

## FAQs for 2-Step Verification

### Overview

Blue Shield of California is proactively enhancing data security by implementing 2-Step Verification for all external portals. This additional layer of protection requires users to verify their identity through a personalized code, reducing unauthorized access and potential data breaches. Starting in September, members, brokers, employers, providers, and third-party administrators (TPA) will experience this heightened security protocol when accessing their accounts. The move aligns with Security Compliance requirements, offering more secure online interactions and better safeguarding sensitive information against compromised passwords.

#### 1. **How do I get my code for 2-Step Verification?**

You'll receive a 2-Step Verification code to the registered email in your online Broker or Employer Portal profile.

#### 2. **Will I have to enter a new code every time?**

Yes. You must enter a new 6-digit code each time you log in or after an extended period (4 hours) of inactivity.

#### 3. **How can I ensure my access to Broker Connection or Employer Connection is uninterrupted?**

You must ensure that the email address in your online profile is current and correct. **PLEASE NOTE:** 2-Step Verification is unique to the individual. Each person within your organization, agency, or company who needs access must register for an account on Broker or Employer Connection.

#### 4. **After 2-Step Verification goes live, what do I need to access Broker Connection or Employer Connection?**

You'll need real-time access to the email inbox of the email address on file in your online profile.

#### 5. **How much time do I have to make sure my email address is correct and up to date?**

You have until August 31, 2023, for Brokers Connection and September 29, 2023, for Employer Connection to ensure your profile information is correct and current.

**6. What can I do if I don't update my email address and online profile before 2-Step Verification goes live?**

For any login issues after 2-Step Verification goes live, you must contact Broker or Employer Services. A Broker or Employer Services representative can help update your email address in your online profile.

**7. What steps can I take if I don't receive an email containing my 2-Step Verification code?**

You can request the code be resent if there are any delays in receiving your verification email. The 2-Step Verification code is usually sent instantly. However, there may be delays due to mail server issues. In this case, you can click the 'resent the code' link. Codes are valid for 10 minutes. You may also check your spam folders to see if the email was flagged as spam.

**8. Can 2-Step Verification be bypassed?**

No, 2-Step Verification is required and cannot be bypassed.

**9. Can I choose to have the 2-Step Verification code sent to my Cell phone?**

No, the code would be sent only to your registered email address.

**10. What happens if I enter an incorrect code?**

If you enter an incorrect code three times, your account will be automatically locked temporarily for 10 minutes.

**11. What do I do if my account gets locked?**

Account lock is only temporary and lasts for 10 minutes. You can attempt your login again after 10 minutes. You are not required to call Broker or Employer Services. Unfortunately, representatives are unable to unlock accounts that have been locked due to exceeding the maximum number of login attempts.