MULTI-FACTOR AUTHENTICATION SET-UP

DepositPartner Web Application

FIRST TIME ENROLLMENT

1. Enter your User ID and click Login.

2. Click Begin Setup to continue or Sign Off to cancel this process and exit the application.
3. Choose a category from the dropdown and then click on a picture as an addition to your Multi-Factor Authentication information.

4. Enter a personal phrase corresponding to the selected picture and then click **Continue Setup** to continue the Confirmation Question selections screen. **NOTE**: In addition, you can also change the previously chosen picture on this screen.
5. Choose four confirmation questions from the dropdown lists and enter your answers. Click **Continue Setup** to proceed to the computer registration screen.

6. You have the option to “Register this computer” or “Do not register this computer”. Select “Register this computer” and click **Continue Setup**.

   **NOTE:** If you do not select “Register this computer” you will be asked to validate your security credentials at each subsequent login.
7. Preview and, if necessary, change any data previously entered. Enter the temporary password listed in the email sent from CIC Cash Management and click **Submit** to continue to the Secure Authentication Contact screen.

8. Enter up to three phone numbers that can be used for future security verification. Click **Save and Continue** to finalize the Multi-Factor Authentication enrollment process.
a. When prompted enter a new password, confirm the new password, and click **Change Password**.  
**NOTE:** the e-mail address will be prefilled with the E-mail that was provided on the DepositPartner Schedule. Once the password has been updated, a password confirmation e-mail will be sent as confirmation.
UNREGISTERED ENROLLED USER

You will be required to go through the Multi-Factor Authentication process prior to login if your cookies have been cleared, you are accessing the DepositPartner application from a different PC, or you did not register your computer upon the initial Multi-Factor Authentication enrollment.

1. Enter your User ID and click **Login**.

2. Verify that your Multi-Factor Authentication picture and personal phrase match what you chose at enrollment. If correct, answer your confirmation questions and click **Continue** to proceed. You may click the **Cancel** button to exit the application.
3. Select a contact phone number and Preferred Method of Contact to receive your One-Time Security Code.

4. If Text Message was selected as the preferred method of contact, you will receive a text message at the chosen contact number with the One-Time Security Code listed. Enter the code received from your cell phone into the open field on the One-Time Security Code screen and click Continue.
5. Enter your password and click **Login** to proceed or **Cancel** to exit the application.

6. If Phone Call was selected as the preferred method of contact, you will receive a phone call asking for the One-Time Security Code which will be listed on the computer screen. Once the phone call is successful, press 1 and then key in the One-Time Security Code listed on your computer using your telephone key pad. Once the code has been successfully entered, you can disconnect the phone call and click **Phone Call Completed** on your computer screen.

7. Enter your password and click **Login** to proceed or **Cancel** to exit the application.
UNREGISTERED ENROLLED USER FORGOTTEN CHALLENGE QUESTIONS

If your cookies have been cleared or you are accessing the DepositPartner application from a different PC and you have forgotten the answers to your Multi-Factor Authentication confirmation questions.

1. Enter your User ID and click Login.

2. You will be prompted to answer two out of four confirmation questions. If you do not know your answers, please choose the “click here” hyperlink in the phrase “Forgotten the answers to your Challenge Questions? Click here”

**NOTE:** If you are not able to successfully answer your security questions after three attempts you will be locked out of the DepositPartner application.
3. You will be locked out and receive the following screen:

![DepositPartner login screen](image)

4. Contact your DepositPartner Administrator or your DepositPartner supervisor to have your Multi-Factor Authentication confirmation questions reset.

**NOTE:** DepositPartner Administrators will need to contact the Treasury Management Support Center at 877.236.2739 to be unlocked and have their Multi-Factor Authentication confirmation questions reset.

5. Once you have been unlocked and had your Multi-Factor Authentication questions reset, please follow the instructions under First Time Enrollment.