

# Beneficiary Self-Service and Mobile App Enhanced Security FAQs

## What is an enhanced security login experience?

Enhanced security login adds an extra layer of protection to your [self-service account](#) and [mobile app](#). After you enter your password, you must also verify your identity with a security code. We send this one-time code by email, text message, or through an authenticator app. You'll use this process both online and in the mobile app.

## Why is this important?

This extra step, called two-factor authentication, makes sure only you can access your account, even if someone else knows your password. It keeps your account secure whether you log in on the web or in the mobile app.

## What are the benefits of enhanced security?

- **Stronger protection:** Significantly reduces the risk of unauthorized access.
- **Multiple verification options:** Choose between email, text, or an authenticator app based on your preference.
- **Compliance-ready:** Helps meet modern security and industry compliance standards.
- **Consistent experience:** Protects access across both the self-service portal and mobile app.

## How do I get ready for the new enhanced login process?

Log into your self-service account and check that your email is correct. If you do not have an email address listed, please add one.

You will need an email address to:

- Retrieve your User ID
- Change your password
- Use the "Forgot Password" feature
- Complete registration steps

Updating your email now will help make your move to the new secure login experience smooth and easy.

## Does the enhanced security measure apply to DS Logon users?

No, it does not apply to DS Logon users, as the two factor authentication occurs within DMDC.

## I'm new to self-service. What should I expect?

When you register, you must provide a unique email address. A unique email belongs to one person and works with only one self-service account. The system sends a verification code to your email so you can complete your registration. Once registration is complete, use the **same email** you registered with or choose a **different email** if you prefer. You can also choose to use **phone** (call/text) or an **authenticator app**.

## How do I update my method of verification?

After logging in to your self-service account:

- **From the website:** Log in to your self-service account, go to **My Account > Account Settings**, and choose the option to reset your verification method.
- **From the mobile app:** Tap **More > Profile > Two-Factor Authentication**, then select reset verification method.

Once you reset, you are signed out. At your next login, you'll be prompted to set up two-factor authentication again and can choose **email**, **phone**, or **authenticator app** as your new method.

## What options are available to receive my security code?

You can choose to receive your login verification code through one of the following:

- **Email** (can be the same or different from your self-service registration email on file)
- **Call or text message (SMS)** (standard message and data rates may apply)
- **Authenticator app** (such as Google Authenticator or similar)

## What should I expect with the two-factor authentication verification code?

No matter which method you choose (**email**, **text message**, or an **authenticator app**), you will always receive a six-digit verification code. You must enter this code to complete the login process and access your account.

For security, each code is only valid for **five minutes**. If the code expires before you use it, simply request a new one to continue logging in.



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