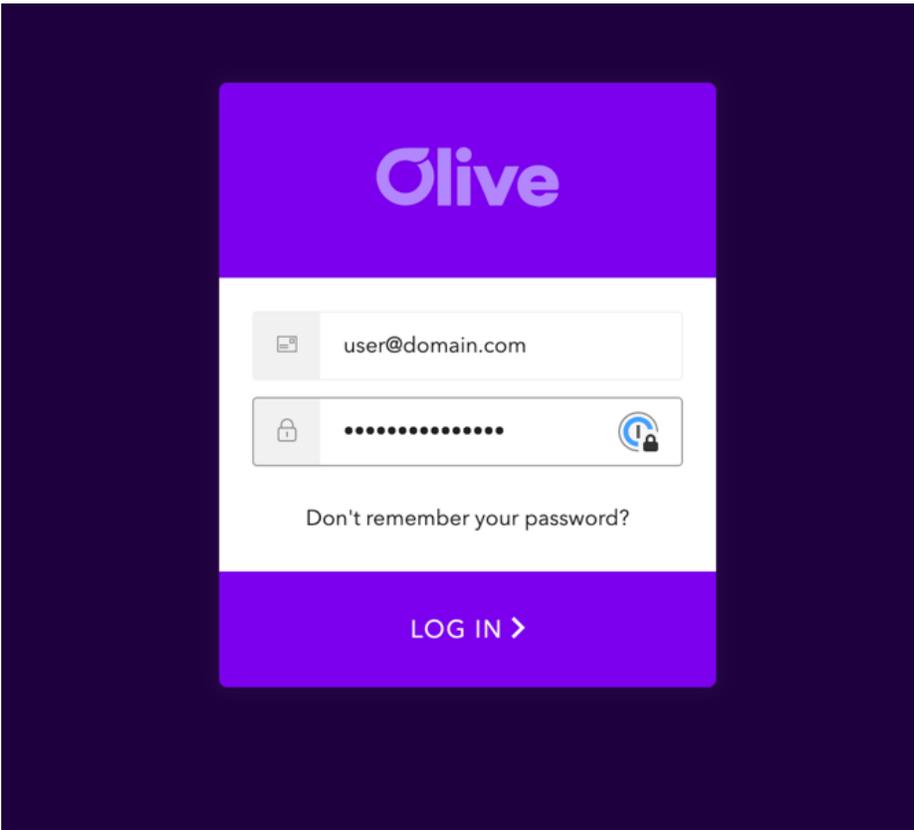
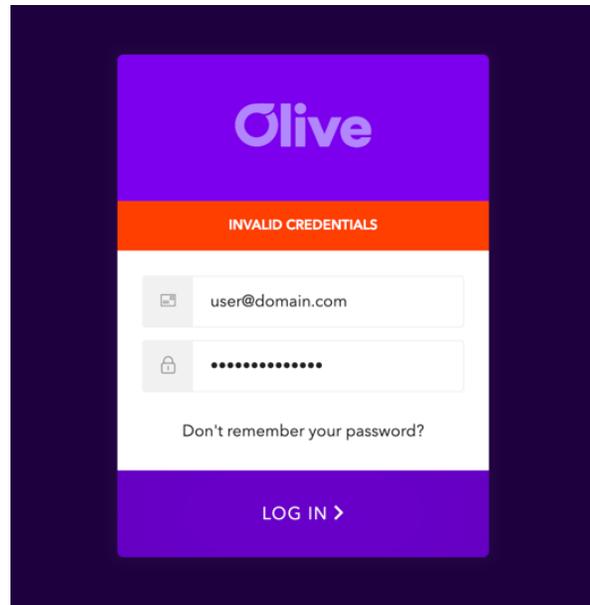




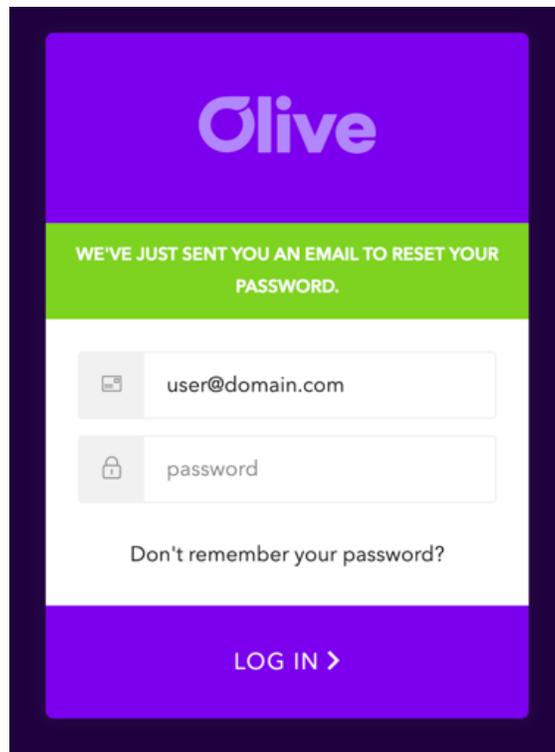
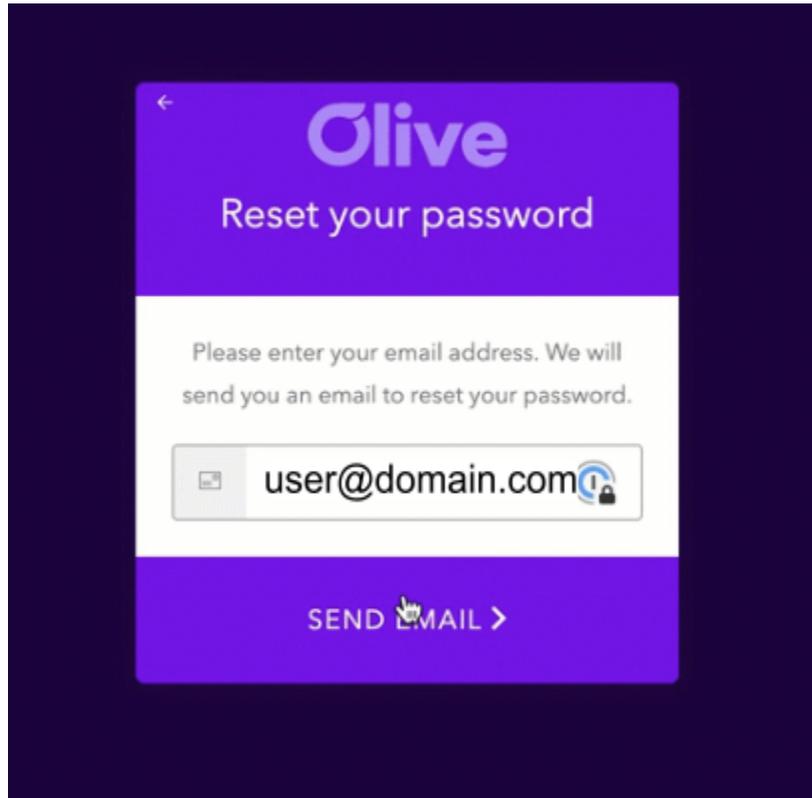
1.) Enter your current password and click log-in. If the password is valid, proceed to step 7 to set up MultiFactor Authentication.



- 2.) If you receive an “Invalid Credentials” message, the current password does not meet required standards and the password will need to be reset to move forward. Click “Don’t Remember Your Password”



3.) Users will be taken to this screen with the email populated. Click “send email”.



4.) Go to your email and check for an email from Olive AI indicating the password change request. Click the “Change Password” button which will open a new browser window

Olive Suite password change request



Hi

Two-factor authentication is required to log in to Clearinghouse. Please download our recommended authenticator application below.

- Authy
  - [Desktop](#)
  - [Android](#)
  - [iPhone](#)

You have requested a password change. Click the following link to change your password.

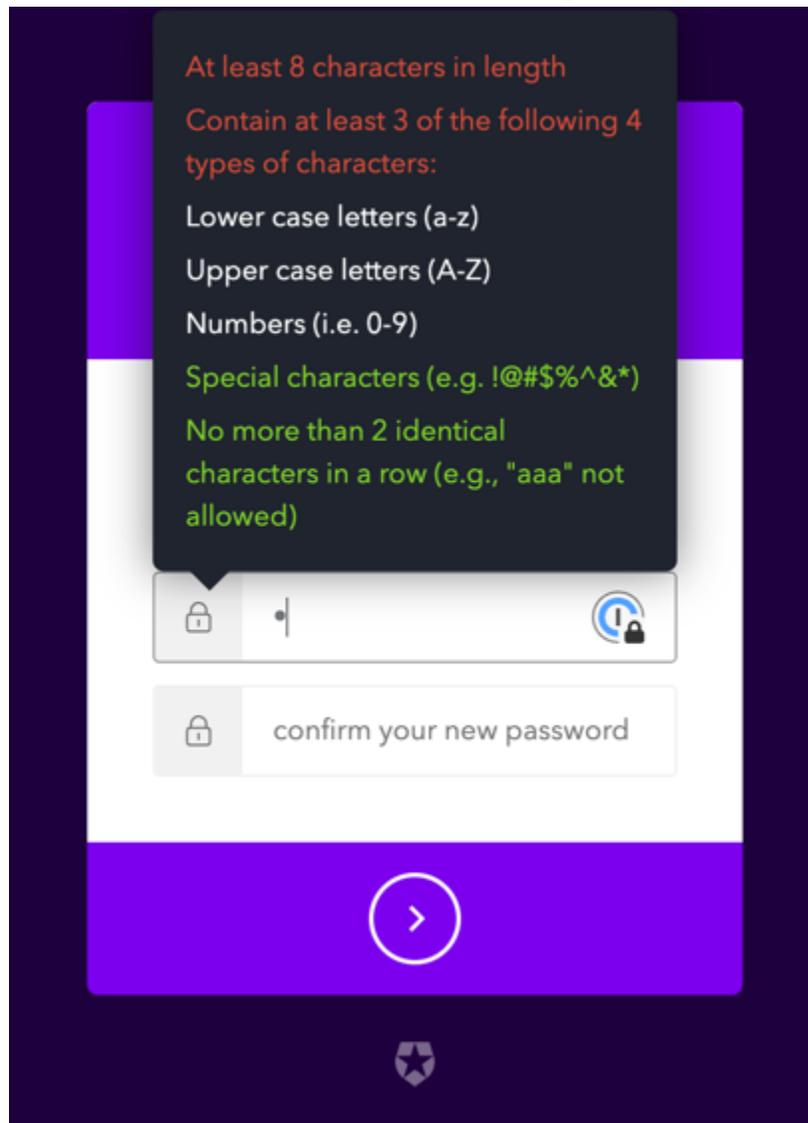
[Change Password](#)

Not you?

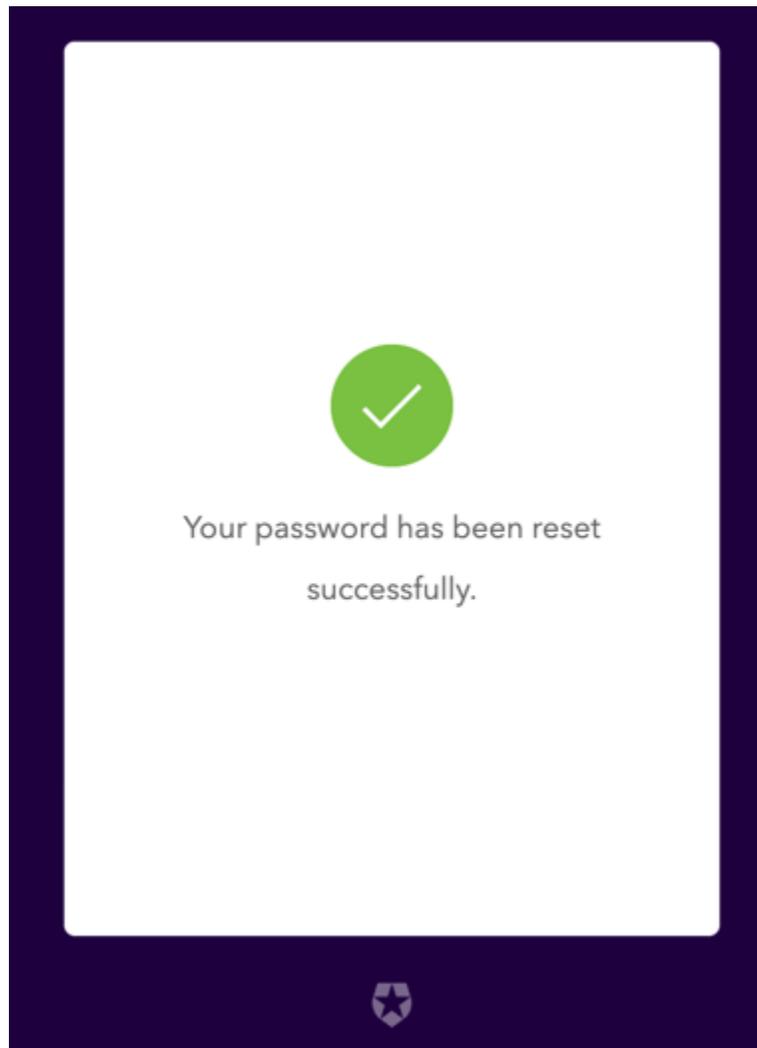
Contact us [here](#).

5.) Users will be redirected back to the password portal where you will need to specify a new password that contains **at least 3** of the 4 requirements. Requirements will turn green or red based on if the password being entered meets those requirements. Enter the new password again in “confirm your new password” and then click the white arrow to continue:

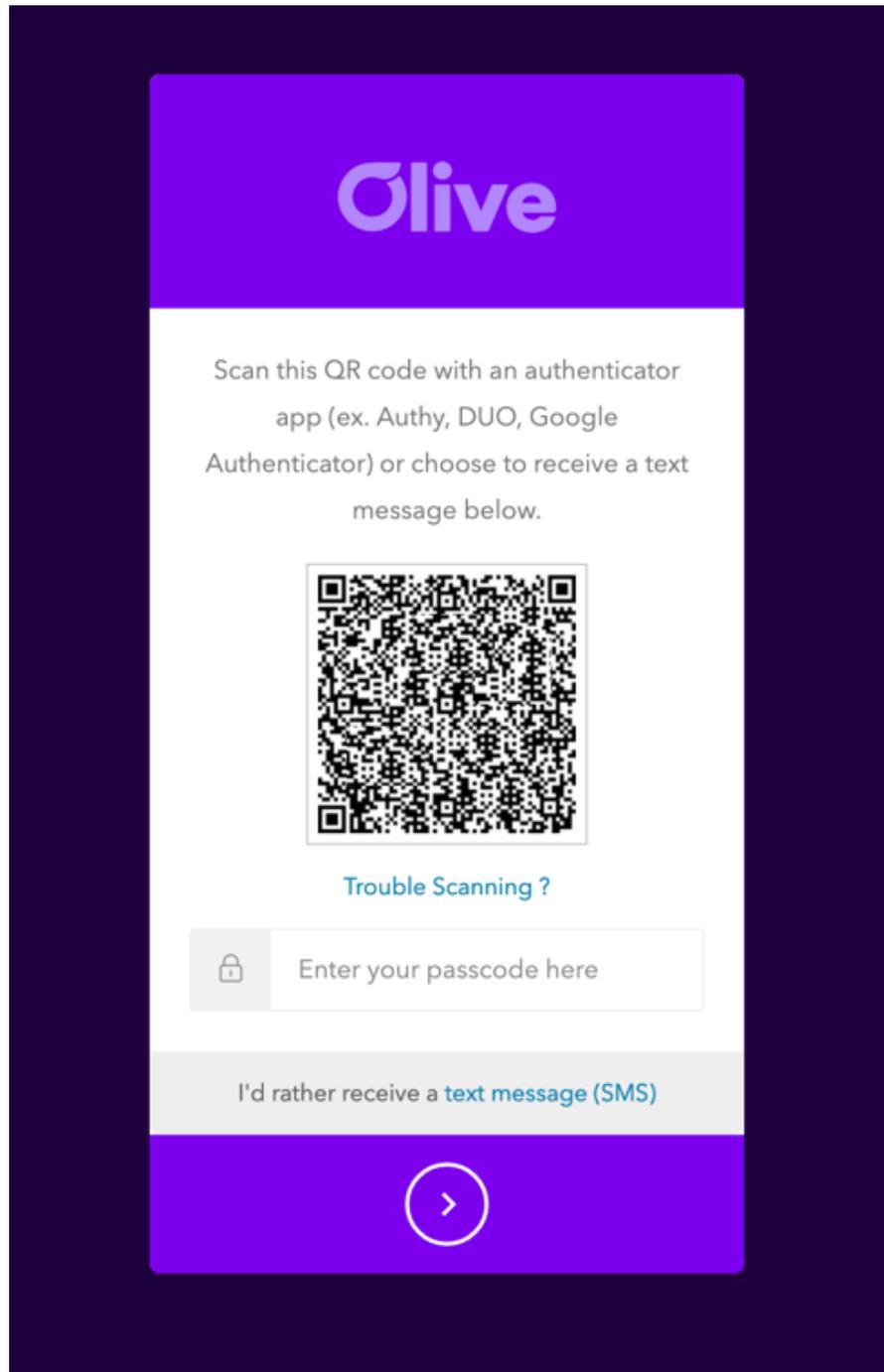
- a.) Lower case letters [a-z]
- b.) Upper case letters [A-Z]
- c.) Numbers [0-9]
- d.) Special characters [e.g. !@H\$%^&\*]
- e.) No more than 2 identical characters in a row [“aaa” is not allowed]



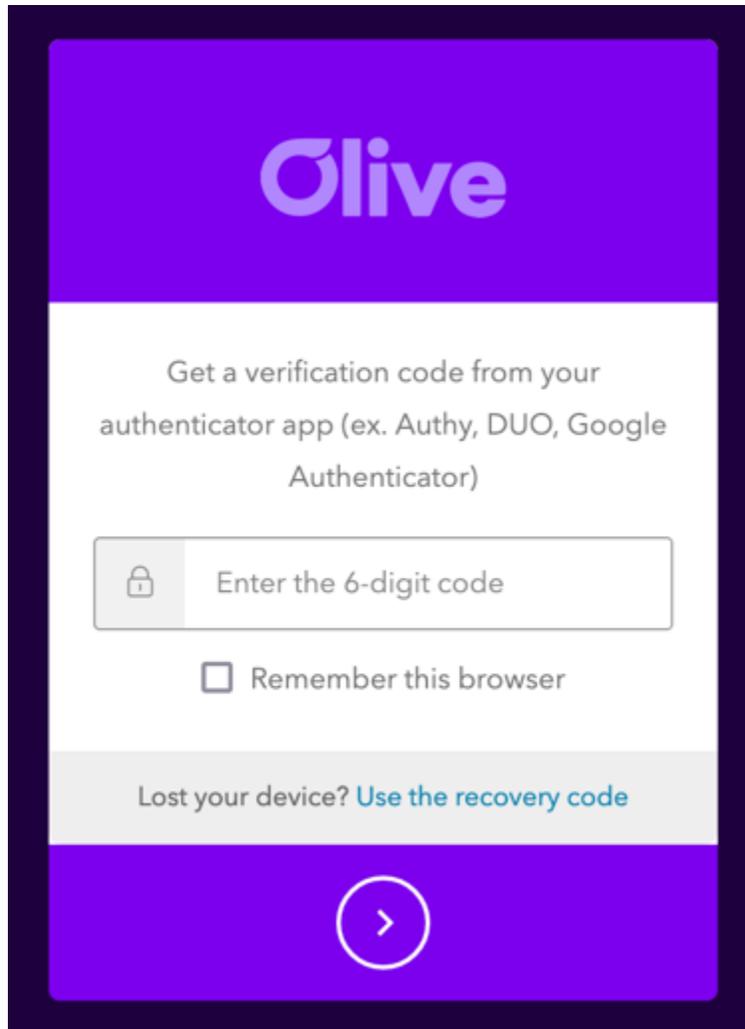
- 6.) Users will receive the following screen if their password has been changed successfully. You can close the browser and log back in where you will be asked to set MultiFactor Authentication.



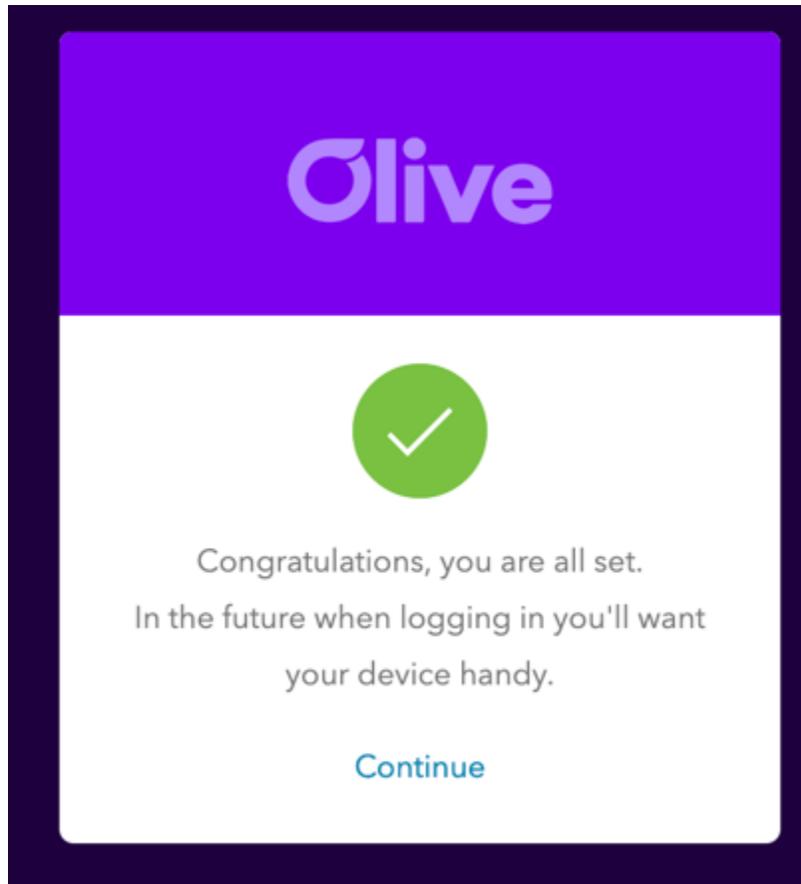
- 7.) MultiFactor Authentication Setup: Users will be prompted to setup additional authentication via **one** of two methods
- a.) Authentication App like Authy, DUO, or Google Authenticator which offer apps to store two-step authentication codes (**Steps 8-9**)
  - b.) SMS Text Message: Receive a code texted to your mobile device that you will enter on a login screen (**Steps 10-12**)



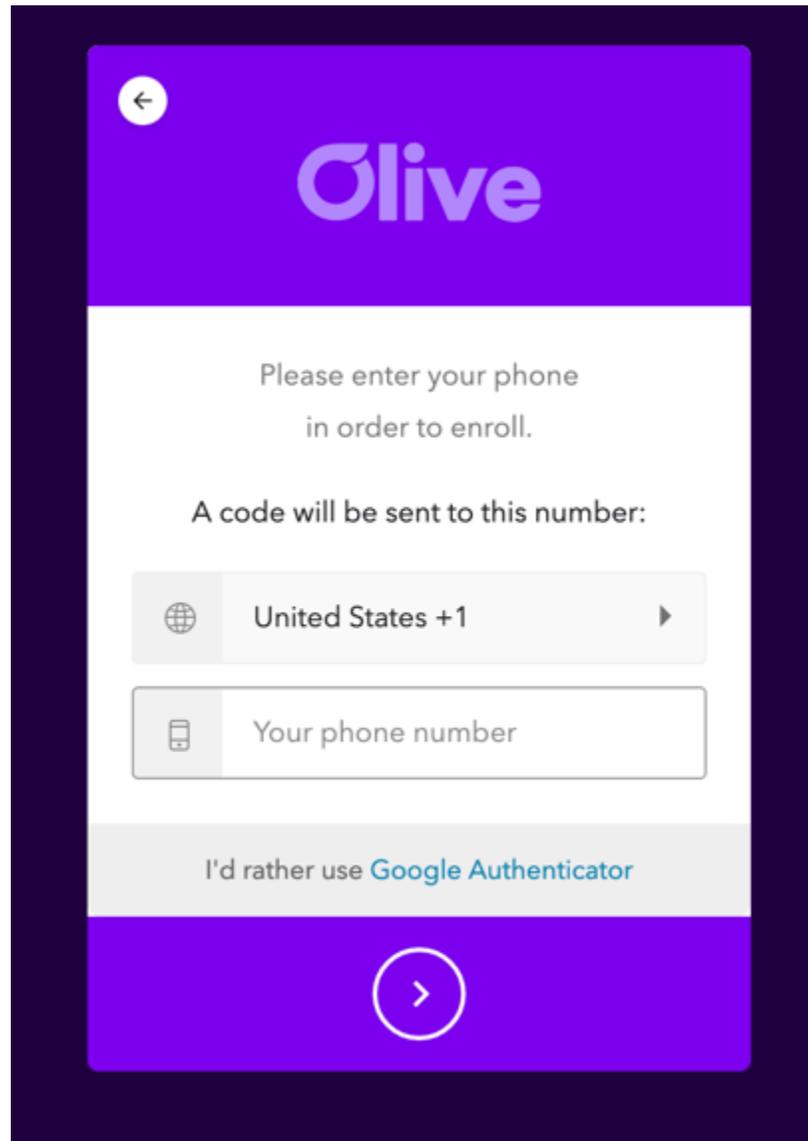
- 8.) If you choose to use an Authentication App, scan the barcode with your authentication app which will store the verification codes. Once you have scanned the barcode, click the arrow which will take you to the next screen where you can enter the 6 digit code



- 9.) If entered successfully, users will receive the screen below indicating authentication has been set up successfully and will be prompted to use authentication codes when logging in in the future

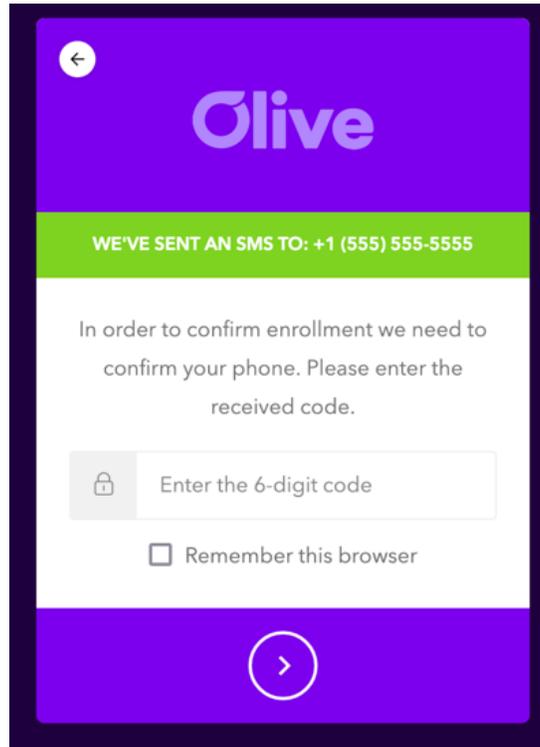


- 10.) If you choose to set up authentication via SMS Text Message, you will be taken to the screen below when clicking "I'd rather receive a text message (SMS)". Enter your phone number and click the white arrow. **When you enter your phone number, do not include any dashes/hyphens or other special characters.** The format should be as follows: 1234567890



The screenshot shows a mobile application interface for Olive. At the top, there is a purple header with a white back arrow icon on the left and the "Olive" logo in white. Below the header, the text "Please enter your phone in order to enroll." is centered. Underneath, it says "A code will be sent to this number:". There are two input fields: the first is a dropdown menu showing "United States +1" with a globe icon on the left and a right-pointing arrow on the right; the second is a text input field with a mobile phone icon on the left and the placeholder text "Your phone number". At the bottom of the screen, there is a light gray button with the text "I'd rather use Google Authenticator" and a large purple footer with a white right-pointing arrow icon.

- 11.) A text message will be sent to the device specified with a 6 digit code that you should enter on the following screen:



The screenshot shows a mobile application interface for 'Olive'. At the top, there is a purple header with a white back arrow icon on the left and the 'Olive' logo in white. Below the header is a green banner with the text 'WE'VE SENT AN SMS TO: +1 (555) 555-5555'. The main content area is white and contains the text: 'In order to confirm enrollment we need to confirm your phone. Please enter the received code.' Below this text is a white input field with a grey lock icon on the left and the placeholder text 'Enter the 6-digit code'. Underneath the input field is a checkbox with the label 'Remember this browser'. At the bottom of the screen is a purple footer with a white right arrow icon inside a circle.

- 12.) If entered successfully, you will receive the screen below indicating authentication has been set up successfully and will be prompted to use your authentication code when logging in in the future

