Users Guide

Informatix, Inc.

Financial Institution Data Match (FIDM) Services

Multi-Factor Authentication

V1

INFORMATIX

Multi Factor Authentication

Informatix Inc. has initiated a new Multi Factor Authentication (MFA) policy. Multi-Factor authentication, also known as two-factor authentication, is a security process that requires users to provide two or more verification methods to access an account or system. This adds an extra layer of security beyond just a password, making it significantly harder for unauthorized individuals to gain access.

Our SMS Privacy Policy is on our website under the Useful Links section on our home page.

To log into the secure system, with the secure StateDataMatch.com links a user would enter their username and password as they do now. They will then be shown a page that gives a choice of 3 methods of authenticating their information. The 3 options are:

1. Use Code from Authenticator App
2. Send Code to Email
3. Send Code to Phone

Menu
- Manage/Enable Authenticator App
- Manage/Enable Email Address Codes
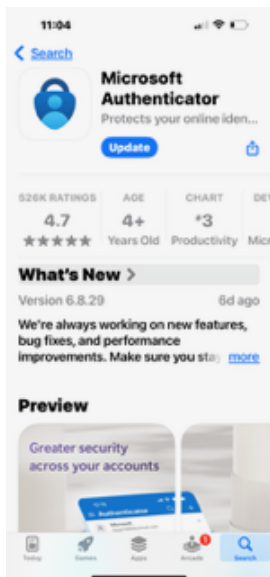- Manage/Enable SMS/Phone Codes

Enable MFA (Multifactor Authentication)

To add additional security to your account, we recommend enabling multifactor authentication (MFA). This will require you to enter a code from an authenticator app on your phone, a code sent to your email address, or a code sent as an SMS/text each time you log in. Please make sure one or more of the following options is enabled:

☐ Enable Authenticator App
☐ Enable Email Codes
☐ Enable SMS/Phone Codes

Select the format, you'd like to use. Each one will walk through the steps to get MFA.

Authenticator App

Authenticator APP – you will be directed to download the Authenticator app on your smart phone.
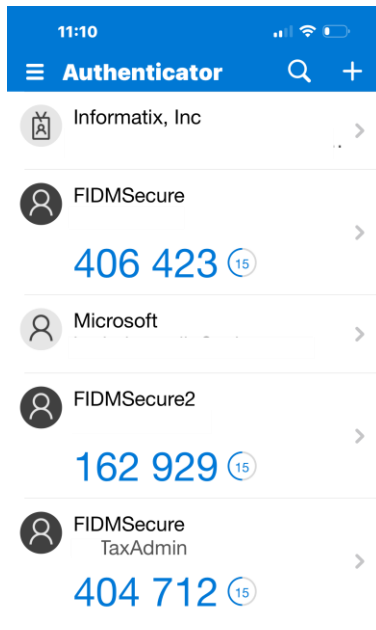

The Microsoft App looks like this when downloading it:

Follow the instructions on the previous page to install the app. Then, use the app's QR code reader to scan the QR code provided. You can name the account however you like—the default name is **'FIDMSecure'**. Once scanned, the account name will appear on your Authenticator page.

The codes are constantly changing, and you can see how long you have before it expires on the timer to the right of the number. Enter the code number in the Verification code box of the Enable Authenticator directions.

After setting up the Authenticator, you will just need to select the option of 'Use Code from authenticator App' and select "CHOOSE" when you log into the system. The Authenticator will update the code for you to enter:
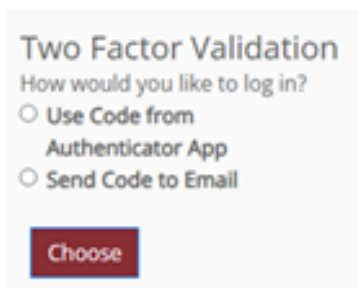
After entering the code into the Validation Code box, and select 'Validate Authenticator Code', you will be directed to the Home page of the website.

Two Factor App Code Validation

Please enter the two-factor validation code from your Authenticator app into the textbox below and click Validate button.

Validation Code

Validate Authenticator Code

Email Code

To set up email codes, enter an email address that you can access when using the FIDM website. On the initial page, select **'Enable Email Codes'** to register the email address you want to use.

☐ Enable Authenticator App
☐ Enable Email Codes
☐ Enable SMS/Phone Codes

Enter the desired Email address in the 'NewEmail' box, and select change email.

Enable MFA Email Codes

Email	No email has been verified yet.

Send verification email

NewEmail	Please enter new email.

Change email

Confirm the email by selecting the highlighted link in the email. Once it is confirmed, you will be able to select the HOME button and begin using the website.

[EXTERNAL] Confirm your email change

Informatix IT Support <noreply@informatixinc.com>
To

(i) Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Please confirm your email change by clicking here: link

The code sent to your email is valid for 5 minutes. After that, you'll need to request a new one.

Once you have an Email established with us, the next time you log in, you will be given the option to have a code sent to your email:

Two Factor Validation
How would you like to log in?
○ Send Code to Email

Choose

This time you will select 'Send Code to Email' and 'Choose', you'll receive an email with a 6 digit code on it to enter.

[EXTERNAL] 2fa code

Informatix IT Support <noreply@informatixinc.com>
To

(i) Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Please use this code to log in: 724678

The page will have a masked email address to show which email the code was sent to. Enter the code in the Validation Code space and select 'Validate Email Code'. This will then direct you to the Home page of the website.

A code has been sent to your email
b***********z@i*************.com.
Please check your inbox.

Two Factor Email Code Validation
Please enter the two-factor validation code from
your Email into the textbox below and click Validate
button.
Validation Code

Resend code

Validate Email Code

If you need a new code, select **'Resend Code'**. The system requires a 60-second wait before another code can be sent. A timer will display the remaining time. Once it reaches zero, you can select **'Resend Code'** again, and a new email will be sent to the address on file.

Please wait 41 seconds before sending
another code.

Two Factor Email Code Validation
Please enter the two-factor validation code from
your Email into the textbox below and click Validate
button.
Validation Code

Resend code

Validate Email Code

SMS / Phone Codes

To receive a code sent as a Text on your phone, you would need to select the option Enable SMS / Phone Codes.

Like the Email code format, the SMS/Phone Codes are set up the same way. You will be given a place to type in a New Phone Number, then select Add/Change Phone Number.

A text message will be sent to the phone number you supplied. Enter the Code into the Code box as shown below.
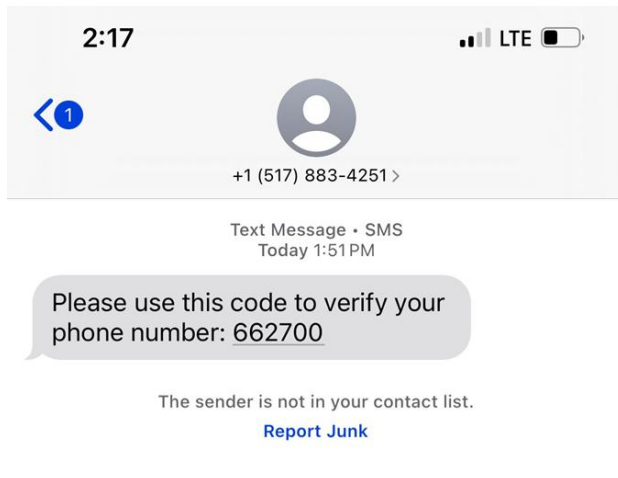
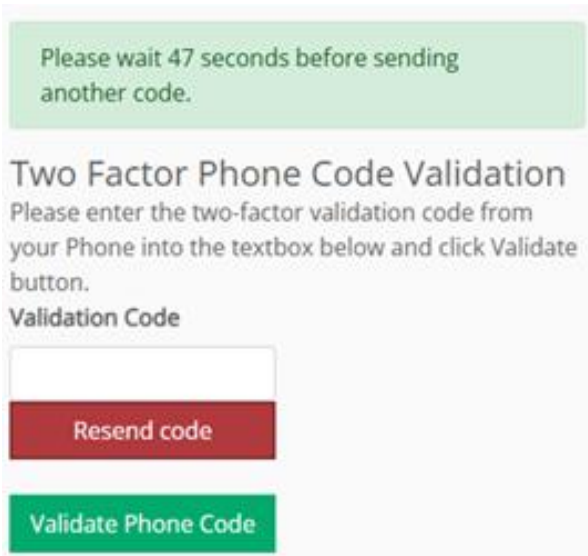Once a Phone has been confirmed, you only need to select Enable SMS / Phone Codes, and a text will be sent with a new code. The page will show the last 4 digits of the phone number, masking the rest. Enter the code from the Text into the 'Validation Code' box. And select 'Validate Phone Code'

The code sent via text is valid for 5 minutes. After that, you'll need to request a new one.

If you need to have the code resent, select the Resend Code button. There is a 60 second timer on this, so if requested in less than 60 seconds from the last request, it will show how long needed to wait until the resend is enabled.

Changing MFA Access:

To change the Email, phone or Authenticator information. Log into the system with the current access. Move your mouse to the top right corner of the page, over your login name. The menu will show below the name:

Select **Manage Multifactor Authentication**. The page will display the MFA methods currently enabled for the user. In the example below, only **Email** is enabled. To modify an existing method or add an additional MFA type, select the desired method from the left-hand menu.

Menu
- Manage/Enable Authenticator App
- Manage/Enable Email Address Codes
- Manage/Enable SMS/Phone Codes

Enable MFA (Multifactor Authentication)

Manage Multifactor Authentication

Logout

To add additional security to your account, we recommend enabling multifactor authentication (MFA) require you to enter a code from an authenticator app on your phone, a code sent to your email code sent as an SMS/text each time you log in. Please make sure one or more of the following options is enabled.

☐ Enable Authenticator App
☑ Manage Email Codes
☐ Enable SMS/Phone Codes

The pages that appear are the same ones used when initially setting up an MFA method. You will follow the same steps on these pages as you did during the first-time setup.

Help Desk:

Dedicated Toll-Free Line - The FIDM Operations Center in Lansing, Michigan, offers a dedicated toll-free line for financial institutions and state staff to access program support. Our help desk team is composed of experts trained to process information in full compliance with data match rules and procedures. In addition, our specialists are available to assist with any questions or issues related to Multi-Factor Authentication.

Alliance Phone: 877-965-3436

IDEC Phone: 877-331-4150

Tax Match Phone: 866-576-5986

Fax: 517-318-4696