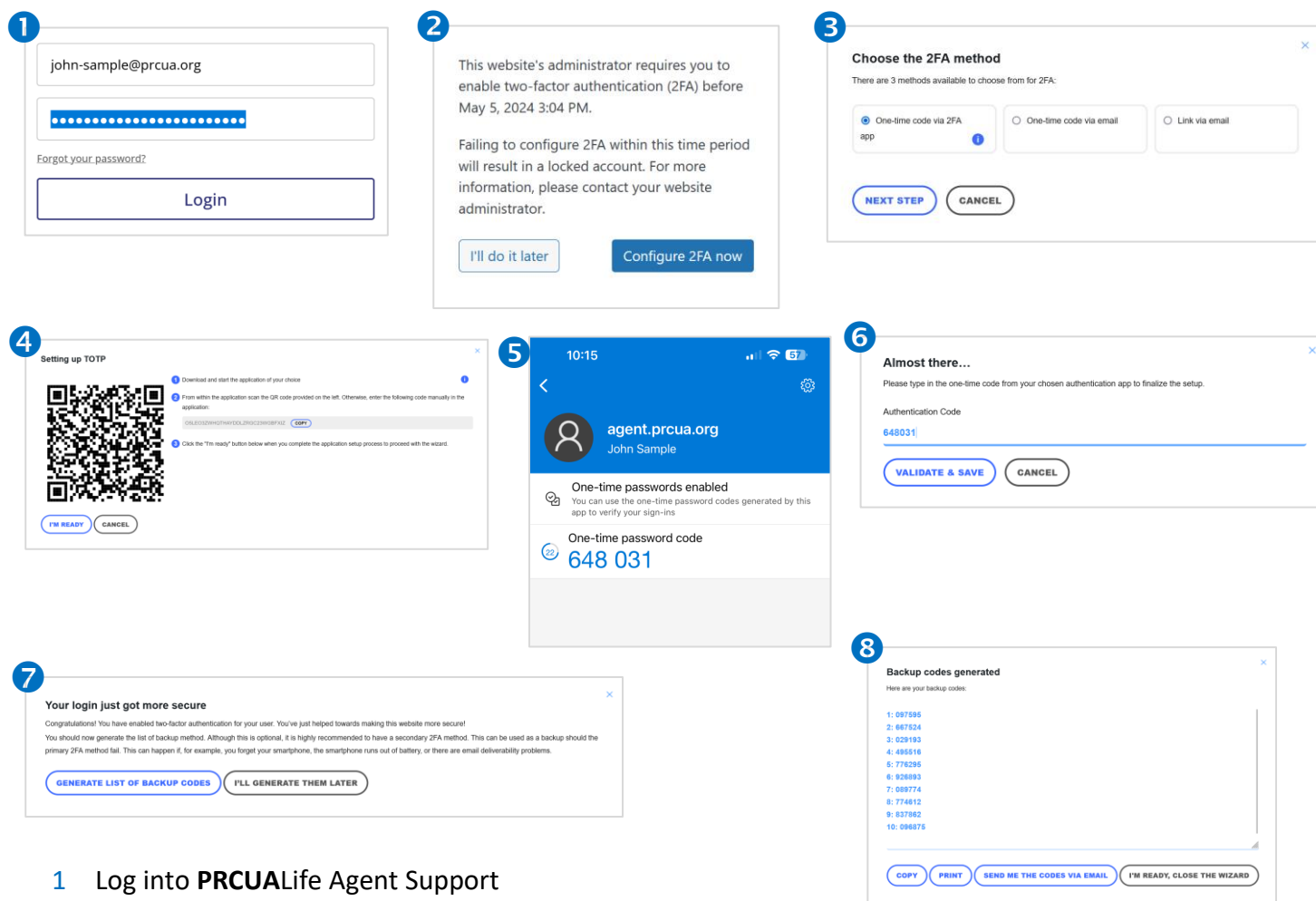


IT Procedure P204 – PRCUALife Agent Support Website 2FA

At **PRCUALife**, we take the protection of data very seriously, and understand that the confidentiality, integrity, and availability of this data is vital to our business. Two-Factor Authentication (2FA) is required when accessing the **PRCUALife** Agent Support website.

Configure Two-Factor Authentication (2FA)

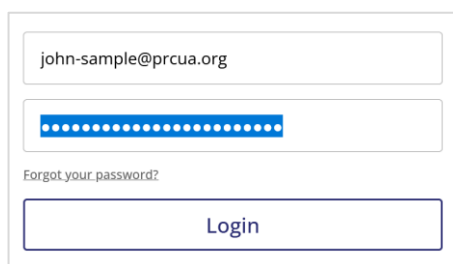
When logging into the **PRCUALife** Agent Support website, you can Configure 2FA by following these steps:



- 1 Log into **PRCUALife** Agent Support
- 2 Configure 2FA Now
- 3 Choose 2FA Method
- 4 Setting up TOTP
- 5 Account Setup on 2FA App
- 6 Enter Code from 2FA App
- 7 Generate List of Backup Codes
- 8 Backup Codes Generated (Send the Codes via Email)

Login with Two-Factor Authentication (2FA)

After you enter your credentials and click Login, you will be required to enter the Authentication Code from the 2FA app.

A web login form with a text input field containing "john-sample@prcua.org", a password input field with masked dots, a "Forgot your password?" link, and a "Login" button.

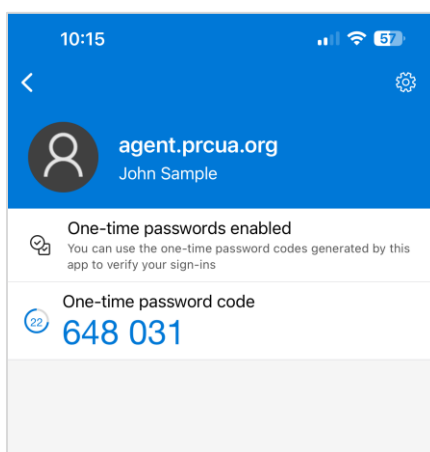
john-sample@prcua.org

.....

[Forgot your password?](#)

Login

A

A screenshot of a mobile app interface. At the top, it shows the time 10:15 and battery level 57%. Below is a header with a back arrow, a profile icon, and the text "agent.prcua.org" and "John Sample". The main content area says "One-time passwords enabled" with a subtext "You can use the one-time password codes generated by this app to verify your sign-ins". Below that, it shows "One-time password code" with a circular icon containing "22" and the code "648 031".

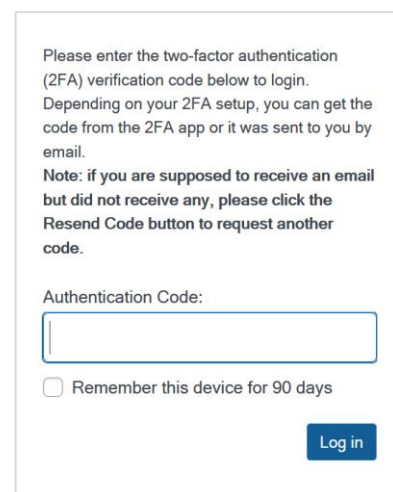
10:15 57%

< agent.prcua.org John Sample

One-time passwords enabled
You can use the one-time password codes generated by this app to verify your sign-ins

One-time password code
22 648 031

B

A web form for entering a 2FA code. It contains instructional text, a note about email delivery, a "Resend Code" button, an "Authentication Code:" label, a text input field, a checkbox for "Remember this device for 90 days", and a "Log in" button.

Please enter the two-factor authentication (2FA) verification code below to login. Depending on your 2FA setup, you can get the code from the 2FA app or it was sent to you by email.

Note: if you are supposed to receive an email but did not receive any, please click the Resend Code button to request another code.

Authentication Code:

☐ Remember this device for 90 days

Log in

C

- A Log into Agent Support Portal
- B Retrieve 2FA from App
- C Enter One-time password code into Authentication Code area on Agent Support Portal