



## ANNOUNCING MULTI-FACTOR AUTHENTICATION AND SINGLE SIGN-ON CAPABILITIES IN CAVULUS MedicareCRM™.

In a continued effort to enhance the security of our products, Cavulus has upgraded MedicareCRM with Multi-Factor Authentication (MFA) and Single Sign-On (SSO) capabilities. Both features are now available upon request. Regardless of whether your organization adopts MFA or SSO, the login procedure for MedicareCRM will change on September 12, 2023. This change will apply to all environments: Production, CV and Training.

1. Upon rollout, **all users** will be directed to a new login screen. Please use [“Forgot your Password”](#) on the login page to trigger a one time passcode email, which can be used to set a new password.

Sign in with your username and password

Username

Password

[Forgot your password?](#)

Sign in


2. MedicareCRM users will enter their username and select “Reset my password”.

Forgot your password?

Enter your Username below and we will send a message to reset your password

Reset my password

- Users will receive a one-time passcode email, which will be used to create a new password on the screen below.



We have sent a password reset code by email to [redacted]. Enter it below to reset your password.

**Code**

**New Password**

**Enter New Password Again**

[Change Password](#)

- Users will enter the temporary code, new password, and validate their new password using the password criteria below. Click [“Change Password”](#) to continue.

We have sent a password reset code by email to [redacted]. Enter it below to reset your password.

**Code**

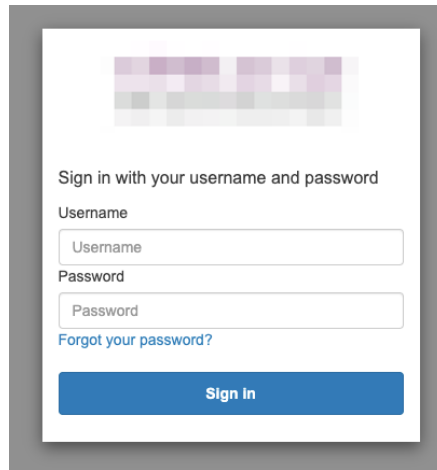
**New Password**

**Enter New Password Again**

- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a number
- ✓ Password must contain at least 8 characters
- ✓ Passwords must match
- ✓ Password must contain a special character or a space
- ✓ Password must not contain a leading or trailing space

[Change Password](#)

- Users will be redirected back to the original login page where they will now use their username and newly created password to login.



- If a **username** is updated in the future within MedicareCRM, this action will require the user to once again complete **steps 1-5** to complete reauthentication.
- Password reset** requests from MedicareCRM will trigger an email when the [Reset Password](#) link is clicked (example below). The user will be redirected back to **step 2** which will subsequently send the temporary code email for reauthentication.

Hello [REDACTED]

You have received this email because you require assistance with your Cavulus password. For security purposes, Cavulus requires that you reset your password in order to gain access.

To reset your password, please click on the following link:

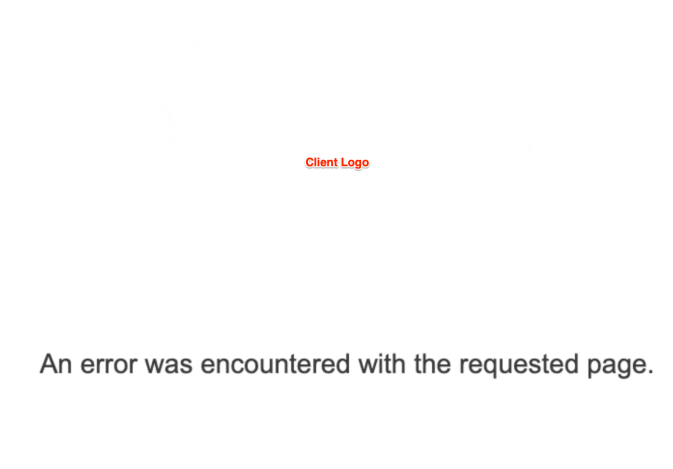
[Reset Password](#)

Thank You,

Cavulus Support Team

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8. If a user receives the error message below, they either clicked the login button multiple times or they have a login window open that has timed out. Please refresh the browser and make sure no other MedicareCRM windows are open, and then try to login again.



If you have any questions about this new login procedure, please enter a support ticket at [support.cavulus.com](https://support.cavulus.com).

This information may be most applicable to your IT Security team; please forward this announcement to the appropriate resources. If your organization would like to discuss our new MFA and/or SSO capabilities, please visit the Cavulus client support portal and submit a ticket using the [Talk to Professional Services](#) option. This will initiate a discussion with our team.