



**Exigo Admin
Multifactor
Authentication (MFA)**

v 1.1

Exigo Admin Multifactor Authentication (MFA)

Exigo Admin has a built in MFA that requires a user to receive a code to their email or cell phone via SMS and then enter that code to authenticate them into the system. This feature further secures Exigo Admin and provides another layer of security to the login process.

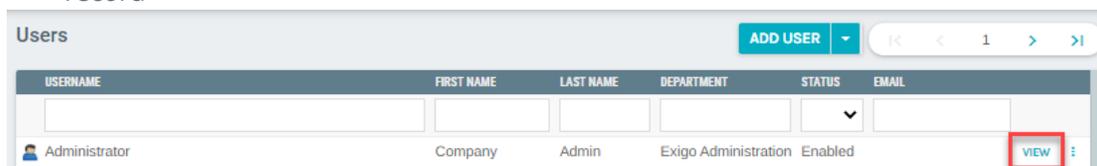
Setting up the MFA is simple. Read below for information on the MFA process itself and how to ensure your users can access Exigo Admin.

Step 1: Ensure all users are updated with current contact information

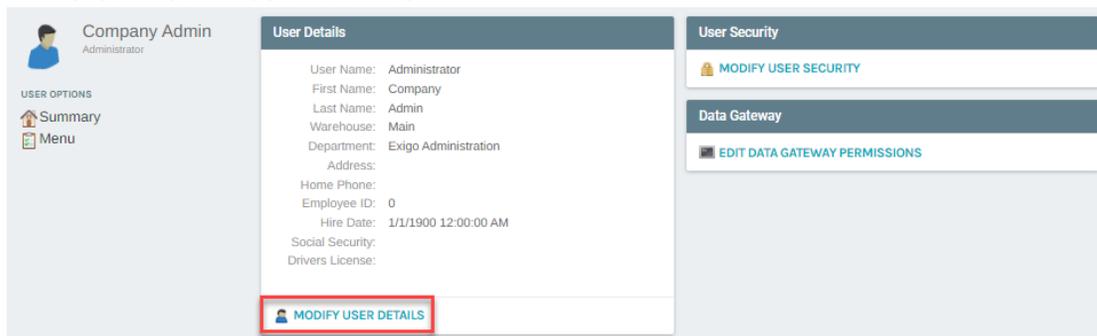
Users are required to have at a minimum an email address on the User Record. Cell phone is optional but supported for sending the authorization code via SMS.

API specific, application users do NOT need to have email or phone as they should not be logging into Exigo Admin.

1. Login to Exigo Admin
2. Click on Administration > Users in the left menu
3. Click the user you would like to modify or the "VIEW" link on the right side of the user record

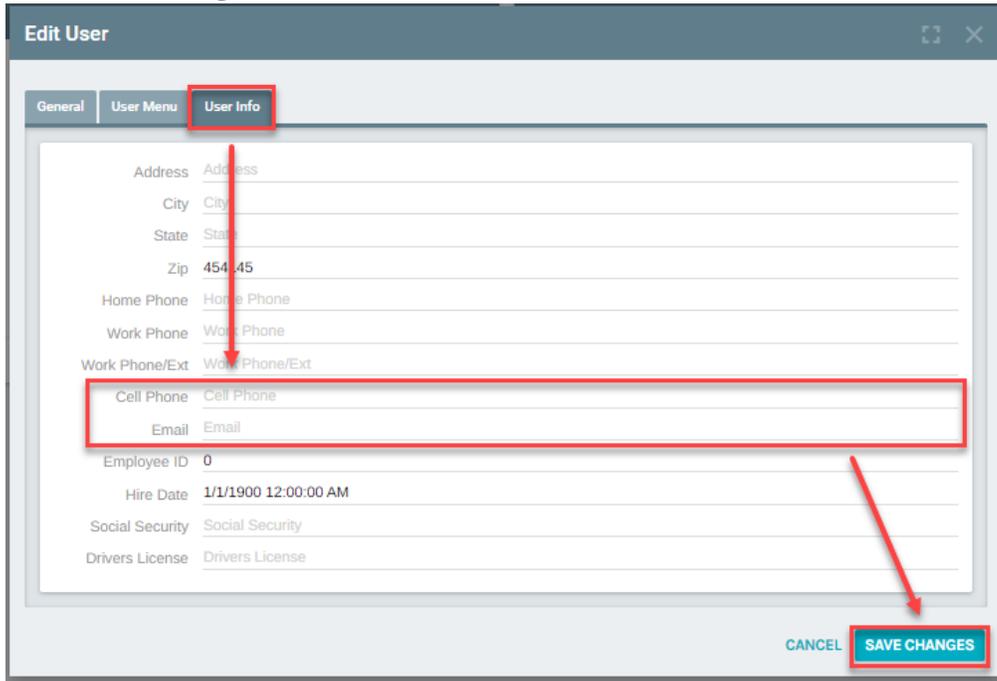


4. Click "MODIFY USER DETAILS"



5. Go to the "USER INFO" tab

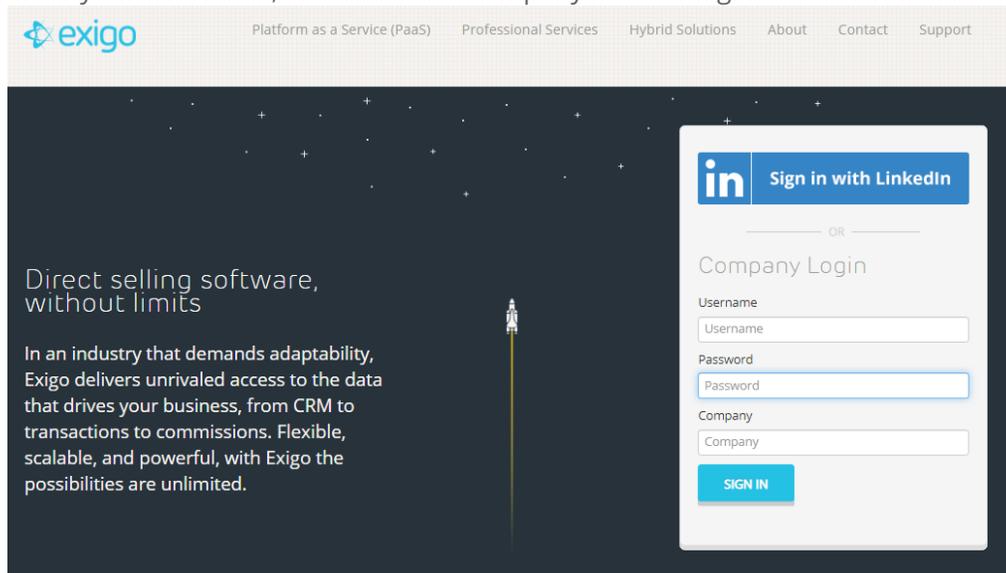
6. Enter the missing information for that user and click "SAVE CHANGES"



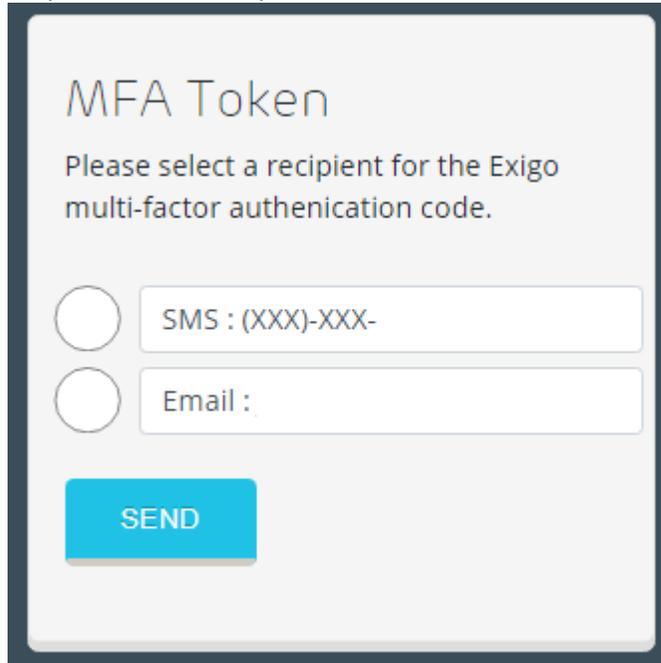
Step 2: Use MFA to login to Exigo Admin

Once you confirm that all users have the proper information on their User Record, users will be able to login to Exigo Admin using the MFA process.

1. Go to <https://exigo.com/>
2. Enter your Username, Password and Company into the login form – Click "SIGN IN"

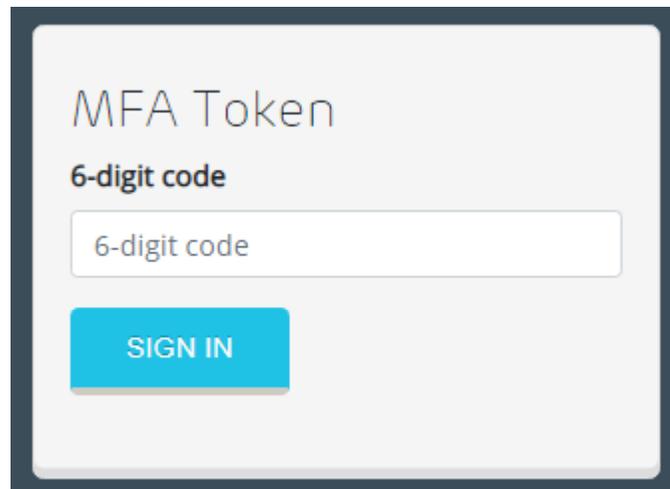


3. A box will come up with the valid options available to send the secure access code.



The screenshot shows a dialog box titled "MFA Token". Below the title, it says "Please select a recipient for the Exigo multi-factor authentication code." There are two radio button options: "SMS : (XXX)-XXX-" and "Email :". Below these options is a blue "SEND" button.

4. Choose the option you want to use and wait for the code to be sent.
 - *The code should be delivered within minutes.*
 - *If you chose email and do not receive the code – make sure to check your JUNK or SPAM folders*
5. Enter the code and click "SIGN IN"



The screenshot shows a dialog box titled "MFA Token". Below the title, it says "6-digit code". There is a text input field with the placeholder text "6-digit code". Below the input field is a blue "SIGN IN" button.

6. Once verified the login process may take a bit longer than expected but this is normal.

NOTE: The system will save your authenticated login for a period of time. If you are not presented with the MFA requirement each time – that is normal.

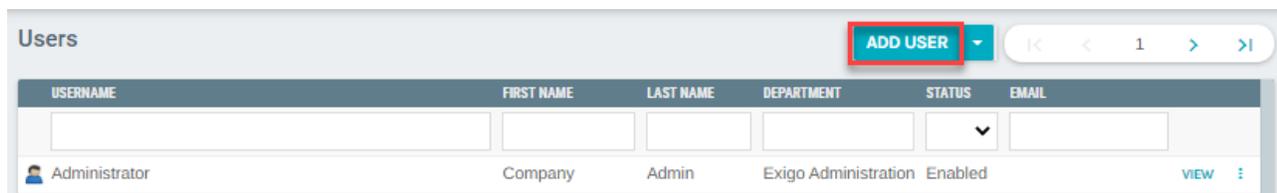
Lockout Policy

Exigo Admin enforces a lockout policy if there are 5 unsuccessful attempts to login. After 5 failed attempts to login, the system will not allow that user to login for 30 mins. Once the 30 mins has passed since the last login attempt, the system will unlock that user and allow them to attempt the process again.

Adding new Users

When adding new users to the system, ensure an email address or phone number is included to allow them to access Exigo Admin without having to update the user again.

To add a new user simply select "ADD USER" in the Administration > Users section vs. editing an existing entry.



USERNAME	FIRST NAME	LAST NAME	DEPARTMENT	STATUS	EMAIL
Administrator	Company	Admin	Exigo Administration	Enabled	

If you have question regarding this flow, please contact our 24hr Support Number at 214-367-9999.