

Instructions for the Relius.net Multi-Factor Authentication (MFA) Login Process

Last Updated: June 10, 2021

Important Information

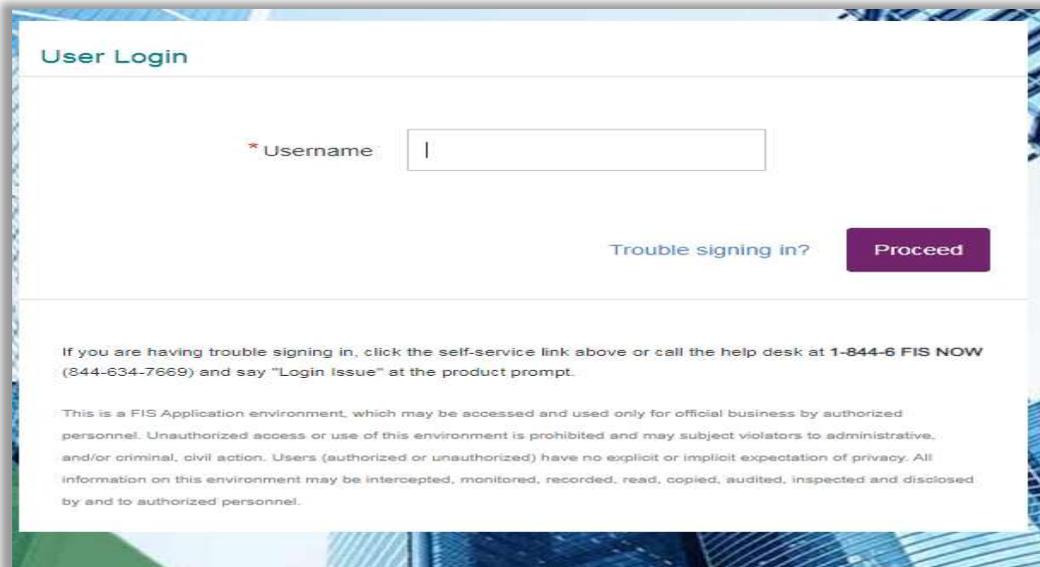
- If you experience difficulties and need assistance, please contact Client Care at (800) 326-7235, option 6 for assistance, and identify the problem with Relius.net MFA.
- If access to Relius.net pages behind a login is unavailable, please contact Client Care at (800) 326-7235, option 6 for assistance, and to open an incident/ticket for Relius Support.
- While infrequent, certain login issues can occur that will require Client Care to change your Relius.net Username.
 - If a Username change is required, Client Care will send an email to a main contact (such as a Decision Maker, Relius Product Administrator, or Billing contact) on your company's account, requesting approval for the change. If we cannot use email to confirm, we will call that contact at the phone number we have on file for that individual and/or the main company number.

Initial Login Through MFA

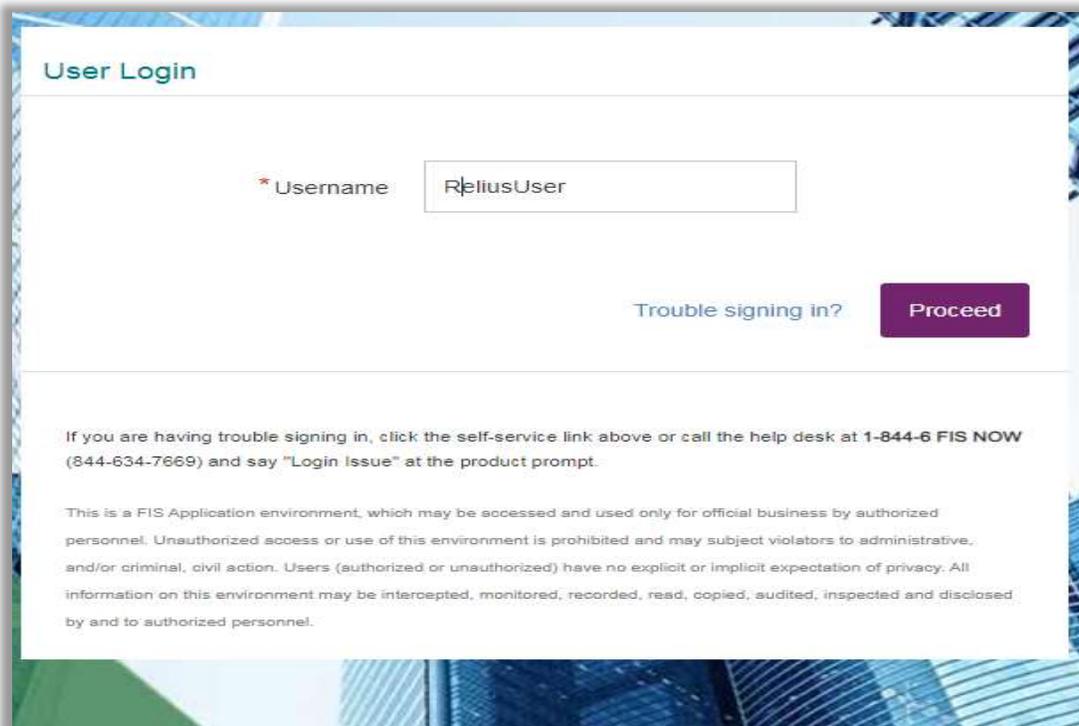
Starting at the support website homepage www.relius.net select **Log In** in the upper-right corner next to Welcome:



You will then arrive at MFA User Login landing screen:



Enter your **Relius.net** username, then click the **Proceed** button:



Enter the **Relius.net** password associated with your username, then click the **Sign in** button:

User Login

Username ReliusUser

* Password

[Trouble signing in?](#)

If you are having trouble signing in, click the self-service link above or call the help desk at **1-844-6 FIS NOW** (844-634-7669) and say "Login Issue" at the product prompt.

This is a FIS Application environment, which may be accessed and used only for official business by authorized personnel. Unauthorized access or use of this environment is prohibited and may subject violators to administrative, and/or criminal, civil action. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. All information on this environment may be intercepted, monitored, recorded, read, copied, audited, inspected and disclosed by and to authorized personnel.

You will be taken to the “**How do you want to receive your One-Time-PIN?**” screen. The information that you see populated for each option on this screen (such as, phone number(s) and email address) are what FIS has on file under your individual contact record and company’s account. You can choose whichever option you would like from this list (*listed as **Option 1-4** in the notes below*) **OR** add a new device to receive your One-Time-PIN.

Be sure that you have access to the device you choose, as the One-Time-PIN you receive is only valid for 5 minutes.

If you do not have access to any of the devices showing, or prefer to use a different device, you can click the **+Add New Device** link and setup a new device (see additional details about this further below).

How do you want to receive your One-Time-PIN?

i Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. The same device will also be used for Trouble Signing In. When prompted to enter your PIN, you will use that device to retrieve your PIN.

Select your Out-of-Band PIN device

Default Voice (██████████)

Phone (██████████)

Default Email (██)

Default Mobile (██████████)

[↗ Test Device](#) [+ Add a New Device](#)

Option 1 – Default Voice - For this option, you will receive a phone call at the phone number showing and an automated voice will provide you with your OTP code.

If you want to use **Default Voice**, select the radio button for that option, and then click the **Proceed** button:

How do you want to receive your One-Time-PIN?

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Select your Out-of-Band PIN device

Default Voice (██████████)

Phone (██████████)

Default Email (████████████████████)

Default Mobile (██████████)

[↗ Test Device](#) [+ Add a New Device](#)

Option 2 – Phone – For this option, you will receive a text message with your OTP code, at the phone number showing.

NOTE: This must be a **mobile** phone number for the text message to be received; if the number showing in the parenthesis next to Phone is not a mobile number, please choose one of the other available options or use the **+Add a New Device** to setup a new device. (Standard text and data rates may apply.)

If you want to use **Phone**, select the radio button for that option, and then click the **Proceed** button:

How do you want to receive your One-Time-PIN?

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Select your Out-of-Band PIN device

Default Voice (██████████)

Phone (██████████)

Default Email (████████████████████)

Default Mobile (██████████)

[↗ Test Device](#) [+ Add a New Device](#)

Option 3 – Default Email - For this option, you will receive an email with your OTP code, at the email address displayed.

NOTE: If you choose this option and do not receive the email in your Inbox, please check your Spam/Junk folder.

If you want to use **Default Email**, select the radio button for that option, and then click the **Proceed** button:

How do you want to receive your One-Time-PIN?

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Select your Out-of-Band PIN device

Default Voice ([REDACTED])

Phone ([REDACTED])

Default Email ([REDACTED])

Default Mobile ([REDACTED])

[↗ Test Device](#) [+ Add a New Device](#)

Option 4 – Default Mobile - For this option, you will receive a text message with your OTP code, at the mobile phone number showing.

NOTE: This must be a **mobile** phone number for the text message to be received; if the number showing in the parenthesis next to Phone is not a mobile number, please choose one of the other available options or use the **+Add a New Device** to setup a new device. (Standard text and data rates may apply.)

If you want to use the **Default Mobile**, select the radio button for that option, and then click the **Proceed** button:

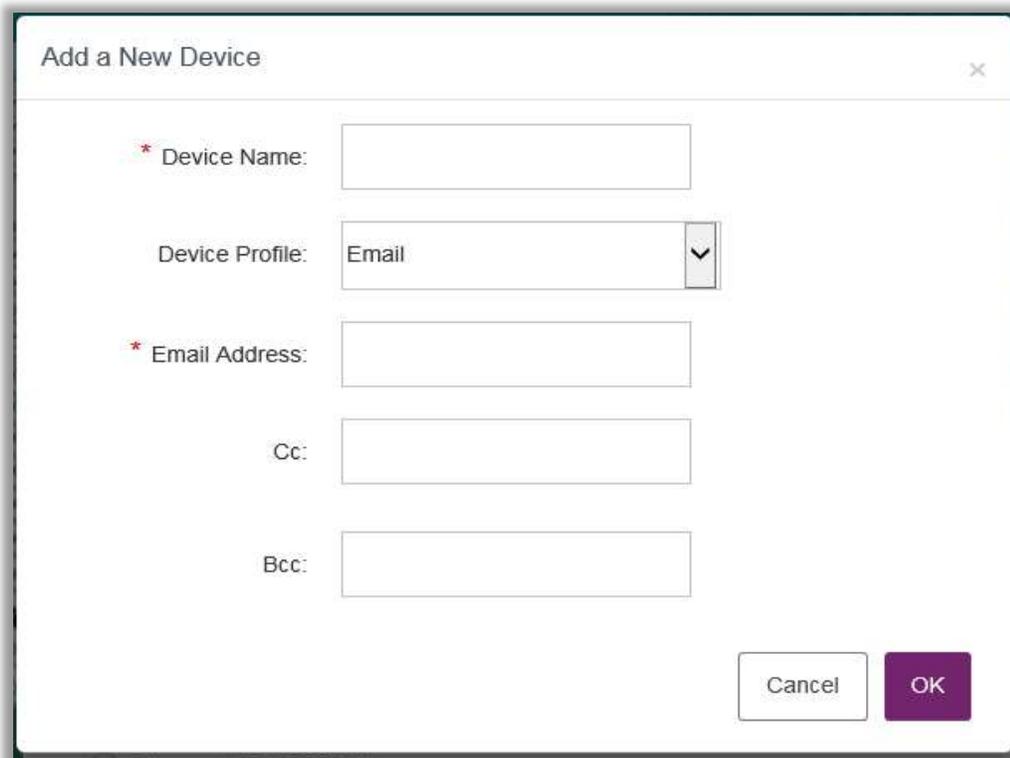
The screenshot shows a web interface for selecting a One-Time-PIN (OTP) delivery method. At the top, the title reads "How do you want to receive your One-Time-PIN?". Below the title is an informational message: "Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. The same device will also be used for Trouble Signing In. When prompted to enter your PIN, you will use that device to retrieve your PIN." Underneath this message, the user is prompted to "Select your Out-of-Band PIN device". There are four radio button options: "Default Voice ([redacted])", "Phone ([redacted])", "Default Email ([redacted])", and "Default Mobile ([redacted])". The "Default Mobile" option is selected, indicated by a green dot. At the bottom of the selection area, there are two links: "Test Device" with a blue arrow icon and "Add a New Device" with a blue plus icon. At the very bottom of the form are two buttons: a white "Cancel" button and a purple "Proceed" button.

If you want to test any of the options listed, select the radio button for the device you want to test, then click the **Test Device** link (in the example below, the email device option is selected – you should see a similar **A test message has been sent successfully** message when choosing any of the device options in the list and clicking the **Test Device** link):

The screenshot shows a web form titled "How do you want to receive your One-Time-PIN?". At the top, there is a green notification bar with a checkmark icon and the text "A test message has been sent successfully." followed by a red 'x' icon. Below this is an information box with an 'i' icon and the text: "Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. The same device will also be used for Trouble Signing In. When prompted to enter your PIN, you will use that device to retrieve your PIN." Below the information box, the text "Select your Out-of-Band PIN device" is followed by four radio button options: "Default Voice ([redacted])", "Phone ([redacted])", "Default Email ([redacted])", and "Default Mobile ([redacted])". The "Default Email" option is selected, indicated by a green dot. At the bottom of the form, there are two links: "Test Device" with a blue arrow icon and "Add a New Device" with a blue plus icon. At the very bottom, there are two buttons: "Cancel" and "Proceed".

If you need to add a Device, click the **+Add New Device** link:

You will then see the following dialogue:



The screenshot shows a dialog box titled "Add a New Device" with a close button (X) in the top right corner. The dialog contains the following fields:

- * Device Name:** An empty text input field.
- Device Profile:** A dropdown menu currently showing "Email".
- * Email Address:** An empty text input field.
- Cc:** An empty text input field.
- Bcc:** An empty text input field.

At the bottom right of the dialog are two buttons: "Cancel" and "OK".

Enter a name in the **Device Name** box (the name is whatever you choose), make a selection in the **Device Profile** dropdown box, and once you do, the second * marked field will change to correspond to the Device Profile selection you made – enter the applicable information into that field (in the following example, **SMS/Text Message** option was selected for Device Profile and a **mobile** phone number was entered into the **Route to Number** box):



The screenshot shows the same "Add a New Device" dialog box, but with the following fields filled:

- * Device Name:** "Current Cell"
- Device Profile:** "SMS/Text Message"
- * Route to Number:** "9045555555"

Below the "Route to Number" field, there is a small italicized note: *Format: +(Country Code)(Mobile Number)
e.g. +448989888888*

At the bottom right of the dialog are two buttons: "Cancel" and "OK".

Note that users entering a domestic US phone number should enter their 10-digit phone number (e.g., 9045555555) or the full international phone number (e.g., +1904555555) and emails should use standard email format (e.g., jane.smith@company.com). Click the **OK** button and you will see the new Device listed, available for you to select:

How do you want to receive your One-Time-PIN?

i Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. The same device will also be used for Trouble Signing In. When prompted to enter your PIN, you will use that device to retrieve your PIN.

Select your Out-of-Band PIN device

Default Voice (██████████)

Phone (██████████)

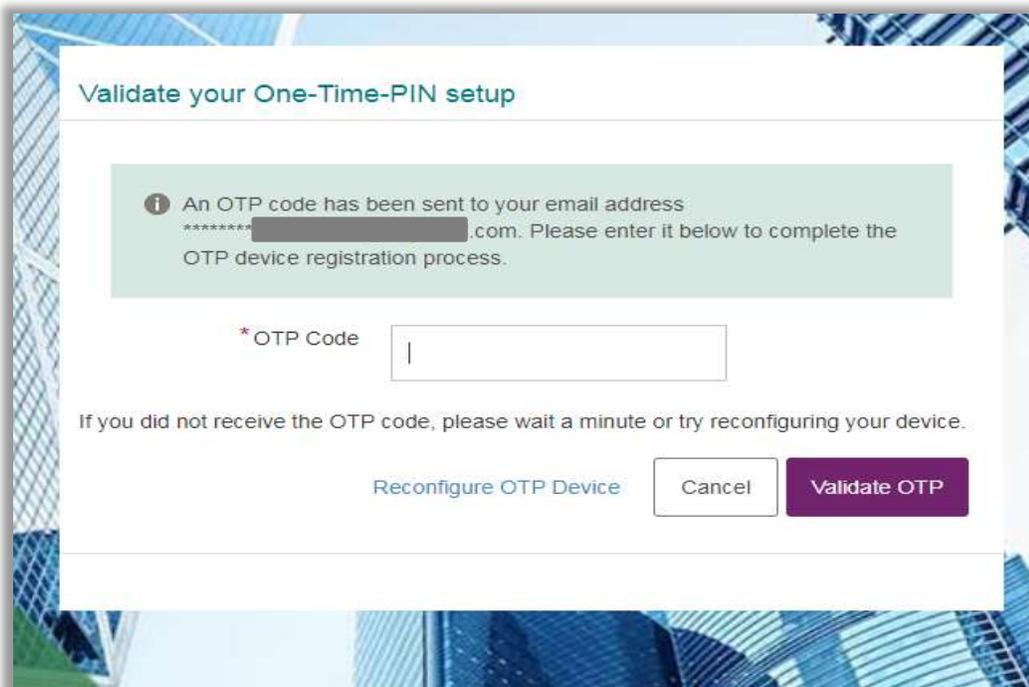
Default Mobile (██████████)

Current Cell (9045555555)

Default Email (████████████████████)

[↩ Test Device](#) [+ Add a New Device](#)

Once you have selected a Device and clicked Proceed, you should arrive at the **Validate your One-Time-PIN setup** screen and whatever Device you chose will show in the message, partially masked (email option shown in below example):



Validate your One-Time-PIN setup

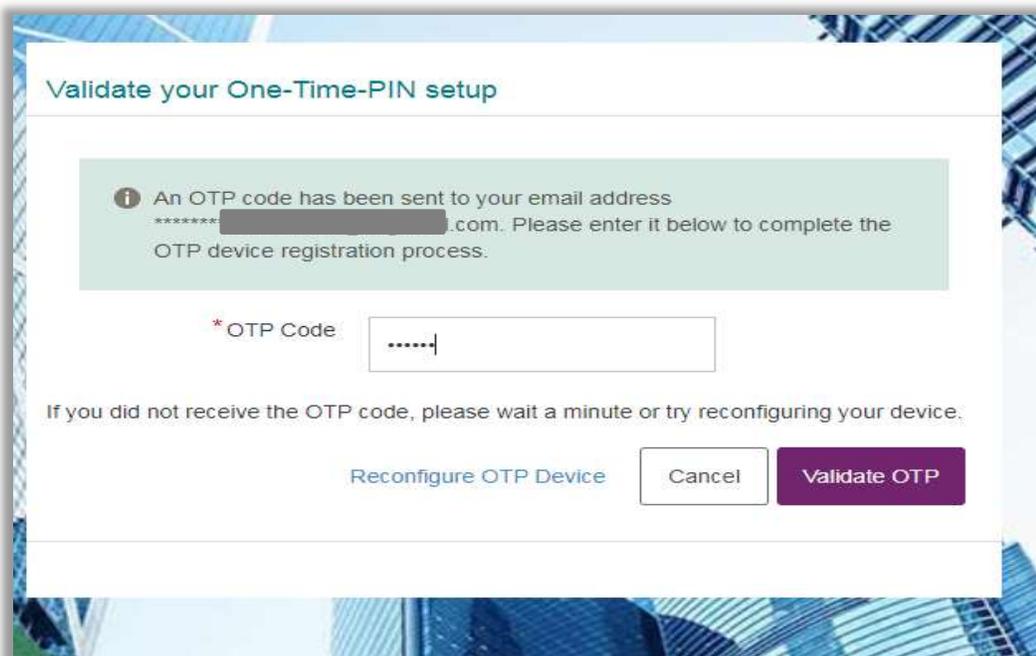
i An OTP code has been sent to your email address *****@.com. Please enter it below to complete the OTP device registration process.

* OTP Code

If you did not receive the OTP code, please wait a minute or try reconfiguring your device.

[Reconfigure OTP Device](#)

Once you receive your OTP code (via the Device you selected – the code must be used within **5 minutes**), enter that code into the OTP Code box and then click the Validate OTP button:



Validate your One-Time-PIN setup

i An OTP code has been sent to your email address *****@.com. Please enter it below to complete the OTP device registration process.

* OTP Code

If you did not receive the OTP code, please wait a minute or try reconfiguring your device.

[Reconfigure OTP Device](#)

If the validation was **not** successful, you can try entering the OTP Code again and clicking the Validate OTP button once more. If it still does not validate, you can click the **Reconfigure OTP Device** and select the same device, to get another OTP Code sent to it, or choose a different device.

If the validation was successful, you should see the “**Desktop Registration**” screen and you should select the applicable radio button option.

- If you click the “**No, this is not my computer or mobile device**” option you would then click the **Proceed** button.

With this option, a One-Time PIN **will** be required the next time you go to login to Relius.net from that device or another unregistered device.

Desktop Registration

Device Registration No, this is not my computer or mobile device.

Yes, this is my computer or mobile device that I use regularly.

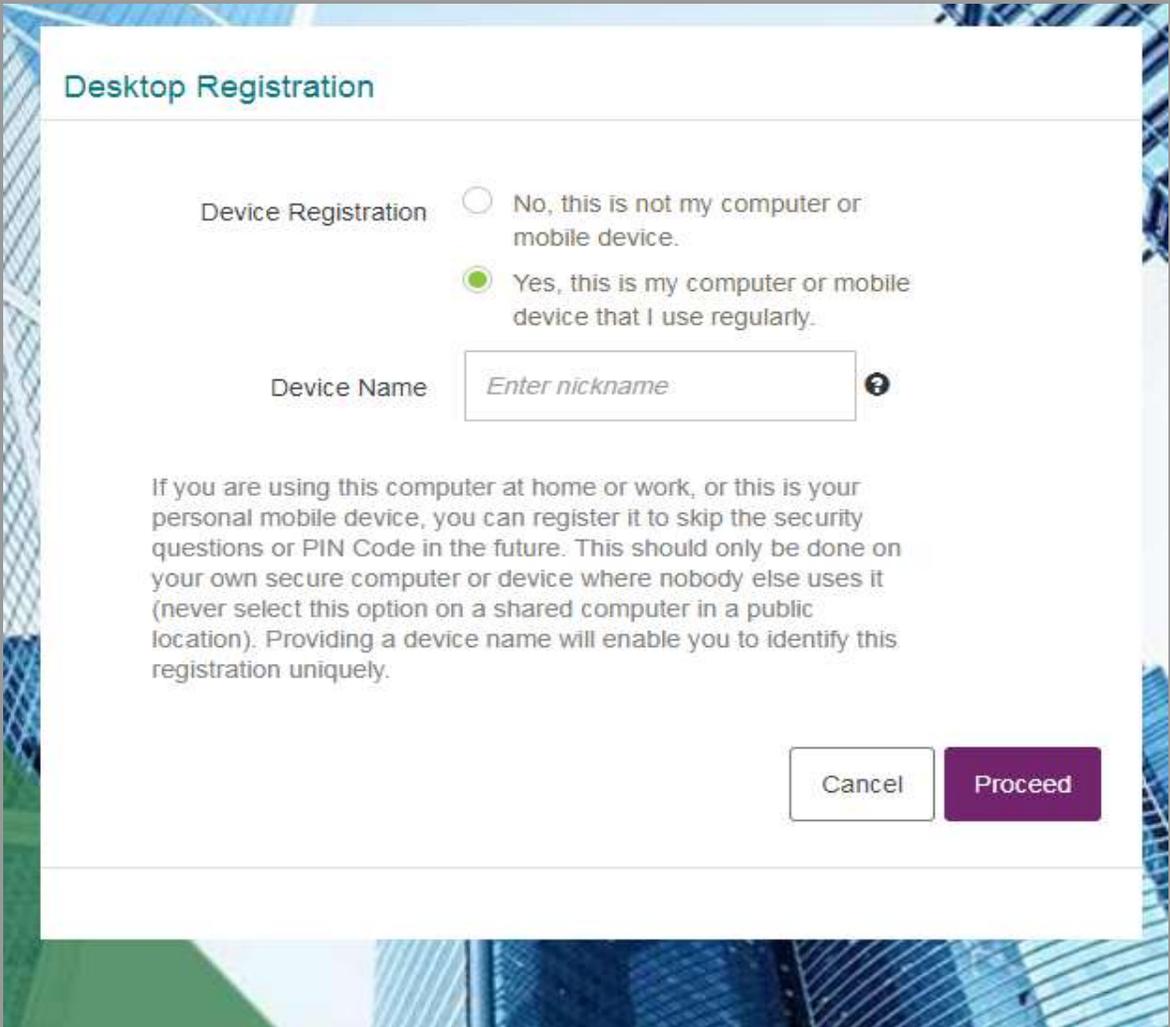
If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location). Providing a device name will enable you to identify this registration uniquely.

Cancel Proceed

- If you click the “**Yes, this is my computer or mobile device that I use regularly**” option, you will be prompted to enter a nickname in the Device Name field (such as My PC), then click the **Proceed** button.

With this option, a One-Time PIN will **NOT** be required the next time you go to login to Relius.net.

NOTE: For security purposes, reauthentication of the user login and device, using MFA, will be required periodically.



Desktop Registration

Device Registration No, this is not my computer or mobile device.

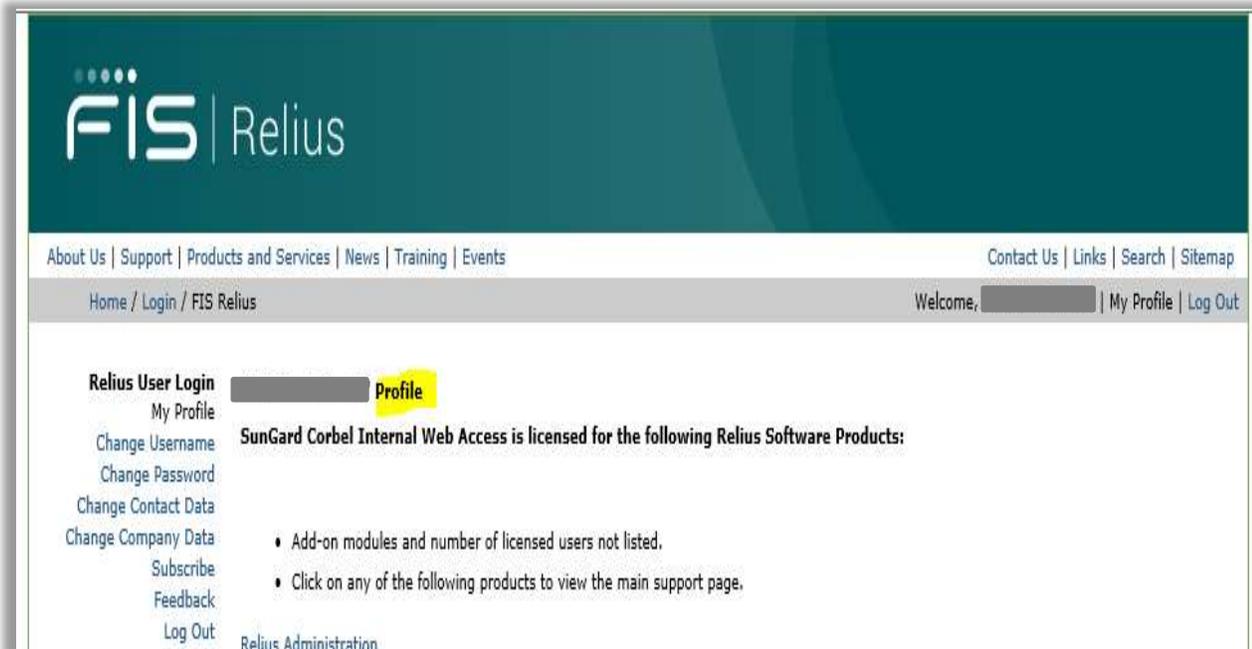
Yes, this is my computer or mobile device that I use regularly.

Device Name ?

If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location). Providing a device name will enable you to identify this registration uniquely.

Cancel Proceed

Once you have completed the above process, you will then be logged into the Relius.net website and arrive on your My Profile page of Relius.net:



Subsequent Login Through MFA

The next time you go to login to the Relius.net website you will again start at the website homepage www.relius.net select the Log In in the upper-right next to Welcome:



If you previously selected **Yes, this is my computer or mobile device that I use regularly**, you should see the User Login screen below and will be prompted to enter your **Relius.net** password.

User Login

Username

* Password

[Trouble signing in?](#)

If you are having trouble signing in, click the self-service link above or call the help desk at **1-844-6 FIS NOW** (844-634-7669) and say "Login Issue" at the product prompt.

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Upon clicking the **SignIn** button, you will be logged into **Relius.net**.

If you previously selected **No, this is not my computer or mobile device that I use regularly**, you should see the following and will need to input your **Relius.net** password, input the **PIN Code** (you will receive at that time, on the device you chose during a previous login), select one of the **Device Registration*** options, and then click the **Sign In** button:

User Login

Please check your One-Time-PIN device to get the PIN code to use below

Username

* Password

* PIN Code

Device Registration No, this is not my computer or mobile device.
 Yes, this is my computer or mobile device that I use regularly.

Device Name

If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location). Providing a device name will enable you to identify this registration uniquely.

[Trouble signing in?](#)

*Please note that the Device Registration option does not appear for registered devices.

If you cannot recall the Device you selected during the previous login, or you are not receiving the OTP Code on the Device you think you setup previously, click on the **Trouble signing in?** link:

User Login

* Username

Trouble signing in? **Proceed**

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You should then see the **Problems signing in to your account** box and would choose the **last** option – **I have problems with the One-Time-PIN** (NOTE: *the other options listed here may NOT work*), enter your **Relius.net** Username, then click the **Proceed** button:

Problems signing in to your account.

Please select your issue:

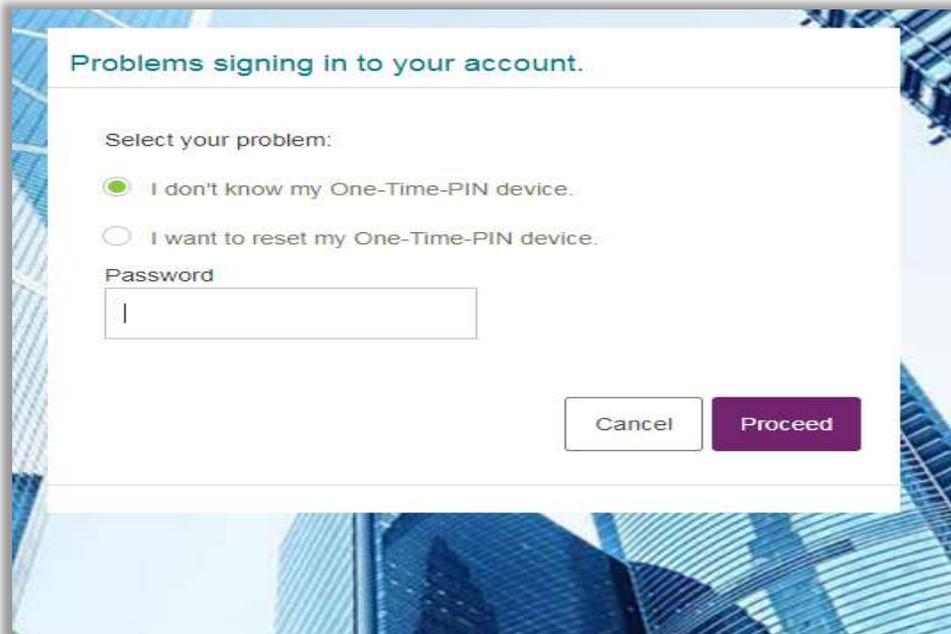
- I forgot my password.
- I forgot my username.
- I think my account is locked.
- I have problems with the One-Time-PIN.

Enter the email address, username or alias that you use to sign in.

Cancel **Proceed**

You should then see the two options available to choose from under **Select Your Problem**.

- If you choose the **I don't know my One-Time-PIN device** option and click the **Proceed** button you should then get a message an email has been sent to you advising of the device:



Problems signing in to your account.

Select your problem:

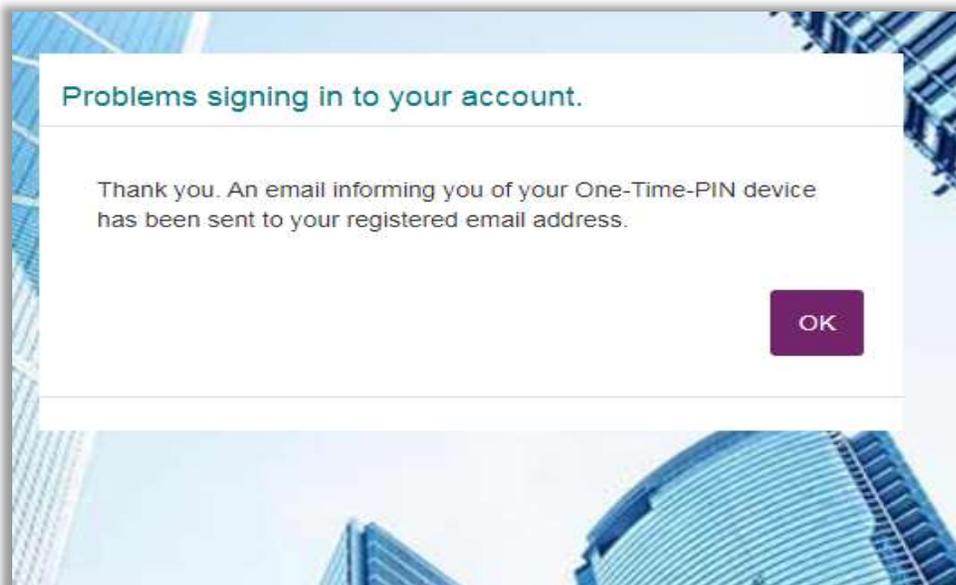
I don't know my One-Time-PIN device.

I want to reset my One-Time-PIN device.

Password

|

Cancel Proceed



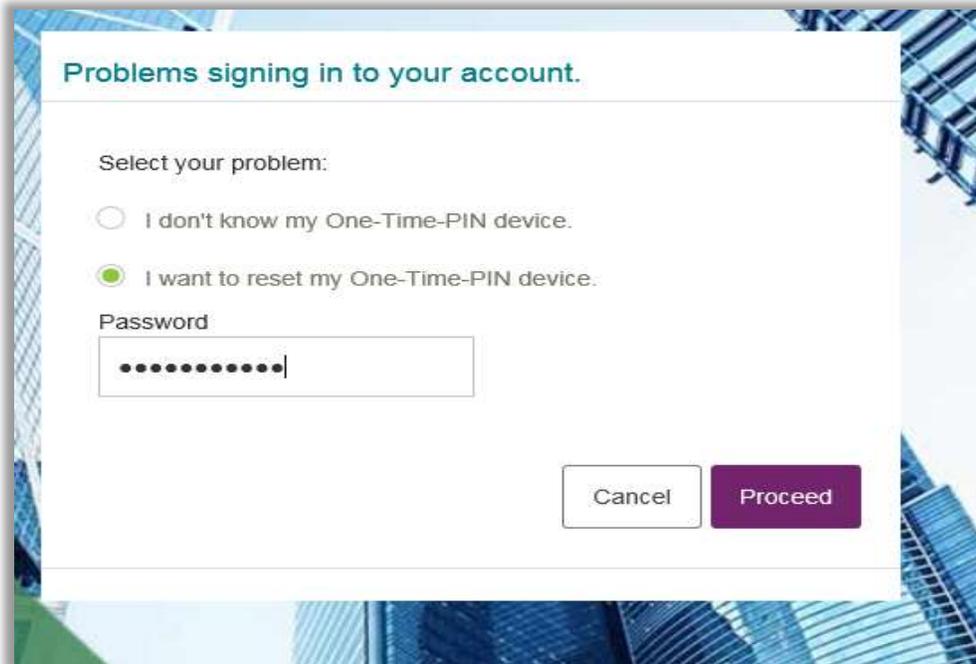
Problems signing in to your account.

Thank you. An email informing you of your One-Time-PIN device has been sent to your registered email address.

OK

You should then receive an email (within a few minutes) from mdp-noreply@fisglobal.com – advising you of the device you setup previously. You can click the **OK** button (above) and proceed through the remainder of the login process.

- If you choose the **I want to reset my One-Time-PIN device** option, enter the **Password** associated with your Relius.net Username, and click the **Proceed** button you will then get a message an email has been sent to you to reset your device:



Problems signing in to your account.

Select your problem:

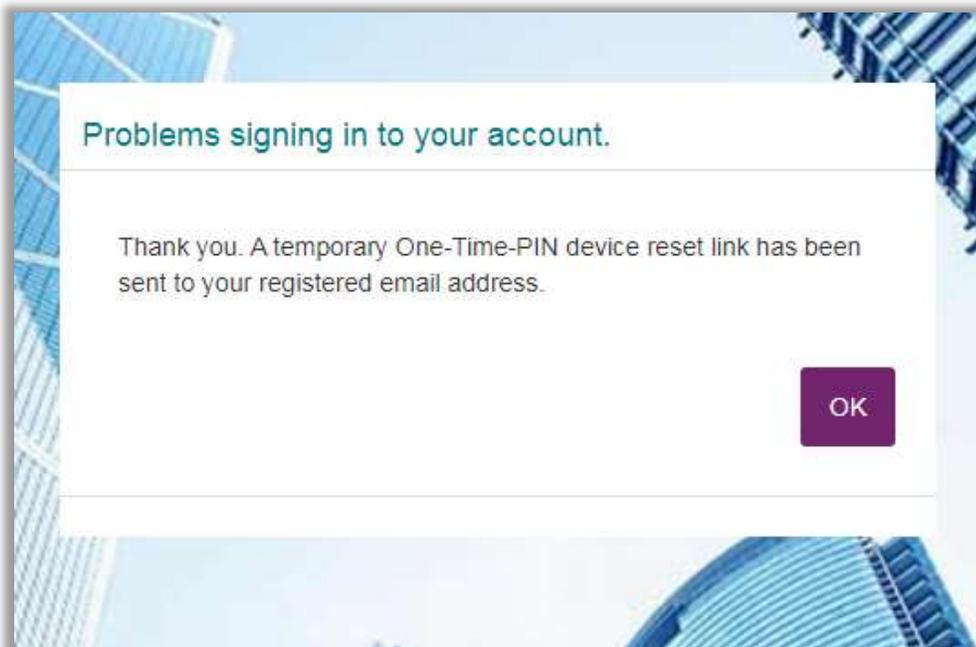
I don't know my One-Time-PIN device.

I want to reset my One-Time-PIN device.

Password

.....|

Cancel Proceed



Problems signing in to your account.

Thank you. A temporary One-Time-PIN device reset link has been sent to your registered email address.

OK

You should then receive an email (within a few minutes) from ldp-noreply@fisglobal.com - click on the link within the email (must be used within **2 hours**) and it will take you to the MFA **User Login** screen. Your Username should be auto populated, you will need to enter the **Relius.net** password associated with your Username and click **Sign in** button:

User Login

Username

* Password

[Trouble signing in?](#)

If you are having trouble signing in, click the self-service link above or call the help desk at **1-844-6 FIS NOW** (844-634-7669) and say "Login Issue" at the product prompt.

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You should then see the **How do you want to receive your One-Time-PIN?** screen, where you can choose one of the available options **OR** use the +Add a New Device link to add a new email or phone number for your OTP Code to be delivered to and proceed through the same login process that you went through during the initial MFA login process.

Again, if you experience difficulties and need assistance, please contact Client Care at (800) 326-7235, option 6 for assistance, and identify the problem with Relius.net MFA.