



# Verizon Enhanced Security Authentication

## Overview

Verizon introduced a new security process for Verizon's business portals to help maintain the security of your data.

We don't want anyone to access your Verizon business account without your permission. That's why Verizon is using some of the latest security technologies to help protect your company information from potential phishing scams and unauthorized use.

The change requires just a few simple steps:

- A single sign-on process to access information in the portal in which you are currently enrolled was implemented.
- Your user ID and password are entered on two separate pages.
- You will be asked to add a Security Image – this will be implemented 7/24/15.

See our [Security Image FAQs](#) for more information.

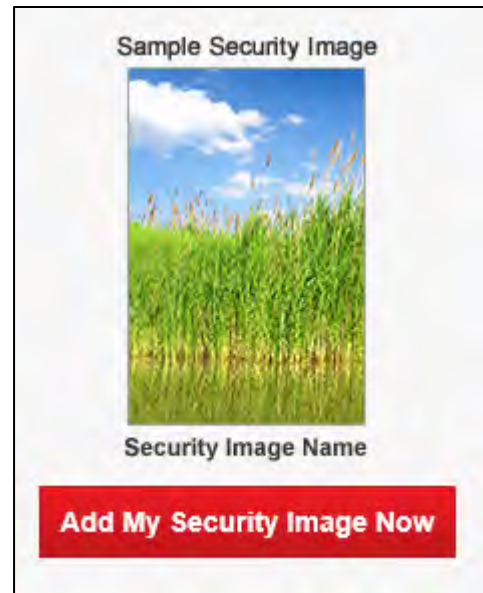
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## You Know It's Verizon

Criminals can create fake websites that look very similar to legitimate business websites. The Security Image feature was created to help you confirm you're visiting a legitimate Verizon website and to identify your company's Verizon business account.

We will ask you to review and accept the Terms & Conditions (T&C), select a Security Image, and establish three Secret Question/Secret Answer combinations, and select two delivery methods to save on file for a one-time passcode.

Once you've selected a Security Image for your account, it appears every time you enter your user ID on the Sign-in page for your Verizon account. When you see the Security Image you chose, you'll know that you're accessing an official Verizon website.



## Device Registration Helps Protect You and Your Business

A device is defined as your computer, tablet, or smart phone. When we see attempted access to your account from a device we don't recognize, we'll ask you one of the three Secret Questions you've selected or you can receive the one-time passcode. It's an added step of protection just in case your login credentials end up in the wrong hands.

With these and other security technologies in place, we help protect your company's Verizon account information.

## A One-Time Passcode Can Help You Retrieve Your Information – Securely

Establishing two methods to receive a one-time passcode helps protect you from unauthorized access to your account. If you forget your password or your device isn't registered; you can receive your passcode to your selected email or device to proceed with retrieving your private information and securely sign in.

## How to Set Up Your Security Image

When prompted, you can set up your Security Image in a few simple steps.

### Review and Accept the Terms and Conditions

You will also be asked to review and accept the terms and conditions the first time you sign in with the new Security Image authentication process.

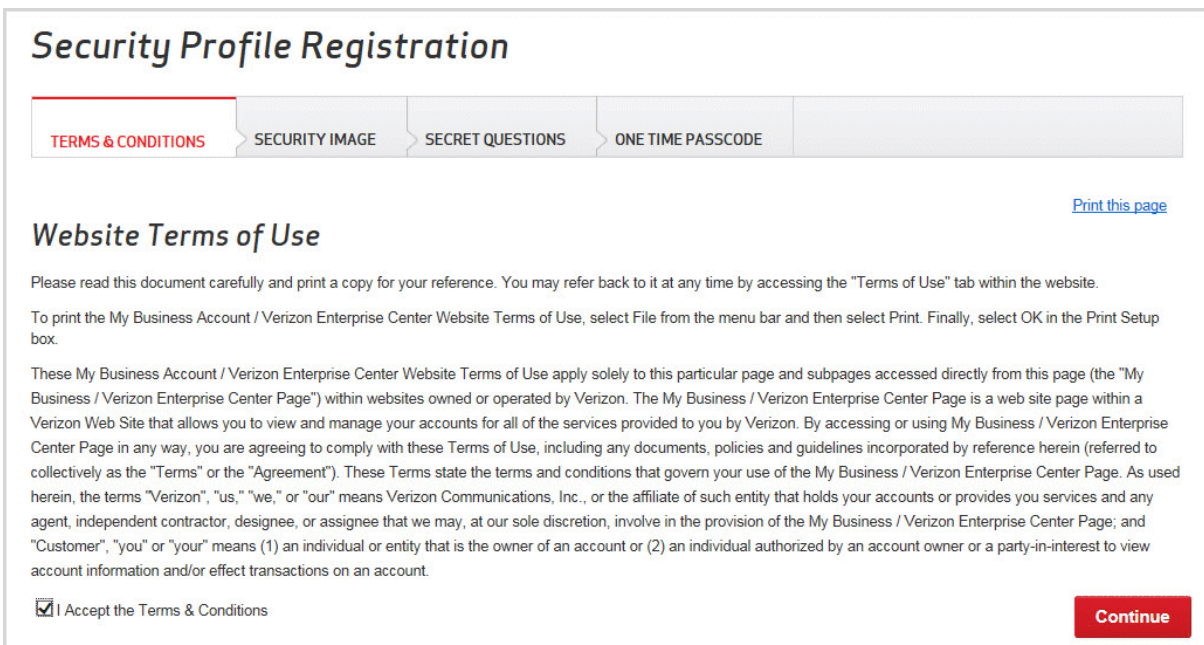


Figure 1 Terms & Conditions

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### Select a Security Image and Name It

You'll be presented with a variety of images from which to choose. Select one and create a name for it that's easy to remember and hard for others to guess. Once you've chosen a Security Image, you'll see the image and the name every time you enter your user ID/password. You are given an option on the password page to have Verizon remember your device. Check Remember My Device if you want this option.

This lets you know that you're on the legitimate Verizon website. It also helps protect you from phishing scams designed to capture your login information.

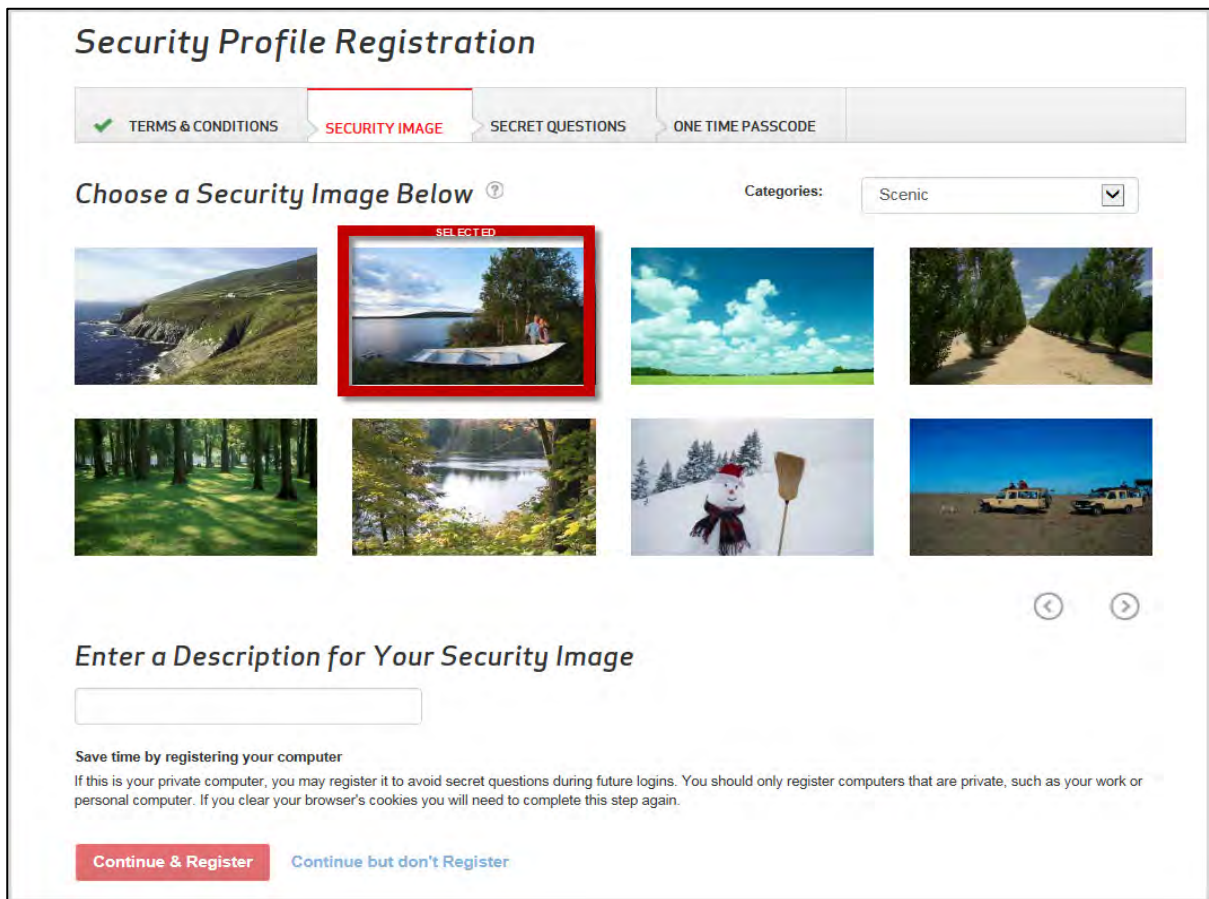


Figure 2 Security Image

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### Select Your Secret Questions and Enter Your Answer

You'll choose from a list of questions that focus on a distinct aspect of your life and then you'll enter a unique answer. Your answer should be something that's easy for you to remember, but hard for someone else to guess. If you need to access your Verizon account from a computer we don't recognize, we'll prompt you to answer one of your Secret Questions to help verify your identity. This question is used to validate any security changes to your account including; forgot password, password reset, and change security image.

The screenshot shows a web form titled "Security Profile Registration". At the top, there is a progress bar with four steps: "TERMS & CONDITIONS" (checked), "SECURITY IMAGE" (checked), "SECRET QUESTIONS" (highlighted in red), and "ONE TIME PASSCODE". Below the progress bar, the heading "Complete all Secret Questions/Answers" is followed by a note: "Answers are not case sensitive, must be from 3 – 40 characters, and can only consist of letters (A-Z), numbers (0-9), spaces, and periods. Note: Please complete all Secret Questions/Answers and click Continue prior to closing this page to avoid Sign-In issues going forward". The form contains three identical sections for "Select Secret Question 1:", "Select Secret Question 2:", and "Select Secret Question 3:". Each section has a dropdown menu with "-- choose a new question --" and a "Your Answer" text input field. A red "Continue" button is located at the bottom right of the form.

Figure 3 Secret Questions

**Note:** If you forgot your password and need to change it, you must answer two of the three questions correctly. Otherwise you will need to contact your company administrator or call the CALNET Service Desk at 1-855-CALNET3 (1-855-225-6383), option 2.

During this new process you are not required to change your password, however you may choose to do so at this time. Refer to Security Image FAQs for password rules.

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### Establish a One-Time Passcode

Establishing a delivery method of your choice to receive a one-time passcode for future use is the final step in your security registration. You can elect to receive your passcode to two contacts. A minimum of two options must be selected, and a maximum of five. One must be an email address; the second can be a text or another email address of your choice. This information will be saved on file. In the event you need to recover your sign in information in the future, the passcode can be delivered securely via one of these contact methods. A one-time passcode will be used if you forget your password or if you are using a device that is not yet registered. You do not need to call anyone and can easily sign in using the one-time passcode.

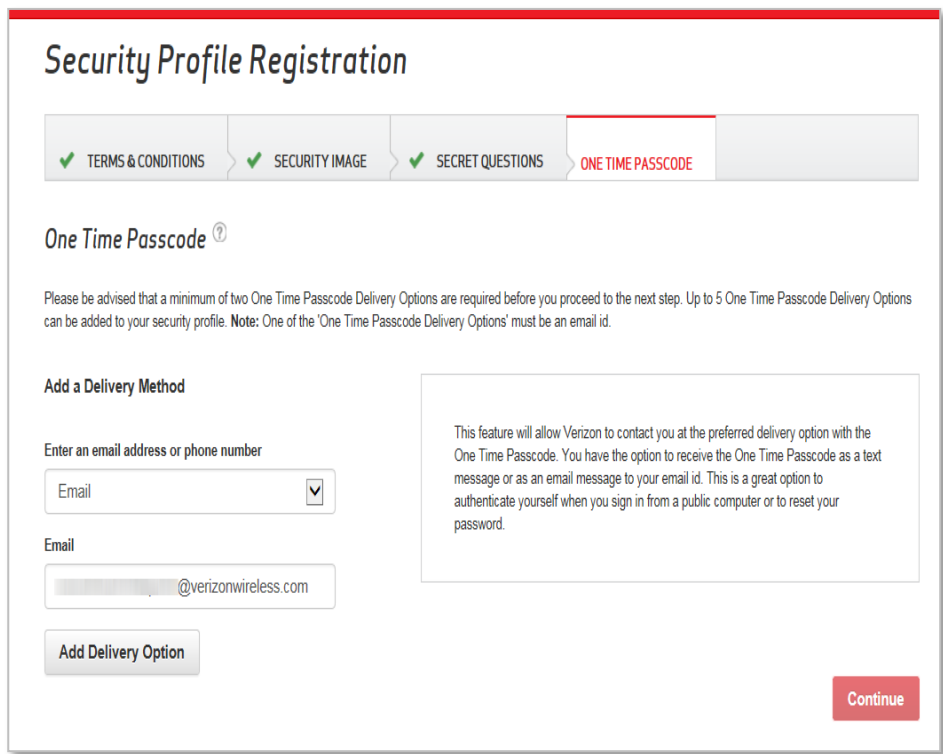


Figure 4 One Time Passcode

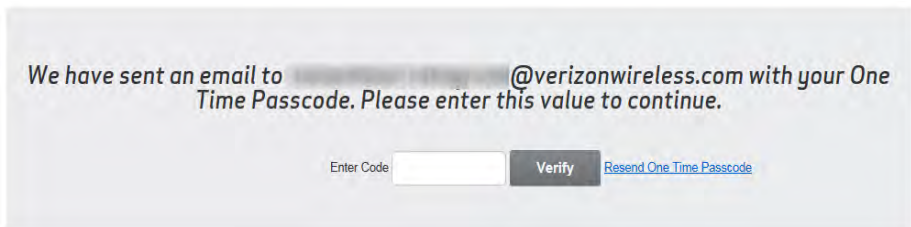


Figure 5 Enter Code

Enter your code and sign in.

## Register Your Device

If you checked **Continue and Register** on the security image page, your device is now verified. If there is another computer or mobile device that you use regularly to access your Verizon account, then you will need to register it. You will be asked to do so at your next login if it has not been registered. This helps us recognize that it's your device, and you won't need to answer your Secret Question the next time you sign in from that device.

## Keep Your Information Private

It's important to always keep your Secret Question and Answer private and never register a **public computer**.

## More Resources

- Refer to our [Security Image FAQs](#) to learn more about these new security measures.
- Our [Privacy Policy](#).
- [Tips for Guarding your Information and Report Suspicious Activity](#).



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