

New Authentication Method for SIGLS.NET Users

(Effective August 2017)



SIGLS.NET

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INTRODUCTION

Several changes have been made to the SIGLS.NET in order to reinforce the security of our members' data.

Among other things, a two-factor authentication method has been integrated. Furthermore, a « Forgot Password? » feature has been added to the SIGLS.NET, which enables users to reset their password if they forgot it.

MAIN ADVANTAGES OF THIS NEW AUTHENTICATION METHOD

The two-factor authentication method offers several advantages, including:

- Users will no longer have to change their password every 30 days*, since passwords will no longer expire ;
- Improved security;
- Significant decrease of computer hacking possibilities;

* Changing passwords from time to time remains strongly recommended.

DESCRIPTION OF THE TWO-FACTOR AUTHENTICATION METHOD

The two-factor authentication method (also known as *Two-Step Verification*) provides optimal security for our members' data. This authentication method is widely used on banking institutions' websites, as an example.

HOW IT WORKS

The new authentication method works as follows:

1. The user enters their user code in a first window;



2. In a second window, the user must answer a pre-selected secret question. This step can be followed once only and be skipped thereafter, for all further connections of the user from their usual workstation;

- In the event where the user works on a different workstation, the answer to the secret question must be provided;
- For security reasons, the « Skip this step... » box should be checked on one workstation only, that is, the user's usual one. This box should never be checked on a shared or public workstation.



3. Finally, in a third window, a pre-configured personal image and phrase will appear. Seeing the user's personal image and phrase confirms that they are indeed connected to their user account, on the COGIWEB's servers;

- If the user recognizes the image and phrase that show up, all they need to do is type in their password in order to access the SIGLS.NET;
- In the event (unlikely) where the user does not recognize either the image, the phrase, or both, or neither an image nor a phrase are shown, please contact the COGIWEB's customer service as soon as possible.



IMPORTANT NOTE

In order to set up this new authentication method, an email address will need to be provided when creating a user profile.

Furthermore, user profiles will be disabled after 3 incorrect answers to the secret question, or 3 unsuccessful password entry attempts. In that event, the user will need to contact their local SIGLS.NET administrator, or the COGIWEB's customer service.

HOW TO START USING THE TWO-FACTOR AUTHENTICATION METHOD

All SIGLS.NET users will start using the new two-factor authentication method the next time their current password expires.

That being said, in order to start using this new authentication method before that, and benefiting from all its advantages as soon as possible, we strongly recommend that all SIGLS.NET users, once the reinforced security is available (planned in August 2017), access the new « Change of password and security » screen.

The screenshot shows a web browser window titled "Change of password and security (06.04.170)". The interface includes a navigation bar with "Action" and "Documents" tabs, and a header with "Follow-Up and Task" (0), "Change Agency/Branch", and the date "2017-05-15". A "Home" button is also present.

The main form area contains the following sections:

- User Information:** Fields for "User Code", "Name", "First Name", "Initials", and "Email".
- General:** A sub-section titled "Personal phrase and image" with a "Personal phrase *" field containing "I like to travel".
- Image selection:** A "Themes" dropdown menu set to "Nature and animals", and a "Picture *" field. Below it is a row of image thumbnails with the instruction "Click on the image for a selection". The selected image is a landscape with a large rock formation.
- Your secret questions:** Three questions with dropdown menus and text input fields:
 - Question 1: "What colour was your first car?" (Dropdown: "What colour was your first car?", Response: "Red")
 - Question 2: "What make was your first car?" (Dropdown: "What make was your first car?", Response: "Pontiac")
 - Question 3: "Who was your childhood superhero?" (Dropdown: "Who was your childhood superhero?", Response: "Superman")

At the bottom right, there are "Save" and "Cancel" buttons.

In the event where the user does not switch to the new authentication method in the upcoming weeks, once their password expires, the steps below will have to be followed:

1. Enter your old password, then enter and confirm a new password, in accordance with the new requirements mentioned below;



Change of password (06.04.150) - Internet Explorer

SIGLS.NET

User Code:

Previous Password *

New Password *

Apply *

OK Cancel

Requirements for New Password

- Must contain between 8 and 30 characters
- Must contain one or several lower case letters
- Must contain one or several upper case letters
- Must contain one or several digits
- Must contain one or more special characters (e.g. #!/%)
- Cannot contain a character repeated more than 3 times
- Cannot contain your name, first name or user code

COGI WEB

2. Configure 3 secret questions, along with an answer to each one;



The screenshot shows a web browser window titled "User Identification (06.03.100) - Internet Explorer". The background features a blue grid with binary code and a line graph. In the top right corner, there is a "SIGLS.NET" logo with a person icon. In the bottom left corner, there is a "COGI WEB" logo. A central dialog box titled "Select your secret questions" is displayed. It contains three question-response pairs:

Question	Response
Question 1 * What colour was your first car?	Red
Question 2 *	
Question 3 *	

At the bottom of the dialog box are "OK" and "Cancel" buttons. A yellow status bar at the bottom of the browser window displays the message: "Operation carried out successfully. (0)".

3. Choose a personal phrase and image;



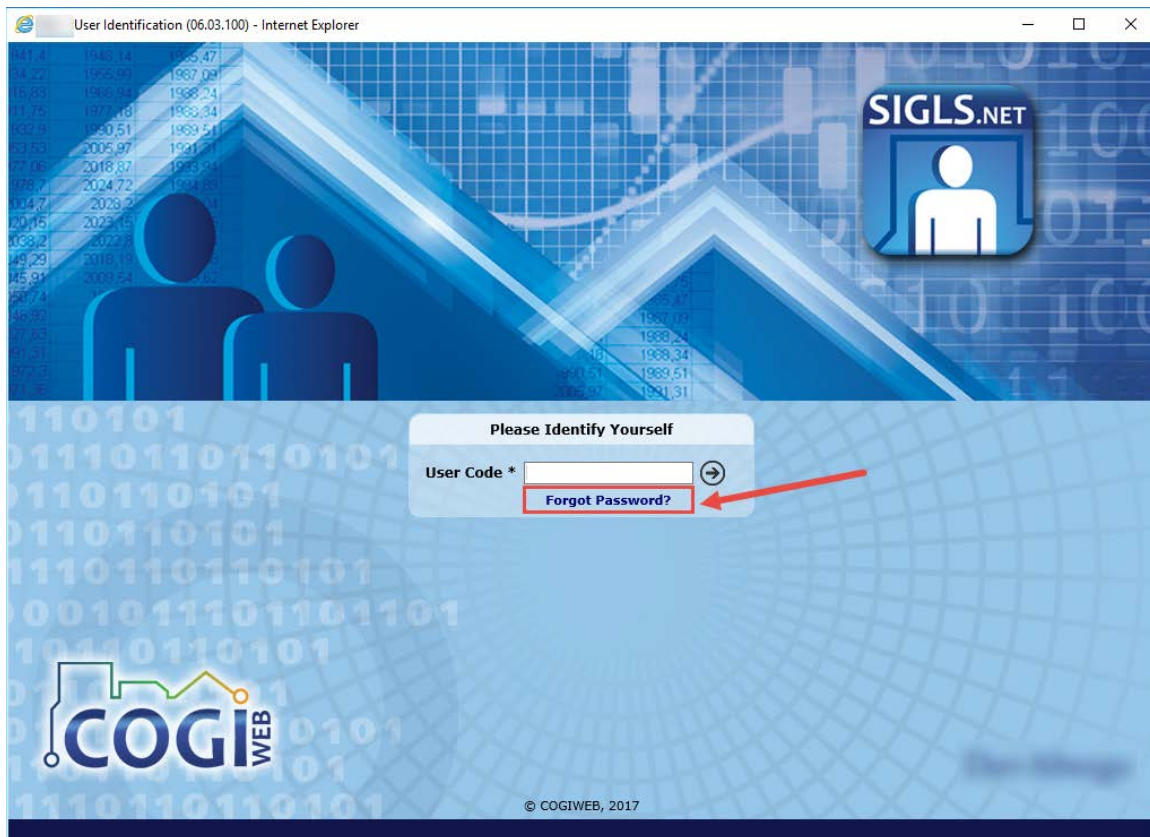
NEW PASSWORD REQUIREMENTS

In addition to the new authentication method, passwords' security will be dramatically improved thanks to new requirements that will have to be met. From now on, passwords will have to meet the following requirements:

- Contain between 8 and 30 characters;
- Contain one or more upper case letters;
- Contain one or more lower case letters;
- Contain one or more numbers;
- Contain one or more special characters; (e.g. #!/%)
- Not have the same character repeated more than 3 times;
- Not contain the user's name, first name or code.

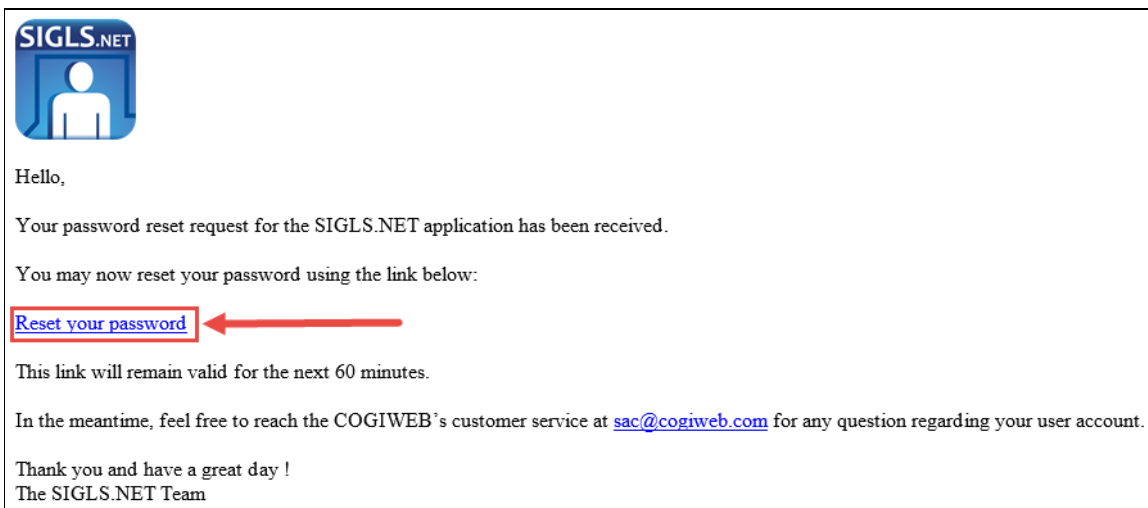
NEW « FORGOT PASSWORD ? » FEATURE

Users can now reset their password thanks to the new « Forgot Password? » feature. This feature can be accessed through a hyperlink on the SIGLS.NET's login page.



After clicking the « Forgot Password? » hyperlink, the user will be asked to confirm their user code and request their password to be reset by clicking the « Send » button ». This action will send the user an email that contains a hyperlink, which will enable them to enter a new password.

New Authentication Method for SIGLS.NET Users



By clicking the « Reset your Password » hyperlink, a popup window will appear and enable the user to enter and confirm their new password.

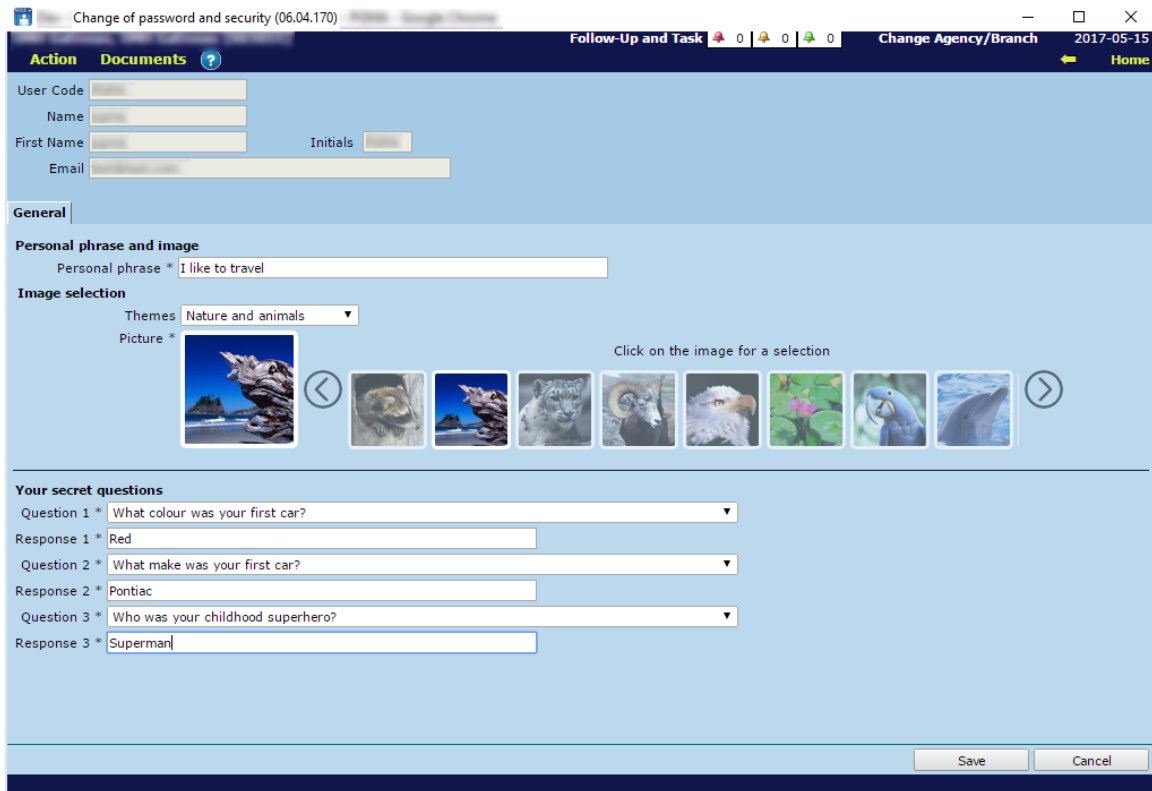
New Authentication Method for SIGLS.NET Users

The personal image and phrase shown in the popup window proves that the hyperlink in the reset email has been sent indeed by the COGIWEB.



NEW « CHANGE OF PASSWORD AND SECURITY » SCREEN

1. This new screen enables the user to change their password as well as their security parameters.



The screenshot shows a web browser window titled "Change of password and security (06.04.170)". The interface includes a navigation bar with "Action" and "Documents" tabs, and a "Home" button. The main content area is divided into sections:

- User Information:** Fields for User Code, Name, First Name, Initials, and Email.
- General:** A section for "Personal phrase and image" with a text input field containing "I like to travel".
- Image selection:** A "Themes" dropdown menu set to "Nature and animals" and a "Picture" selection area with a row of nature-themed images (mountain, bear, eagle, tiger, ram, eagle, parrot, dolphin) and navigation arrows.
- Your secret questions:** Three questions with corresponding response fields:
 - Question 1: "What colour was your first car?" with response "Red".
 - Question 2: "What make was your first car?" with response "Pontiac".
 - Question 3: "Who was your childhood superhero?" with response "Superman".

At the bottom right, there are "Save" and "Cancel" buttons.

ANY QUESTIONS ?

For any questions with regards to this new authentication method in the SIGLS.NET, feel free to contact the COGIWEB's customer service at 844-266-2100 or by email at sac@cogiweb.com.

Thank you for trusting the COGIWEB.