First 3 things to check to successfully log in:

✓ **Portal Web Address**: login is at <u>portal.reprotech.com</u>

✓ **Username**: your username is the exact email address where you received the portal invite.

✓ **Temporary password**: this can be found in your portal invite email.

PRO TIPS for successful **temporary password** entry:

- **Type** the temporary password from your emailed portal invite instead of copy/pasting it.
- If you copy/paste the temporary password, make sure there isn't an extra "space" at the end of the password once pasted.
- Once you've entered the correct username + temporary password, click 'Login'.

❌ Temporary or regular password not working?

Follow these steps to **reset your password:**

1 **Enter your username in the portal login field.** (Note: your username is the exact email address where you received the portal invite.)

2 **Click** 'Reset Password'.

3 **Check your email** for a verification code. (Allow up to 5 minutes to receive your code.)

4 **Enter the verification code** into the verification field, then select 'Verify'.

5 **After password reset, return to <u>portal.reprotech.com</u>** and log in using your username (email) and new password.

🔒 **LOCKED OUT OF YOUR ACCOUNT?**
Follow the "Reset Password" instructions above to regain access.

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Setting up Multi-Factor Authentication (MFA)

✓ **Upon logging into the portal you'll be prompted to select a preference to where you want to receive your MFA code.**

Option 1: Cell Phone (SMS)
- If this is your choice - enter your personal cell phone number

Option 2: Email (sent to the email used for your username)

Option 3: Authenticator App (i.e. Google Authenticator or similar app)

After choosing one of these 3 options select "Send Setup Code".

✓ **Enter the code** into the verification code field.

PRO TIPS for Successful MFA Code Entry:
- **Type** the code instead of copy/pasting it.
- If you choose to copy/paste the code, make sure there isn't an extra "space" at the end once pasted.

✉ **If you update your email address in the portal,** you will be required to reset your MFA.

Can You Opt Out of MFA? No.

✓ You will go through the MFA process every time you log into the portal.

Please reach out to portal@reprotech.com if you have any questions or further issues. Thank you!

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