

1. Logon to the website and enter your username and password
2. Enter a phone number in the space provided (screen shot below).
  - a. If a phone number has already been entered on the User Setup Page, this step will be skipped.

The screenshot shows the 'Enter Phone Number' form on the BenefitMall Construction Payroll website. The form includes the following elements:

- BenefitMall logo with the tagline 'All together, better.' and 'Construction Payroll' text.
- Section title: 'Help Us Protect Your Account'.
- Text: 'To provide you with an added level of security, we are requesting that you provide a phone number that will allow us to verify your identity. This number will not be used for marketing or solicitation purposes.'
- Form title: 'Enter Phone Number'.
- Text: 'Please enter your phone number below.'
- Form label: 'Phone Number'.
- Input field: 'Enter Your Phone Number'.
- Submit button: 'Verify Phone'.

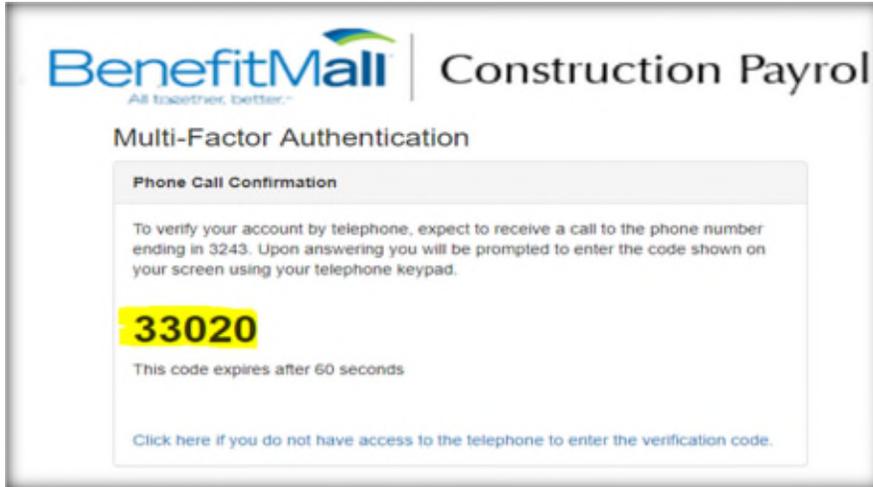
3. If a mobile number is entered, you can, in the next step, choose to be contacted by text message or by phone call to verify the number. If the number entered is not a mobile number, the only contact option provided will be by phone call.

The screenshot shows the 'Multi-Factor Authentication' form on the BenefitMall Construction Payroll website. The form includes the following elements:

- BenefitMall logo with the tagline 'All together, better.' and 'Construction Payroll' text.
- Section title: 'Multi-Factor Authentication'.
- Text: 'The next step is to verify the phone number you provided. Choose an option below to complete this process.'
- Form title: 'Choose Verification Method'.
- Text: 'Please choose a mode of authentication.'
- Radio button options: 'Text Message' (with a message icon) and 'Phone Call' (with a phone icon).
- Checkbox: 'This is a trusted browser'.
- Submit button: 'OK'.

4. Authentication By Phone call :-
  - a. Click in the circle to the left of "Phone Call", then click OK

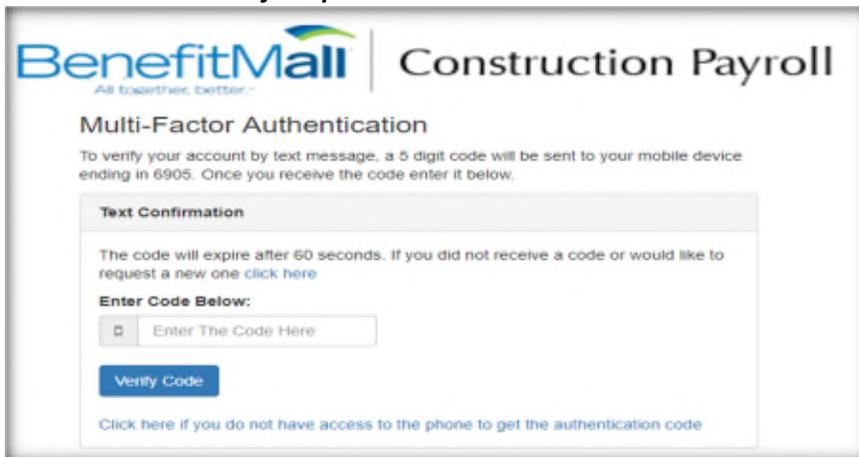
- b. *The system will present a page similar to the one in the below screenshot and a call will be placed to your telephone. Answer the call, then enter the onscreen code into your phone keypad. (NOTE: the code highlighted in the screenshot below is an example and is not meant to be used by you).*



- c. *Once the code has been accurately and timely entered into the phone's keypad, you will be taken to the "My Payroll User Account" where the email address, phone number and Pass Phrase questions can be updated*
- d. ***You have ONLY 60 seconds to enter the provided code.** If you are using a locked cell phone for authentication, consider unlocking the phone before you click OK.*
- e. *Note - Checking the "This is a trusted browser" check box will reduce the number of times you need to go through the authentication process. It should be checked only if you are using a private computer.*

5. **Authentication By Text Message:-**

- a. *Click in the circle to the left of "Text Message", then click OK*
- b. *A five digit code will be sent by text to the phone number entered earlier. Enter the code in the onscreen field provided.*



6. *Once the code has been accurately and timely entered, you will be taken to the "My Payroll User Account" where the email address, phone number and Pass Phrase questions can be updated.*

## MULTIFACTOR AUTHENTICATION

**My Account**

**My Payroll User Account**  
The following details your account information.

**Account Information**

First Name:   
Middle Initial:   
Last Name:   
Email:   
Phone Number:     
Username: doeawhite@gmail.com

**Password Change**  
[Change Password](#)

**Personal Security & Customer Support**

Pass Phrase Question 1: My first car was a(n)?   
Pass Phrase Answer 1:

Pass Phrase Question 2: My favorite color is?   
Pass Phrase Answer 2:

Pass Phrase Question 3: My Mother's Maiden Name is?   
Pass Phrase Answer 3:

**Personal Preferences**

Allow User to skip MFA process  
Ability to skip the MFA process

Employee Information on Forms  
By checking this box, the default will be to show the employee information section at the top of the payroll form. The system default is to hide the employee information section.

DL2 Navigation Buttons  
By checking this box, the default will be to display the navigation buttons at the bottom AND top of the screen. The system default is to display the navigations only at the bottom of the screen.

[Save](#)

7. Enter the required information, then click "Save"
8. Click "Request new email verification" to verify your email address

**Warning** Please click "Request new Email Verification" below to verify your email address, then check your inbox for an email from DoNotReply@benefitMall.com, and follow the provided instructions. ✕

[Request new Email Verification](#) [Contact Us](#)

9. The following will pop-up. You can now close that window.

**Success** Email has been sent. ✕

[Continue to Login page](#) [Contact Us](#)

10. Check your email inbox for an email from [DoNotReply@BenefitMall.com](mailto:DoNotReply@BenefitMall.com) , then click on the link provided



11. Log in with your username and password as normal.
12. If you clicked “This is a Trusted Browser”, you will not need to go through the authentication process again unless you attempt to logon with a different computer, or you delete cookies from the computer. Otherwise you must authenticate every time you log on.
13. Password must be reset every 90 days.