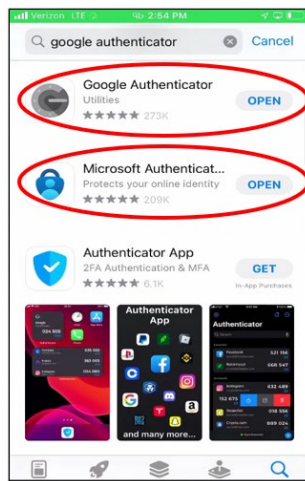


Neptune® 360™ MFA Set-up

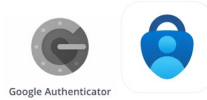
Multi-Factor Authentication (MFA) is an add-on feature to Neptune® 360™ that adds an extra layer of login security and further secures customer data. Multi-Factor Authentication (MFA) requires two verification methods to ensure that only authorized utility users can access the Neptune 360 web application.

Instructions to Setup the MFA Verification Method

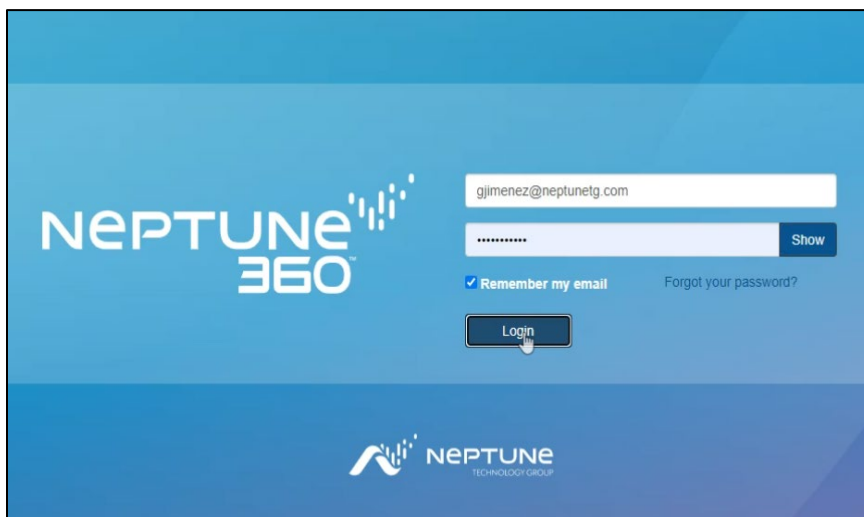
1. Download Microsoft or Google Authenticator App on your mobile device (free download).
Note: Once you select the app you want to use, you cannot switch.



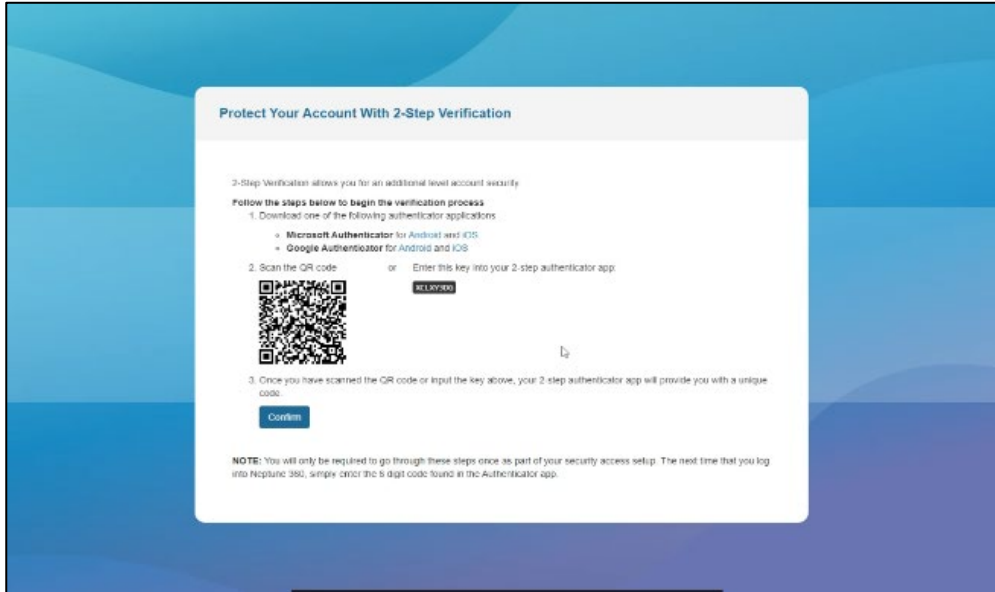
- Microsoft Authenticator for [Android](#) and [iOS](#)
- Google Authenticator for [Android](#) and [iOS](#)



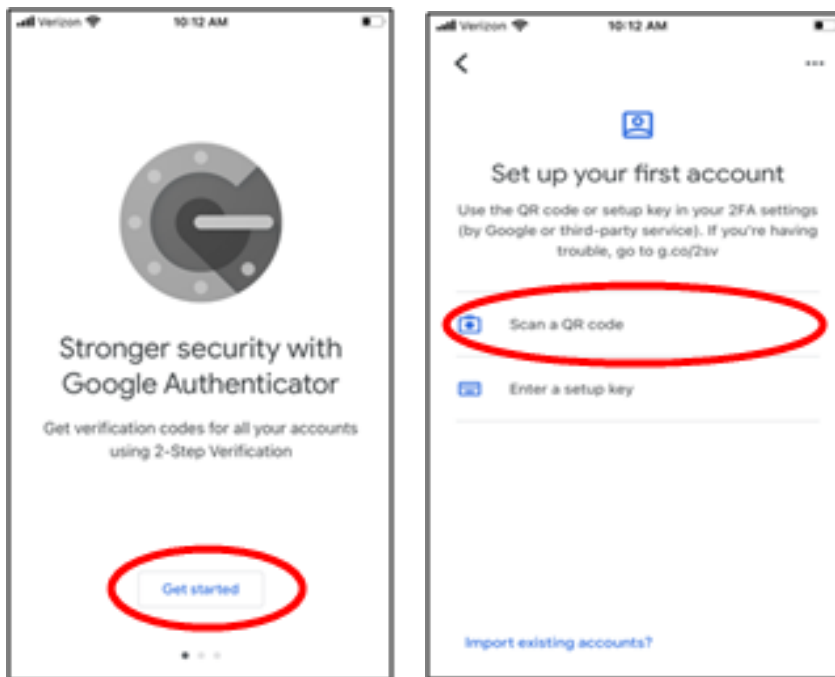
2. Log in to Neptune 360 with your regular credentials.



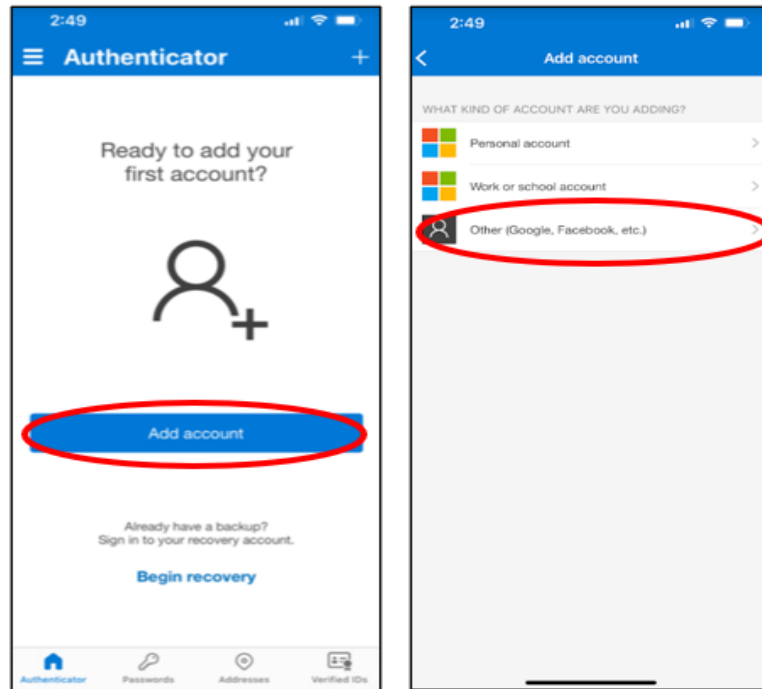
3. When you log in, the authentication page will pop up.



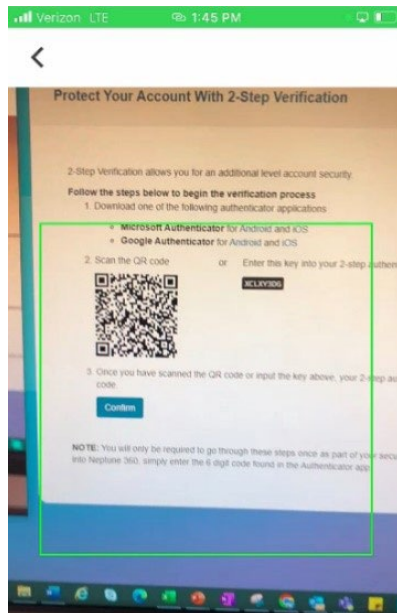
4. On your mobile device, open your selected authenticator app.
 - i. If using the **Google** Authenticator App, click "Get Started" and then click "Scan a QR code."



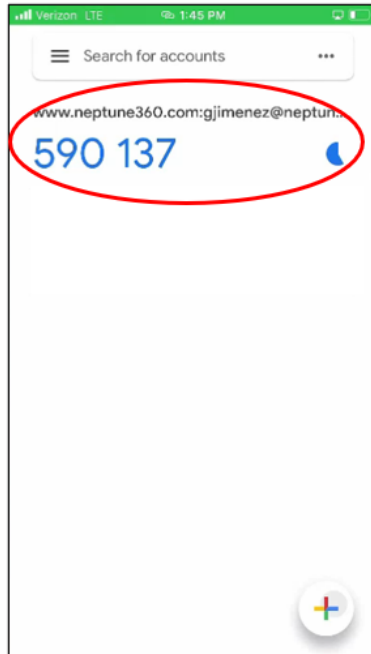
- ii. If using the **Microsoft** Authenticator App, select “Add account” and “Other”.




5. Use the authenticator app to scan the QR barcode that's displayed on the Neptune 360 instructions screen.

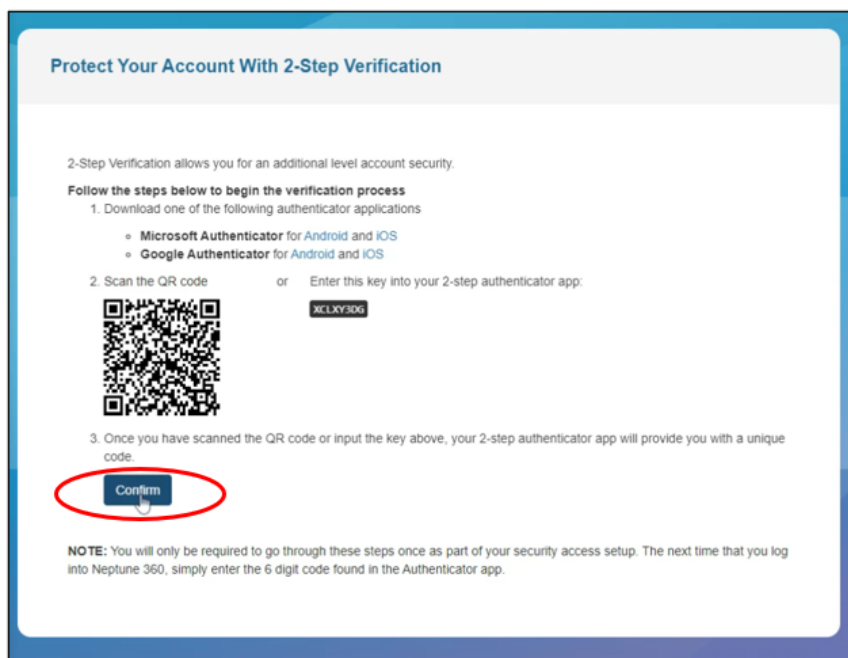


- The authenticator app is now connected to your Neptune 360 account. The app automatically starts generating time-based one-time passcodes.

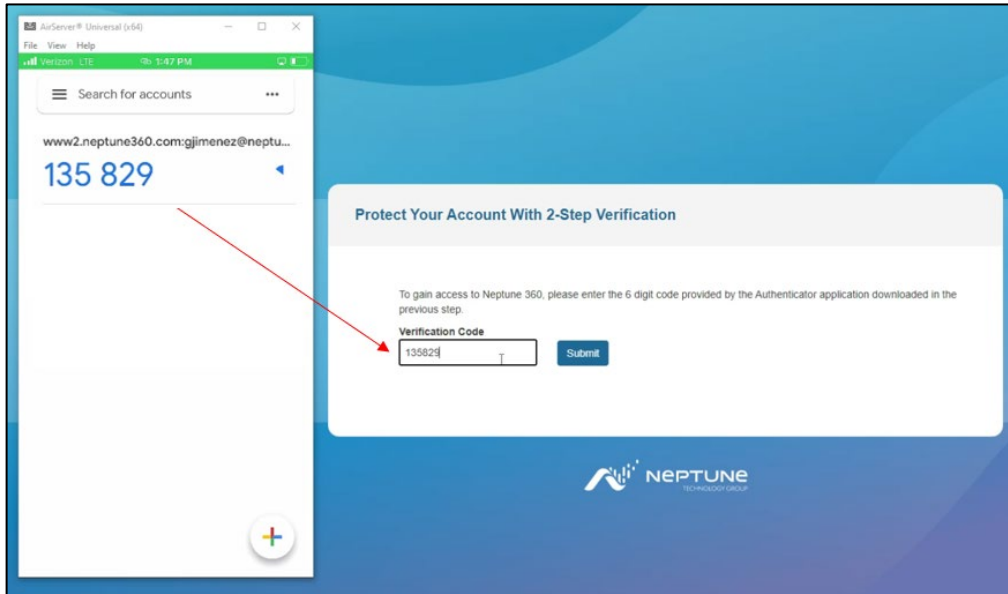


 The unique code renews every 60 seconds.

- Click "Confirm."



- On the computer you used initially to log into Neptune 360, enter the code generated by the authenticator app after you've entered your username and password.



- You're DONE! You have successfully connected the third-party authenticator app to your Neptune 360 account. You will not need to repeat this process again.

Logging in to Neptune 360

Each time you log in to your Neptune 360 web account after implementing MFA, you will enter your username and password and then enter the "Verification Code" generated by the authenticator app (same as Step 8).

If you need any assistance setting up Multi-Factor Authentication, please contact support at support@neptunetg.com.