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.*


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.*

4. *Authentication By <u>Phone call</u> :-*
   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).*
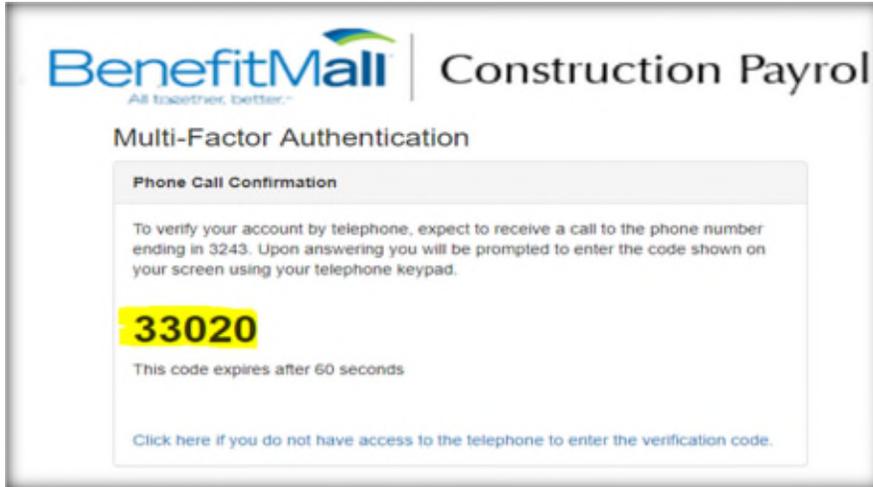
c. *Once the code has been accurately and timely entered into the phone's keypad, you will be taken to the "My Payroll User Account" where the email address, phone number and Pass Phrase questions can be updated*

d. <mark>*You have ONLY 60 seconds to enter the provided code.*</mark> *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** <u>**Text Message**</u>**:-**
   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.*
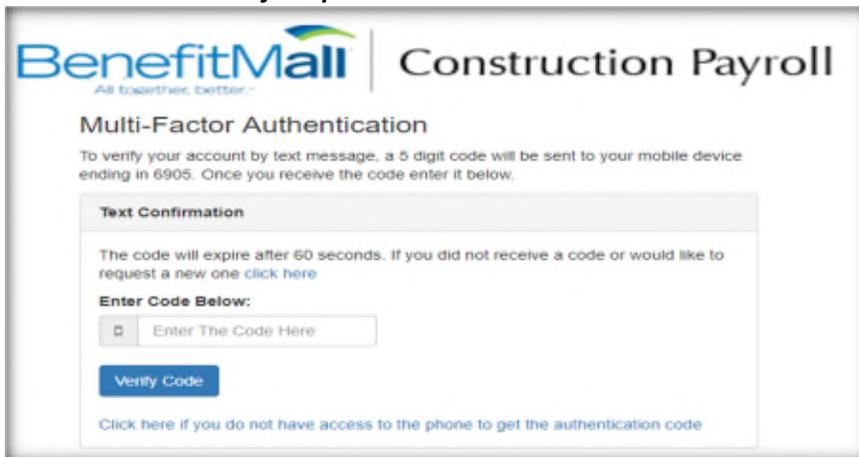
6. *Once the code has been accurately and timely entered, you will be taken to the "My Payroll User Account" where the email address, phone number and Pass Phrase questions can be updated.*

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

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

10. *Check your email inbox for an email from 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.*