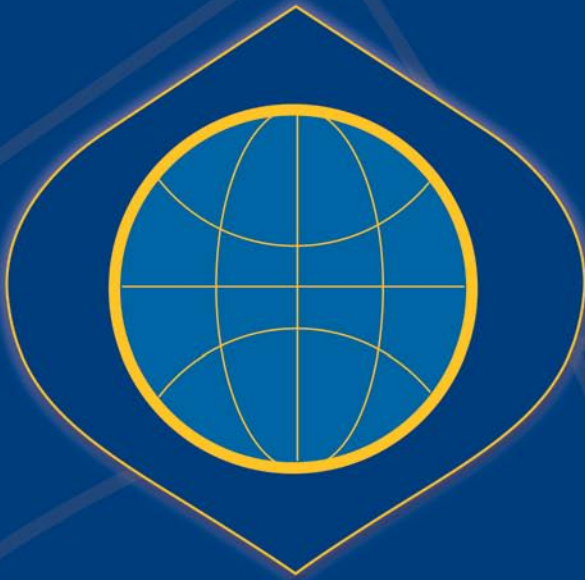


# Troubleshooting Guide

Bill Payment Research Site  
Multifactor Authentication (MFA) Calls



**(Administrative Site)**

# Procedures For Troubleshooting Bill Payment Research Site MFA Calls

The multifactor authentication (MFA) solution is providing enhanced security for the electronic bill payment system, as well as addressing regulatory requirements for stronger methods of user authentication.

The sign-on process may seem confusing at first glance, but by following a few simple steps, the MFA solution should become nearly transparent to the bill payment user. We have prepared a Troubleshooting Guide to provide step-by-step instructions to help your credit union staff and members quickly navigate the MFA sign on process and to assist your staff with member calls.

## Questions to Ask Your Members

*Questions to ask your members appear in blue text. Step-by-step instructions for credit union staff appear in black text.*

### 1. Are you at your computer?

- a. If member answers yes *Go to #2*
- b. If member answers no – “Please go to your computer and bring up <https://www.mycuresearch.com>”, then *Go to #3*

### 2. Please go to the <https://www.mycuresearch.com> Sign in Screen, *Go to #3*

### 3. Does the Sign in page display the Username and Password fields or does it display the One-Time Code, Username and Password fields?

- a. If member responds Username and Password fields – *Go to #4*
- b. If member responds One-Time Code, Username and Password fields – *Go to #5*

### 4. Instruct the member to “Enter your normal Username and Password, then on the next screen click the “Send One-Time Code” button and retrieve the Code from the email address listed above that button.” Allow time for the member to retrieve the Code from their email.

- a. If you can retrieve the One-Time Code, enter it along with your User

name and Password on the new Sign-in screen and click Submit. *Go to #8*

b. If you cannot retrieve the One-Time Code from that email address, please click the link “Did not Receive One-Time Security Code. *Go to #9*

**5. Did you receive the One-Time Code from the email address you have registered in the MY CU® Services Research Site?**

a. Yes – *Go to # 6*

b. No – *Go to #7*

**6. Enter your normal Username and Password along with the One-Time Code. *Go to #8***

**7. Please click the link “Did Not Receive One-Time Security Code.” *Go to #9***

**8. If you select:**

a. **“Trust this Computer” you will not be challenged again in the future from this machine. You should now have been assigned a “cue”. The cue is a colored box that contains letters and/or numbers of a different color. Please click “Enter MY CU® Research”. (This will take the member to the Welcome page. Call complete).**

b. **If you select “Trust for this session only” you will be challenged on future logins. (If member selects “Trust for this session only”, he/she will be taken to the Welcome page. Call complete.)**

**9. The next screen will ask you if you want to “Resend One-Time Security Code.”**

a. If member clicks Resend One-Time Security Code – *Go to #5*

b. If member does not click Resend One Time Code – *Go to #10*

**10. “Instead of clicking Resend One-Time Code follow Steps 1 and 2 as described on your screen. Once a new window opens, please call MY CU® Services toll-free at 888-985-7280 and provide the first 4-5 characters from the Session ID that appears on screen.”**

MY CU® Research will provide the One-Time Security Code to the Member.

Instruct the member to “Minimize the Session ID window and click the link at Step 2 then enter the One-Time Code, your normal Username and Password.”  
*Go to #8.*

## Other Troubleshooting Tips

Question: What would cause the user to be challenged on future logins if the machine was set as a “trusted” machine?

Answer: Some exceptions to this are, if you delete your cookies, change browsers, sign in from another location, or if other significant changes are made to the trusted machine.

## Additional Support

If the call cannot be resolved, please call MY CU® Services toll-free at 888-985-7280, option 1, and provide details of the issue along with the member’s Username to the support staff.

**Do not have the member call MY CU® Services directly.**

**Q:** What happens if a user has an invalid email address or is unable to access their email account to retrieve their one-time security code?

*A: Please call MY CU® Services at 888-985-7280 option 1 and provide Session ID in order to obtain the one time security code.*

**Q:** Can a Personal Computer (PC) be set as a trusted machine for multiple users?

*A: Yes. Multiple users will have the ability to set the same PC as trusted. It will be necessary for each user to go through the set up process on that PC. Setting the PC to trusted for one user will not set the PC to trusted for all users.*

**Q:** Will users have the ability to set a PC to untrusted once it has been set to trusted?

*A: It is possible to remove the trusted status from a PC, however, it will be necessary to contact the MY CU® Services help desk to do so. End users will not have the ability to do it themselves.*

**Q:** What happens if the user doesn't set the PC to trusted when they log into the MYCUREsearch.com?

*A: The user will be required to retrieve and enter the one-time security code each time they access the MYCUREsearch.com Site from that PC until they designate it as a trusted device.*

**Q:** Will emailing multiple one-time security codes cause spam filters to block the emails?

*A: Extensive testing has shown that this is not the case. However, we will monitor this issue during the pilot and implementation stages to ensure that it does not happen, and we will make necessary changes, if it does become an issue.*

**Q:** If a user deletes their temporary internet files, or history will they be challenged the next time they attempt to log into the MYCUREsearch.com?

*A: No. Users will not be challenged if they delete their temporary internet files, or history, provided they are logging in from a trusted PC. However, deleting cookies will challenge the user.*

**Q:** Will screen shots of the authentication process be available for review prior to implementation?

*A: Yes. Screen shots of the authentication process will be provided prior to implementation. These materials are available at <http://www.mycubillpay.com>.*

**Q:** Do we have the option of not implementing Multifactor Authentication?

*A: No.*

**Q:** Can a user set up multiple PC's as trusted?

*A: Yes. Multiple PC's can be set to trusted for one user.*

**Q:** Will there be a charge to the credit union for the implementation of Multifactor Authentication?

*A: No. There will be no charge to the credit union.*

**Q:** Will the one-time security code be the same each time a user attempts to access the MYCUREsearch.com?

*A: No. Each time a user logs in from a non-trusted machine, a unique one-time security code will be issued. The user cannot reuse a one-time security code.*