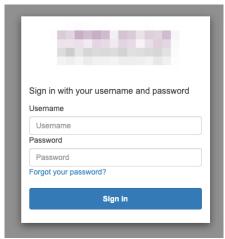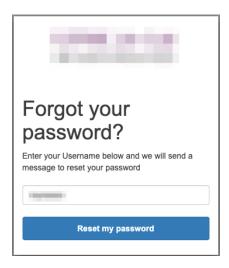## ANNOUNCING MULTI-FACTOR AUTHENTICATION AND SINGLE SIGN-ON CAPABILITIES IN CAVULUS MedicareCRM™.

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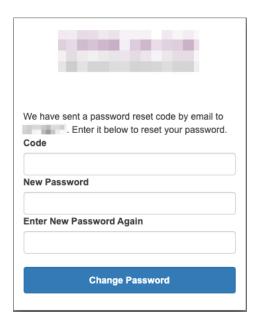
1. Upon rollout, **all users** will be directed to a new login screen. Please use "Forgot your Password" on the login page to trigger a one time passcode email, which can be used to set a new password.
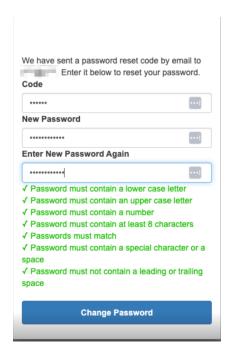

2. MedicareCRM users will enter their username and select "Reset my password".

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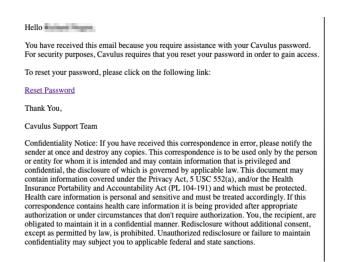

4. Users will enter the temporary code, new password, and validate their new password using the password criteria below. Click "Change Password" to continue.
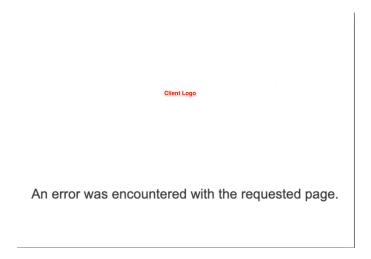
5. Users will be redirected back to the original login page where they will now use their username and newly created password to login.

6. 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.

7. **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.

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.

Client Logo

An error was encountered with the requested page.

If you have any questions about this new login procedure, please enter a support ticket at 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.