Table of Contents

1 Introduction .........................................................................................................................1
  1.1 Login ................................................................................................................................1
    1.1.1 Two Factor Authentication .........................................................................................2
    1.1.1.1 Only Email .............................................................................................................2
      1.1.1.1.1 Authenticate via Email ID .................................................................................2
    1.1.1.1.1 One Time Password (OTP) Window ..................................................................3
      1.1.1.1.1.1 OTP Expired Window ...................................................................................4
    1.1.1.2 Only Cell Phone .....................................................................................................5
  1.1.2 Regenerate OTP .........................................................................................................7
1 Introduction

The Two Factor Authentication or 2FA technology provides identification of Users by means of the combination of two different components. It involves two independent credentials for more secure transactions.

This document describes the OTP (One Time Password) process during login for the User Dashboard.

1.1 Login

To access the User Dashboard, open Chrome (or Internet Explorer), either type or copy paste the URL: https://registry.aan.com/Dashboard/Login.aspx

Login with your credentials (“Member ID” and “Password”) and click on the “Login” button.
1.1.1 Two Factor Authentication

After logging in, first time Users (and per new device) will be directed to the “Two Factor Authentication Enrollment” window. Enrollment can be done using any one of the below mentioned two options.

- Only Email
- Only Cell Phone

### Two Factor Authentication Enrollment

Enroll Device for Two Factor Authentication by

- [ ] Only Email
- [ ] Only Cell Phone

Questions? Find answers in the [Two Factor Authentication Guide](#) and [Video](#)

### 1.1.1 Only Email

Clicking on the “Only Email” option, will open the window to authenticate by Email ID.

#### 1.1.1.1 Authenticate via Email ID

Registered Email ID will be pre populated and partially displayed in this screen.

The field is **non-editable**.

*To change the above information you can update your member profile directly at AAN.com/MemberProfile or by contacting AAN member services by email at memberservices@AAN.com or by calling (603) 879-1980.*

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• **Skip:** User can skip the 2FA process and login to the application for a maximum of 5 times. From the *sixth* time onwards, the User will have to complete the **Two Factor Authentication** in order to login the portal.

• **Change OTP Preference:** User can change the selected preference for Two Factor Authentication enrollment.

• **Submit:** Click “Submit”, to generate the One Time Password which will be sent to the **Registered Email**.

**Note:** To change the information, the User can update his/her member profile directly at

- AAN.com/Member Profile or
- Contact AAN Member Services by Email at memberservices@AAN.com or
- Call (800) 879-1960

1.1.1.1.1 One Time Password (OTP) Window

Click on the **“Resend One Time Password for Email”** link to resend OTP if the OTP is not received in the required time frame or if the User enters incorrect OTP.
1.1.1.1.1.1 OTP Expired Window

Click on the “click here” link to generate a new One Time Password.

Notes:

- **One Time Password** (OTP) is valid for the current session for maximum 3 times.
- After 3 subsequent wrong attempts, the **User** will be re-directed to this “OTP Expired” window.

On entering the correct OTP, the User will be logged in to the Dashboard.
1.1.1.2 Only Cell Phone

To complete the 2 FA process:

1. Select the “Only Cell Phone” option
2. Click on the “Next” button

This opens the window to choose between the Phone number and Cell Phone.

3. Select either the “Phone Number” or “Cell Phone”

Note:

- If the Phone number and/or Cell phone are registered in the AAN Member Profile, they will be partially displayed here as a non-editable field.
- Phone Number can be a landline number or an alternative Cell Number
4. Select the Country Code from the drop down.

The OTP will be generated and sent to the selected Registered Phone Number.

5. **User** has to enter the “**OTP**” in the window and click on “**Submit**” to be logged into the Dashboard.

Once the authentication is successful, the **User** will be redirected to the Dashboard.
1.1.2 Regenerate OTP

The OTP will be re-generated in the following cases:

1. After 3 wrong attempts or entries, User will be redirected to the OTP Expired Window.
2. Recent four combinations of IP Address (per device) and Member ID will be saved. Starting with the fifth, for each combination of IP Address and Member ID, 2FA enrollment with OTP will be required.