

**WebLink
Multi-Factor Authentication (MFA)
User Guide**

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About WebLink Multi-Factor Authentication

FIS provides multi-factor authentication (MFA) in WebLink to keep your Sign Ins secure and prevent unauthorized users from accessing your WebLink account.

MFA is a security process that prompts a user for additional methods of identification to verify the user's identity during a Sign-In or other transaction. MFA requires a user to provide not only Sign-In credentials (username and password) but to submit a second form of authentication during Sign-In.

If one factor is compromised, the additional factor is not easy for a hacker to obtain or duplicate.

WebLink facilitates the following MFA methods:

- Short Message Service (SMS) authentication which delivers a one-time password (OTP) via text message.
- Voice Call which delivers a spoken OTP via the phone.

OTP via SMS Authentication/Voice Call

Users will have the options of using Short Message Service (SMS) authentication to obtain a One Time Password (OTP) via a text message to a registered mobile phone or to receive an OTP via Voice, where the password is received through a call on the user's registered phone number.

Register Device on First Sign-In

NOTE: Please clear browser cache before first login.

You can register your mobile number during your first sign in to WebLink, allowing you to receive the OTP (via either SMS or Voice Call) on the registered mobile number going forward.

1. Enter User ID and click **Proceed**.

*User ID

[Trouble signing in?](#)

2. Enter **Password**.

User ID SHIV

*Password

[Trouble signing in?](#)

3. Click **Sign In**. The following screen appears for you to add the device.
4. Click **Add a New Device**.

i Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. The same device will also be used for Trouble Signing In. When prompted to enter your PIN, you will use that device to retrieve your PIN.

Select your Out-of-Band PIN device

[Test Device](#)

5. Click **OK**. The following screen appears for you to complete the device detail fields.

Add a New Device



*Device Name:

Device Profile:

*Route to Number:

*Format: +(Country Code)(Mobile Number)
e.g. +18005551212*

Cancel

OK

6. Complete the device detail fields.

- Assign a Device Name. You can enter any text e.g. Mobile, MyMobile, etc.
- Select one of the Device Profile options (SMS Text or Voice Callback).
- Enter the Route to Number. Phone number should be entered as +(Country Code)(Phone Number) format.
 - Example of correct format of phone number in the United States is +18005551212
 - Phone number should not contain dashes, brackets, etc. but must include a plus sign at the beginning, followed by the country code, then the area code and number.

Add a New Device



*Device Name:

Device Profile:

*Route to Number:

*Format: +(Country Code)(Mobile Number)
e.g. +18005551212*

Cancel

OK

7. Click **OK**.

8. Select your Out-of-Band Device and click **Proceed**.

i Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. The same device will also be used for Trouble Signing In. When prompted to enter your PIN, you will use that device to retrieve your PIN.

Select your Out-of-Band PIN device

Cell (+18005551212)

[Test Device](#)

[+ Add a New Device](#)

Cancel

Proceed

9. Once the registration process is complete, WebLink dashboard appears. For subsequent Sign-Ins, OTP via SMS or Voice Call is sent to this registered number.

10. Device Registration

During the login process, there is a feature named Device Registration that appears under the PIN code prompt. This feature allows you to indicate whether the device being used to access the application belongs to you or not. When a user selects the Yes button, they will not be prompted to enter a PIN during the login process and the PIN will not be sent to their registered device. Selecting the No button requires that a PIN be entered during the login process.

User ID tssin114


* Password

* PIN Code

Device Registration No, this is not my computer or mobile device.
 Yes, this is my computer or mobile device that I use regularly.

If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location). Providing a device name will enable you to identify it easily.

[Trouble signing in?](#)



Reset OTP Device from Sign-In Page

You can reset your OTP device from the WebLink Sign-In page.

1. Click the **Trouble Signing In?** link.

*User ID

Trouble signing in?

Proceed

2. The following screen appears for you to select your issue. Select **I have problems with the One-Time-PIN** and enter **Sign-In ID**.

Please select your issue:

I forgot my password.

I have problems with the One-Time-PIN.

Enter the email address, username or alias that you use to sign in.

SHIV

Cancel

Proceed

3. Click **Proceed**.
4. The following screen appears for you to select your problem. Select **I want to reset my One-Time-PIN device** and enter your **Sign-In password**.

Select your problem:

I don't know my One-Time-PIN device.

I want to reset my One-Time-PIN device.

Password

.....

Cancel

Proceed

5. Click **Proceed**.

6. The following message appears notifying you that an OTP device reset link was sent to the registered email address. Click **OK**.

Thank you. A temporary One-Time-PIN device reset link has been sent to your registered email address.



7. Click the link in the email received to reset the device. **NOTE: The link is only valid for 2 hours from the time it was sent.**

Dear SHIV P,

You have recently requested to reset your One Time PIN device. To reset your device , click the link below:

<https://login2-uat.fisglobal.com/idp/TRTAXWL/otpdevice.reset?loginName=14-Mar-2019%3APE1lc3NhZ2U%2BPEtleT4%3DQLGvO50s%2F%2FUBzNmbJbST84ujoworBlI6BpZPPgrBHd4B8AOBMenxXm3vq1tYceGHnMqhmV%2FEhOT%2FTHMVLwD02y3swT2QnTP99XZnM4YjhDu%2F95YeaLQGgQwSsktb6Yy3cDirmVF6KzM8MOaEUQxadxabJSBbHGIIJGlx1Z9MczSa7wl2nMtWFm%2BQRNtl5TVBzGhZy11DmyOlgGOIVOH2AC8wT39WRIB7t9Jm8jEZ%2Bknp48Scizj8NcEI24q1dObUClbM4wlORluMis06ynrU%2B%2F0%2B8XzeWUBHX6S5w4asqj1%2FVmLg4f2LOK1BGjfMiibdgvkQT0HvxRMxne4BgdPUQ%3D%3DPC9LZXk%2BPExvZz4%3DUb3n6gs6hFOro0ar1vusMQ%3D%3DPC9Mb2c%2BPEFsZ28%2BQUVTPC9BbGdvPg%3D%3DPC9NZNzYWdlPg%3D%3D&token=14-Mar-2019%3APE1lc3NhZ2U%2BPEtleT4%3DaG%2BfuAMCBITkBbw2ppCSYCRCPXbWOHDMUFhra6GvsPYKWecYirZFqywFMHrSckfFYuEpd4E1DQXmKl4wzjMc6mRlw2k8xero8bi9nFyit57cAXUX8halCyGtYXp7rgCfAQQ3McL1CP%2F4JudtPNBRJd13lpqqdRbHOQE%2FetCz5LQ6%2FwiDahOBokZrg7lxgV%2FZLGPcrfag3XhbhmPayCthz4tc4eojqwOoeAXqCDPnnCJXDej1IMcw9Oy5fb8NdbzrfvpOqouta4b0ySyBYwkUIWU3ZcCa3h%2FOA5hITDffogwSR0O8Gr%2BM9i5UigubCjg0Yj%2F1RIZnB6lOrpcUm6XQ%3D%3DPC9LZXk%2BPExvZz4%3DMgQRl%2FpipCsiSmgTa6wnQQ%3D%3DPC9Mb2c%2BPEFsZ28%2BQUVTPC9BbGdvPg%3D%3DPC9NZNzYWdlPg%3D%3D&QueryStringParameter=&ClientID=TrustUI&userName=xxxx>

This link will only be available for 2 hours from the time this email was sent.

If you did not request this or need assistance, please contact your site administrator. If you do not wish to have your One Time PIN device reset, do not click the link above, and your current selection will not be affected.

-----This is a system generated alert. Please do not reply to this message-----

8. The WebLink Sign-In page appears, enter **Password**.

User ID SHIVP

* Password

Trouble signing in?

9. Click **Sign In**. The following screen appears for you to reset your OTP device.

10. Select already added device or add new device.

i Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. The same device will also be used for Trouble Signing In. When prompted to enter your PIN, you will use that device to retrieve your PIN.

Select your Out-of-Band PIN device

Cell (+18005551212)

[↗ Test Device](#)

[+ Add a New Device](#)

Cancel

Proceed

11. Click **Proceed**. WebLink dashboard page appears.