

How to access EziOnline with Multi-Factor Authentication if you have lost your phone or access to your email

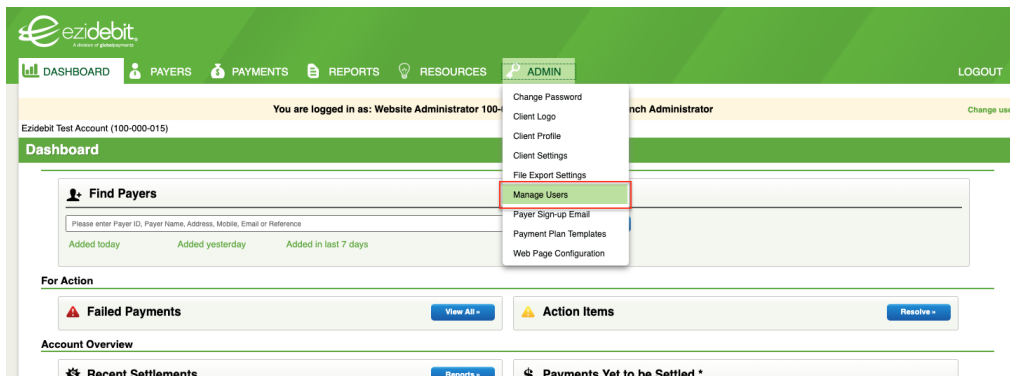
EziOnline now has Multi-Factor Authentication (MFA) enabled, providing an extra security step to safeguard your business and customer data and payment information. MFA can be activated either through a code sent to your email or through a mobile authentication app on your phone.

However, if you have either lost your phone or access to your email, this handy guide will show you the steps you need to take to reset your preferred MFA method and access your EziOnline account.

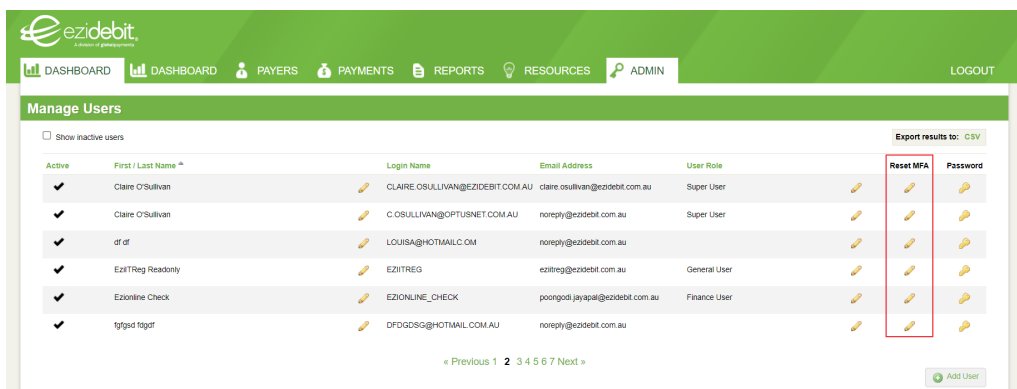
Let's get started.

Lost access to your phone (and mobile authentication app)?

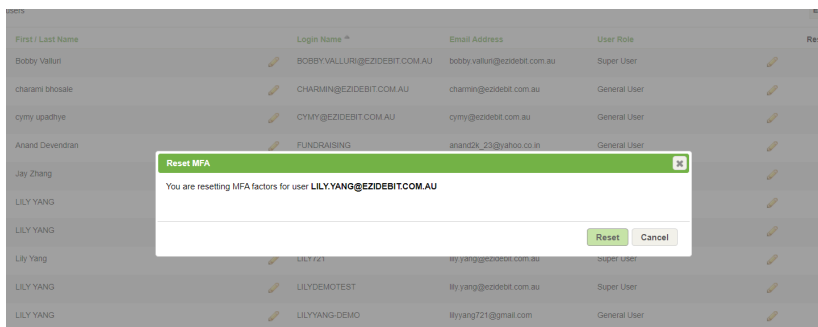
Step 1: Please contact your Branch Administrator (BA) and ask them to reset your preferred MFA method. Your BA will need to select the 'Admin' tab across the top of the dashboard, and click 'Manage Users' from the drop-down menu.



Step 2: The BA will need to click the pencil icon in the 'Reset MFA' column next to the name of the person whose details need resetting.



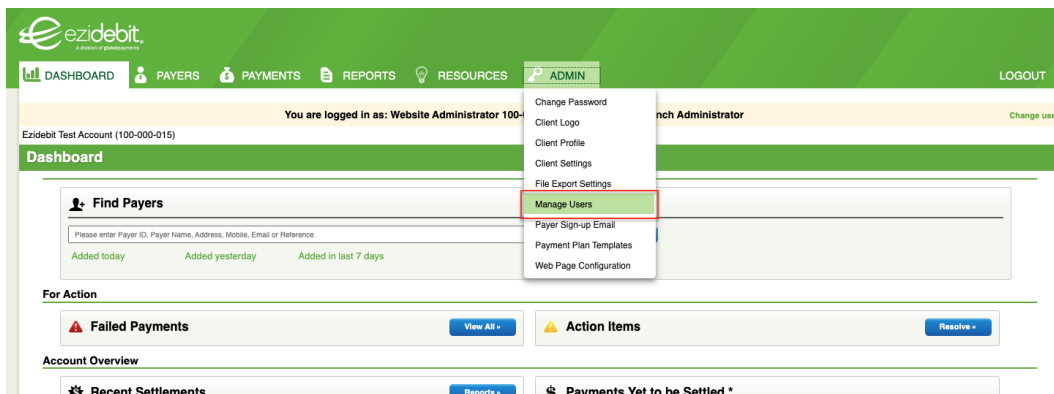
Step 3: The BA will then need to select the 'Reset' button.



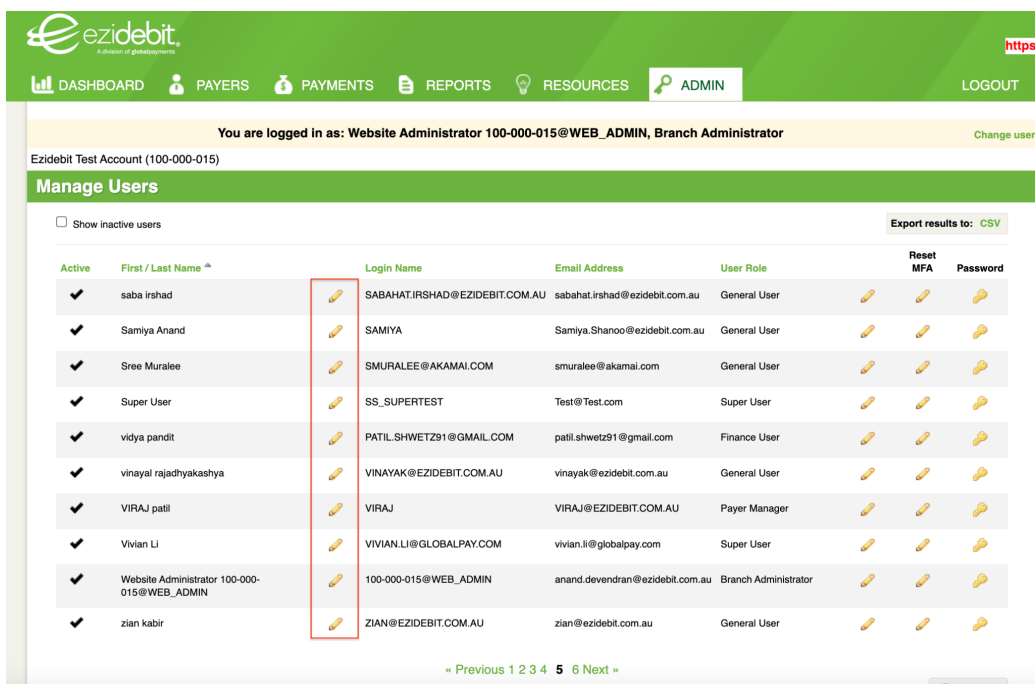
Step 4: You will now be able to login to EziOnline and select a new default MFA method. Follow the instructions to set up, and you should now be able to access your account.

Lost access to your email?

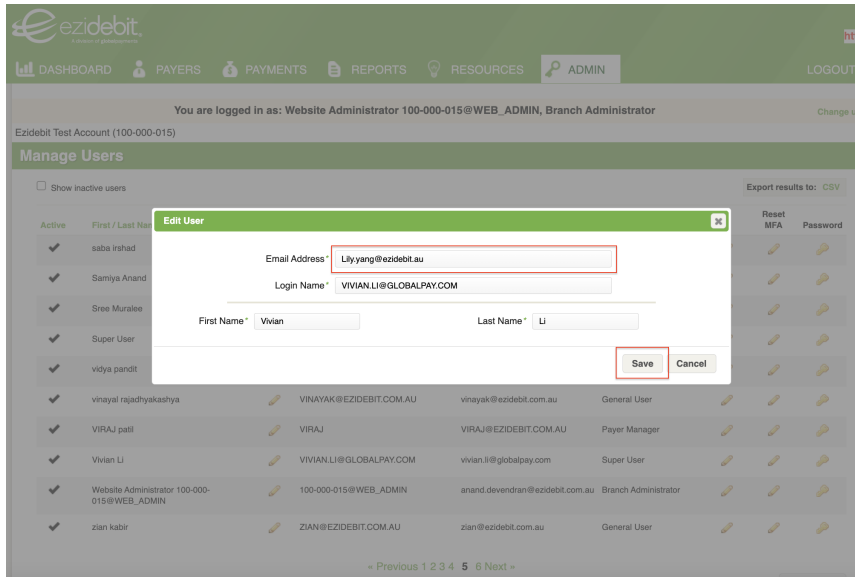
Step 1: Please contact your Branch Administrator (BA) and ask them to update your preferred MFA method for EziOnline. Your BA will need to select the 'Admin' tab across the top of the dashboard, and click 'Manage Users' from the drop-down menu.



Step 2: The BA will need to click the pencil icon next to the 'Login Name' of the person whose details need to be updated.



Step 3: Here the BA can update the email address information, and click 'Save'.



Step 4: Once the EziOnline information has been updated, you can now login to EziOnline and complete the MFA step as normal.

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We hope you have found this guide helpful. If you would like to know more about this topic or have further questions, please email support@ezidebit.com.au.