DLL **Portal Security Enhancement FAQ**

1 **What is two-factor authentication?**

Two-factor authentication is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence to an authentication mechanism like a password & and unique code.

2 **Why is DLL making this change?**

Passwords can be difficult to manage, and they're easy to steal. Hackers have sophisticated ways of obtaining your passwords, but with two-factor authentication, your mobile device is required to complete a login. That reduces the risk of your accounts being compromised. Two-factor authentication is a best practice for all digitally based accounts!

3 **I am having trouble locating your two-factor authentication activation email, what do I do?**

a. You can find the activation email by searching for the sender: **dllinformationsecurity@go.dllgroup.com** in your email inbox
b. Still having trouble locating? Check your spam folder for the same email address above
c. If you are unable to locate the email, please contact your DLL account manager

4 **What is my username?**

Your username is your email address

5 **What if my activation link doesn't work?**

If you are having issues accessing the link, contact your DLL account manager to have a new link sent directly to your email address

6 **What if I am using other DLL portals and already have two-factor authentication set up?**

If you are already using other DLL portals with two-factor authentication, your username and password will be the same.

dLL financial solutions partner