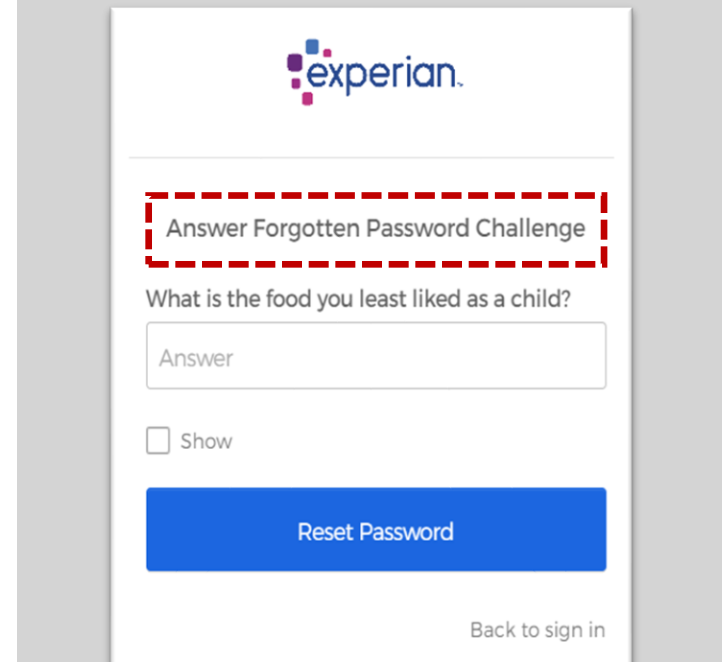
The Sign In page features the Experian logo at the top. Below it, the 'Sign In' heading is centered. A red dashed box highlights the 'User ID' input field. Below the User ID field is the 'Password' input field. A checkbox labeled 'Remember me' is located below the password field. A blue 'Sign In' button is positioned below the checkbox. At the bottom, there are links for 'Need help signing in?', 'Forgot password?', 'Unlock account?', and 'Help'.



The Security Question page features the Experian logo at the top. Below it, a shield icon with a question mark is centered. The 'Security Question' heading is centered. A red dashed box highlights the 'What is the name of your first stuffed animal?' question and the 'Answer' input field. A blue 'Verify' button is positioned below the answer field.



The Answer Unlock Account Challenge page features the Experian logo at the top. Below it, the 'Answer Unlock Account Challenge' heading is centered. The question 'What is the food you least liked as a child?' is displayed. A red dashed box highlights the question and the 'Answer' input field. A checkbox labeled 'Show' is located below the answer field. A blue 'Unlock Account' button is positioned below the 'Show' checkbox. A 'Back to sign in' link is at the bottom right.



The Answer Forgotten Password Challenge page features the Experian logo at the top. Below it, the 'Answer Forgotten Password Challenge' heading is centered. The question 'What is the food you least liked as a child?' is displayed. A red dashed box highlights the question and the 'Answer' input field. A checkbox labeled 'Show' is located below the answer field. A blue 'Reset Password' button is positioned below the 'Show' checkbox. A 'Back to sign in' link is at the bottom right.

Updates to HPFLAS features

- Create Normal/Admin User
- New Validation Checks
- User Maintenance (for others)
- Reset Password (for self)
- Reset 2-Step Verification (for self)

Create Normal/ Admin User

FOR SYSTEM
ADMINISTRATOR

HOME
Create Normal/ Admin user
New validation checks
User Maintenance (for others)
Reset Password (for self)
Reset 2-Step Verification (for self)

1

- User Maintenance > User Account Maintenance.
- Insert the User Code and click “Add”.

USER ACCOUNT MAINTENANCE

Member Code: AHP
User Code: AHP

Add

User Code	User Name	User Type	Status	Update Date
AHP0001	FIRST NAME LAST NAME	SYSA	ACTIVE	17/03/2023 15:51:13
AHP0002	FIRST NAME LAST NAME	SYSA	ACTIVE	17/03/2023 15:52:02
AHP0003	FIRST NAME LAST NAME	SYSA	ACTIVE	17/03/2023 12:18:27
AHP0004	FIRST NAME LAST NAME	SYSA	ACTIVE	17/03/2023 10:32:25
AHP1902	FIRST NAME LAST NAME	SYSA	ACTIVE	17/03/2023 15:54:16
AHP3334	INDIVIDUAL NAME XXXXX3334	STAFF	ACTIVE	21/04/2021 17:30:04

Log Out

2

- Fill in all the required fields and click “Save”.

USER / ADMIN USER

Add Normal / Admin User

User ID*: AHP2303
Member Name*: HIRE PURCHASE, FINANCE AND LEASING ASSI
First Name*:
Last Name*:
Contact No*:
Email*:
User Group*: ☒ Staff ☐ AHP Admin ☐ System Admin ☐ Web
Status*: ☒ Active

Back Save

Member code: AHP
User ID: AHP0001
You are currently signed in.

Log Out

Operated by: Login to Questlist

experian.

Terms and Conditions apply.
HPFLAS Copyright 2019. All Rights Reserved.

3

- The account activation email will be sent to the new user's email address.
- Click on activation link to create the Experian 2-Step Verification account **within 7 days**.

Activate 2-Step Verification For Your Experian Account

Hi TEST,

At Experian, identity and data security is our utmost priority and we uphold best-in-class security standards. To better safeguard your Experian account, we are implementing enhanced verification to your login process.

Rather than just asking for a Login ID and Password, an additional layer of security will be added, like a security question answer or a One-Time Pin (OTP). This will be used to verify your identity each time you log in.

Your username is AHP2303@expnsso.com

Just click below to activate your account

Activate Now

This link expires in 7 days.



New Validation Checks

FOR SYSTEM
ADMINISTRATOR

HOME
Create Normal/ Admin user
New validation checks
User Maintenance (for others)
Reset Password (for self)
Reset 2-Step Verification (for self)

User ID

- ✓ Must be minimum 6 characters
- ✓ Only alphabets or numbers allowed
- ✗ Special characters NOT allowed

First name / Last name (Surname)

- ✓ Only alphabets allowed
- ✗ Numbers or special characters NOT allowed

Email

- ✓ Only 1 email address allowed
- ✗ Invalid or multiple email addresses NOT allowed
- ✓ Recommend that each user has a **unique email address**
- ✓ Consider to set up **Okta Verify** to avoid confusion if the same email address is used for multiple users

Create new Normal/ Admin user

User Maintenance > User Account Maintenance.

The screenshot displays the HPFLAS (Hire Purchase Finance & Leasing Association of Singapore) user maintenance interface. On the left is a sidebar with a logo and a menu containing: HOME, FORM SUBMISSION, PROVISION FORM A, PROVISION B, PROVISION C, SECURITY, USER ACCOUNT, ACCOUNTS LIST, and ADMIN. The main content area is titled 'USER / ADMIN USER' and contains a form titled 'Add Normal / Admin User'. The form fields are: User ID* (with value AHP2303), Member Name* (with value HIRE PURCHASE, FINANCE AND LEASING ASS), First Name* (empty), Last Name* (empty), Contact No* (empty), Email* (empty), User Group* (with radio buttons for Staff, AHP Admin, System Admin, and Web), and Status* (with radio buttons for Active and Inactive). At the bottom of the form are 'Back' and 'Save' buttons. Below the form, it shows 'Member code: AHP', 'User ID: AHP0001', and 'You are currently signed in.' with a 'Log Out' button. At the very bottom, it says 'Operated by' with logos for 'experian.' and 'Login to Questlet', and a footer with 'Terms and Conditions apply' and 'HPFLAS Copyright 2019. All Rights Reserved'.

User Maintenance (for others)

FOR SYSTEM
ADMINISTRATOR

HOME
Create Normal/ Admin user
New validation checks
User Maintenance (for others)
Reset Password (for self)
Reset 2-Step Verification (for self)

1

- You can manage existing users under User Maintenance > User Account Maintenance.
- Select a user and click **“Amend”**.

2

- Update the user details and click **“Save”**.
- You can also:
 - enable/ disable/ unlock/ delete the user
 - reset password/ 2 Step verification for the user

HPFLAS
HIRE PURCHASE
FINANCE & LEASING
ASSOCIATION OF SINGAPORE

FORM SUBMISSION
REPORTS
INVOICE
COMMUNITY
USER MAINTENANCE
ANNUAL/AUDIT RPT

Member code: DP
User ID: DPA1245
You are currently signed in.

Log Out

USER ACCOUNT MAINTENANCE

User / Admin User Account Maintenance

Member Code : DP
User Code : DP 2601

Add

Total Number of
Administrator: 6
Normal User: 6

User Code	User Name	User Type	Status	Update Date
DP5555	INDIVIDUAL NAME XXXXX5555	ADMINISTRATOR	ACTIVE	20/01/2023 22:16:34
DP3004	INDIVIDUAL NAME XXXXX3004	ADMINISTRATOR	ACTIVE	02/03/2022 13:29:29
DP2316	INDIVIDUAL NAME XXXXX2316	ADMINISTRATOR	ACTIVE	19/01/2023 16:38:01
DP5567	INDIVIDUAL NAME XXXXX5567	NORMAL	ACTIVE	09/12/2022 15:21:42
DP5566	INDIVIDUAL NAME XXXXX5566	NORMAL	ACTIVE	04/10/2022 12:00:16
DP5557	INDIVIDUAL NAME XXXXX5557	NORMAL	ACTIVE	26/07/2022 11:21:11
DP1002	INDIVIDUAL NAME XXXXX1002	NORMAL	ACTIVE	29/12/2021 17:50:11
DP1001	INDIVIDUAL NAME XXXXX1001	NORMAL	ACTIVE	13/02/2022 16:42:27
DP1000	INDIVIDUAL NAME XXXXX1000	NORMAL	ACTIVE	04/10/2022 11:37:49
DP1122	INDIVIDUAL NAME XXXXX1122	ADMINISTRATOR	ACTIVE	02/03/2022 13:34:34
DP1007	INDIVIDUAL NAME XXXXX1007	ADMINISTRATOR	LOCK OUT	03/03/2022 00:29:15
DP1004	INDIVIDUAL NAME XXXXX1004	ADMINISTRATOR	ACTIVE	29/12/2021 18:08:05

Amend

HPFLAS
HIRE PURCHASE
FINANCE & LEASING
ASSOCIATION OF SINGAPORE

INQUIRY
FORM SUBMISSION
PENDING FORM A
REPORTS
INVOICE
COMMUNITY
USER MAINTENANCE
ANNUAL/AUDIT RPT
ADMIN

Member code: AHP
User ID: AHP0004
You are currently signed in.

Log Out

USER / ADMIN USER

Amend User / Admin User

User ID* : AHP0009
Member Name* : HIRE PURCHASE, FINANCE AND LEASING ASSOCIATION OF SINGAPORE
First Name* : TESTING
Last Name* : AAA
Contact No* : 1234567
Email* : NICOLE.TEE@EXPERIAN.COM
User Group* : ☒ Staff ☐ AHP Admin ☐ System Admin ☐ Web
Status : ACTIVE

Back Save

Active Click on this button to ENABLE user login.

Inactive Click on this button to DISABLE user login.

Unlock Click on this button to UNLOCK user's account.

Delete User Click on this button to DELETE user's account.

Reset Password Click on this button to send RESET PASSWORD email to user.

Reset 2-Step Verification Click on this button to enable user to choose new 2-STEP VERIFICATION method i.e. Security Question or Email OTP after login.



Reset Password (for self)

HOME
Create Normal/ Admin user
New validation checks
User Maintenance (for others)
Reset Password (for self)
Reset 2-Step Verification (for self)

FOR ALL
USERS

1

- You can reset password under User Maintenance > Change Password

MEMBER MANAGEMENT

PASSWORD CHANGE

Reset Password

An email will be sent to you with a hyperlink to RESET PASSWORD.

Reset 2-Step Verification

An email will be sent to notify you that your 2-STEP VERIFICATION option has been reset.

2

- You will automatically receive an email from noreply@auth-apac.secure.experian.com.
- Click on the link in the email.
- The link is valid for 1 hour.

experian.

Password Reset For Your Experian Account

Hi JASON,

The password for your Experian account has been reset by your account administrator. Please click the link below to complete the process.

Reset Password

This link expires in 1 hour.

3

- Enter the answer to the security question for password recovery.
- Click on “Reset Password” to submit your answer.

experian.

Answer Forgotten Password Challenge

What is the food you least liked as a child?

Answer

☐ Show

Reset Password

Back to sign in



Reset Password (for self)

FOR ALL
USERS


HOME
Create Normal/ Admin user
New validation checks
User Maintenance (for others)
Reset Password (for self)
Reset 2-Step Verification (for self)

4

- Enter your new password.
- Complete the process by clicking “**Reset Password**”.

5

- Proceed to login by selecting your second verification method.
- Upon successful login, you will be redirected to the website.



Reset your password

Password requirements:


- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 13 passwords


New password

Repeat password




Reset Password

[Back to sign in](#)





Select an authentication factor

-  Okta Verify
-  Email Authentication
-  Security Question

Back to sign in



Reset 2-Step Verification (for self)

FOR ALL
USERS

HOME
Create Normal/ Admin user
New validation checks
User Maintenance (for others)
Reset Password (for self)
Reset 2-Step Verification (for self)

1

- You can reset 2-Step Verification under User Maintenance > Change Password

2

- You will automatically receive an email from noreply@auth-apac.secure.experian.com informing you that the verification method has been reset

3

- On next login, you will need to set up MFA.
- Only **one method is required**, however, you can choose to setup more than one method for your convenience.

MEMBER MANAGEMENT

PASSWORD CHANGE

Reset Password

An email will be sent to you with a hyperlink to RESET PASSWORD.

Reset 2-Step
Verification

An email will be sent to notify you that your 2-STEP VERIFICATION option has been reset.



Verification Method(s) Has Been Reset For Your Experian Account

Hi NICOLE,

One or more verification methods have been reset for your Experian account
(AHP0008@expnsso.com)

Details

Wednesday, March 29, 2023 5:59:58 AM UTC
Sydney, New South Wales, Australia
Performed by: SSOAPPID SSOAPPID (administrator)



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account



Okta Verify

Enter single-use code from the mobile app.

Setup



Email Authentication

Enter a verification code sent to your email.

Setup



Security Question

Use the answer to a security question to authenticate.

Setup



Frequently Asked Questions

- **Is 2-Step Verification mandatory?**

Yes. We are introducing 2-Step Verification to your login to better safeguard your Experian account.

- **What happens if I don't activate 2-Step Verification?**

You will need to activate 2-Step Verification before you are able to successfully log into the Experian platform. Do note that the activation link will expire after 7 days from the date that the email is sent.

- **I can't log in to my Experian account after activating 2-Step Verification. What should I do?**

If you have forgotten your password, please click "Need help signing in?" followed by "Forgot Password" to reset your password. If that still doesn't work, please contact your Administrator/ Experian Customer Service team for assistance.

If you have any other questions related to the 2-Step Verification, please contact Experian Customer Service at cs@experian.com for assistance.



