REKERDRES & SONS
INSURANCE AGENCY, INC.

To improve the security of all client and other data, we are adding MFA (Multi Factor Authentication) to the log-in process for our reporting and claims handling systems.

Beginning April 4, 2024, the use of MFA to access our systems will be required for all users.

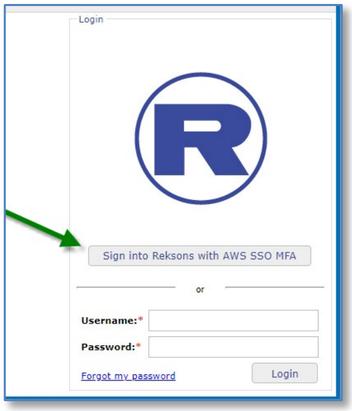
It is therefore recommended that you upgrade your account to start using MFA as soon as possible, to avoid being forced into it starting April 4.

MFA is an import security upgrade, as it requires an additional method of authentication in addition to your username and password, so if someone was able to steal your username and password they still would not be able to access your account without also having a separate physical device with a regularly changing code number.

Following are detailed step-by-step instructions for upgrading your account.

Upgrading User Account to use MFA

1. *Start the process*



Navigate your Browser to the main login page.

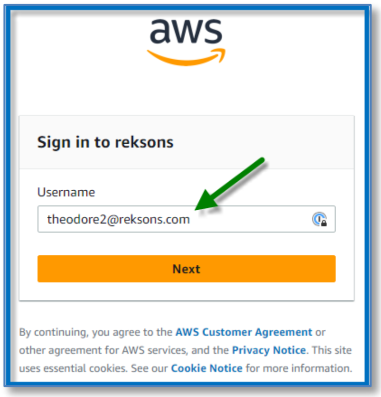
Remember, RECIS works best with Google Chrome.

From either https://recis.reksons.com/login or https://recis7.reksons.com/login

Select the “Sign into Reksons with AWS SSO MFA” button.

This will direct you to the AWS SSO Log-in system.

2. *Provide your email address*



theodore2@reksons.com

By continuing, you agree to the **AWS Customer Agreement** or other agreement for AWS services, and the **Privacy Notice**. This site uses essential cookies. See our **Cookie Notice** for more information.

Enter the email address associated with your account.

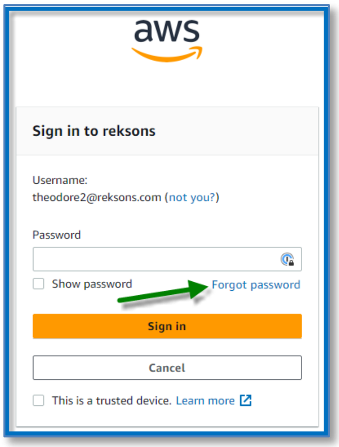
With the upgraded log-in account you will now always use this email address for your username, even if you previously had a non-email-based username.

Please note that each user account must have a unique email address and that it will need to be an email address that you have access to at the time of upgrading the account.

If you do not know which email address is associated with a specific log-in account, please contact admin@reksons.com and provide your currently used username and we will let you know the correct email account to use.

Then click Next.

3. *Update your password*



Sign in to reksons

Username:
theodore2@reksons.com (not you?)

Password

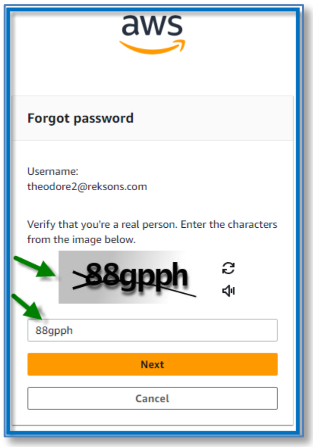
□ Show password

At this point you will need to reset your password, for use with the upgraded log-in.

When you get the Password request prompt **DO NOT** enter your current password, instead, click the “Forgot password” link just under the Password field.

You will then get a displayed code entry box to prove you are not a robot.

Enter the code that displays on your screen (not the one shown in these instructions).



Forgot password

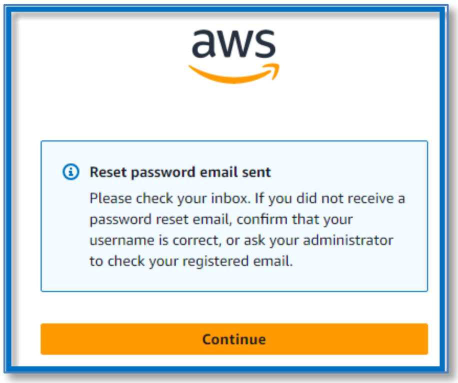
Username:
theodore2@reksons.com

Verify that you're a real person. Enter the characters from the image below.

88gpph

Then click Next.

You should then get this message.



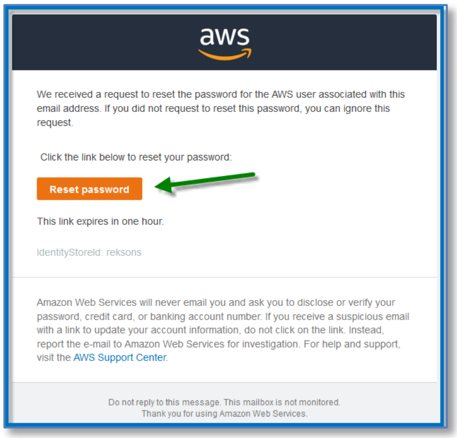
Reset password email sent

Please check your inbox. If you did not receive a password reset email, confirm that your username is correct, or ask your administrator to check your registered email.

You should get an email right away from no-reply@signin.aws with the subject “Password reset requested”

If you do not receive the email within a minute or so, please check your SPAM filter or Junk mail folder and make sure that you entered the correct email address.

The email should look like this.



We received a request to reset the password for the AWS user associated with this email address. If you did not request to reset this password, you can ignore this request.

Click the link below to reset your password:

This link expires in one hour.

IdentityStoreId: reksons

Amazon Web Services will never email you and ask you to disclose or verify your password, credit card, or banking account number. If you receive a suspicious email with a link to update your account information, do not click on the link. Instead, report the e-mail to Amazon Web Services for investigation. For help and support, visit the AWS Support Center.

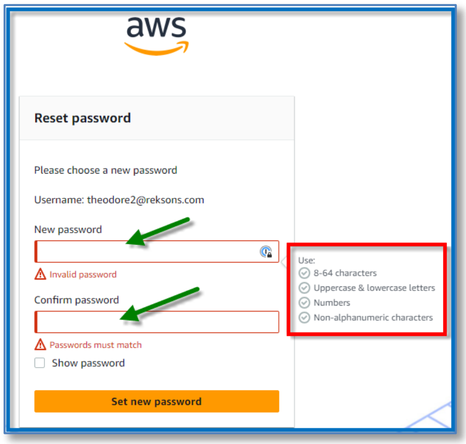
Do not reply to this message. This mailbox is not monitored.
Thank you for using Amazon Web Services.

Note that you must use the provided password reset link within one hour or it will expire, and you will need to begin the process over again.

Click the “Reset password" button/link in the email.

This will bring up the new password entry form.

Enter your new password twice, once in each field.



aws

Reset password

Please choose a new password

Username: theodore2@reksons.com

New password

⚠ Invalid password

Confirm password

⚠ Passwords must match

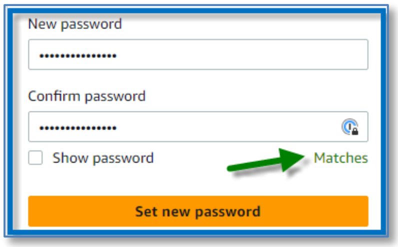
□ Show password

Set new password

Use:
- 8-64 characters
- Uppercase & lowercase letters
- Numbers
- Non-alphanumeric characters

You can use the same password you had before, as long as it meets all of the requirements, or you can create a completely new password (usually better to do). Though if you have previously set a password in the new log-in through AWS SSO MFA you will not be able to reuse that password, but will need to change it to something new.

Note that the new password must be at least 8 characters long, must have both uppercase (ABC) and lowercase letter (abc), at least one numeric digit (123) and at least one non-alphanumeric character (!@#$%).



New password

•••••••••••••••

Confirm password

•••••••••••••••

□ Show password Matches

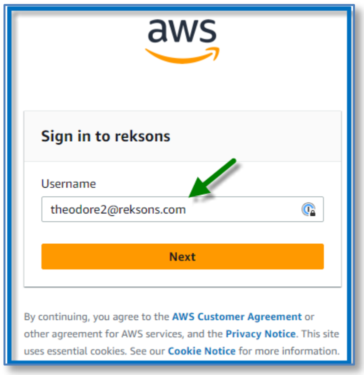
Set new password

It will confirm for you if the two copies of the password match or not.

Click the "Set new password" button.

4. *Log-in with new password*

You will then be prompted to enter your username again, enter the email address for the account and click Next.



aws

Sign in to reksons

Username

theodore2@reksons.com

Next

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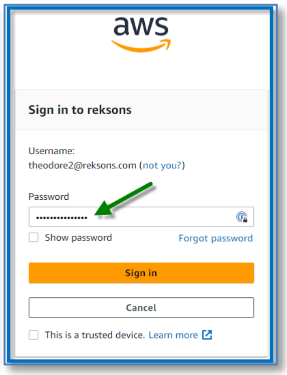


aws

Sign in to reksons

Username:
theodore2@reksons.com (not you?)

Password

•••••••••••••••

□ Show password Forgot password

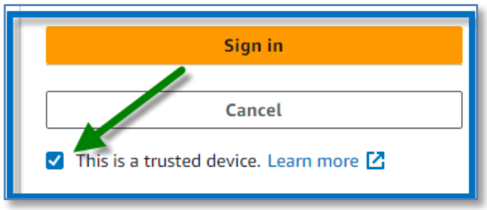
Sign in

Cancel

□ This is a trusted device. Learn more

Then enter the newly setup password for the upgraded account and click Sign in.

If you select the "This is a trusted device" it will only require you to use the additional MFA code (in addition to username and password) from this device when it detects some difference in Browser, system, or location.



Sign in

Cancel

☑ This is a trusted device. Learn more

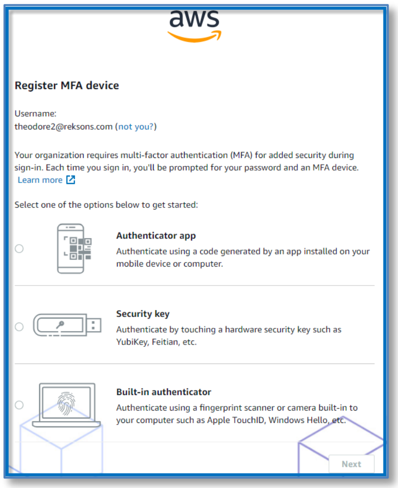
It will still require the extra code if you access from a different device, or if you clear the stored status from the device.

For the highest level of security, leave the box unchecked, and **NEVER** check the box if you are accessing from someone else's computer.

For most users, it is fine to check the box when accessing from your own non-shared computer.

5. *Setting of MFA*

You will now be prompted to Register an MFA device to use with this account.



Register MFA device

Username:
theodore2@reksons.com (not you?)

Your organization requires multi-factor authentication (MFA) for added security during sign-in. Each time you sign in, you'll be prompted for your password and an MFA device.
Learn more

Select one of the options below to get started:

○ **Authenticator app**
Authenticate using a code generated by an app installed on your mobile device or computer.

○ **Security key**
Authenticate by touching a hardware security key such as YubiKey, Feitian, etc.

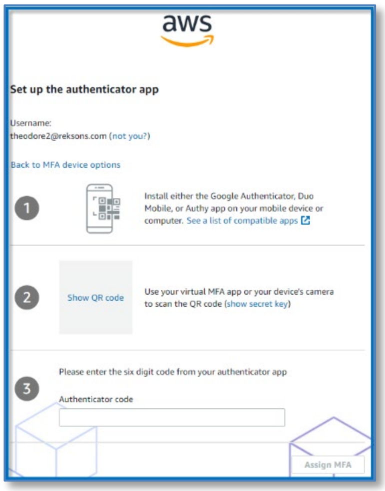
○ **Built-in authenticator**
Authenticate using a fingerprint scanner or camera built-in to your computer such as Apple TouchID, Windows Hello, etc.

There are three types of supported MFA devices (1) an Authenticator App (2) a Security Key and (3) a Built-in Authenticator.

If you are using a device that has option 3 built in, such as many modern smart phones and some newer computers you may select that option, otherwise, for most users, you will want option 1.

If you already have a preferred MFA Authentication device that you use, you should be able to easily add an account for RECIS.

6. *Setting up MFA using an Authenticator App*



Set up the authenticator app

Username:
theodore2@reksons.com (not you?)

Back to MFA device options

1 Install either the Google Authenticator, Duo Mobile, or Authy app on your mobile device or computer. See a list of compatible apps

2 Use your virtual MFA app or your device's camera to scan the QR code (show secret key)

3 Please enter the six digit code from your authenticator app

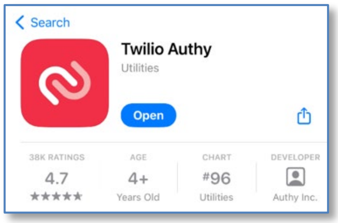
Authenticator code

An Authenticator App is a program, usually on your phone, that displays a regularly changing six-digit numeric code, which you will be prompted to enter after your password when MFA is used.

If you select to use an Authenticator App, you will get a screen prompting you to add the account to the Authenticator App.

If you do not already have an Authenticator App that you use, there are several free Authenticator Apps available to use with your phone, some examples of popular ones are:

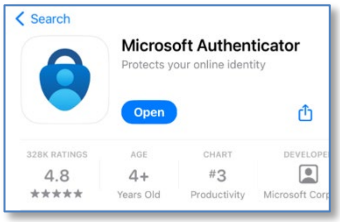
Twilio Authy



Twilio Authy
Utilities

38K RATINGS 4.7 ★★★★★ | AGE 4+ Years Old | CHART #96 Utilities | DEVELOPER Authy Inc.

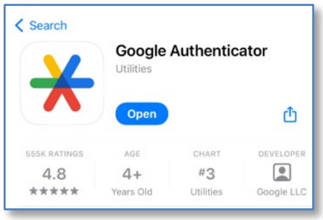
Microsoft Authenticator



Microsoft Authenticator
Protects your online identity

328K RATINGS 4.8 ★★★★★ | AGE 4+ Years Old | CHART #3 Productivity | DEVELOPE Microsoft Corp

Google Authenticator



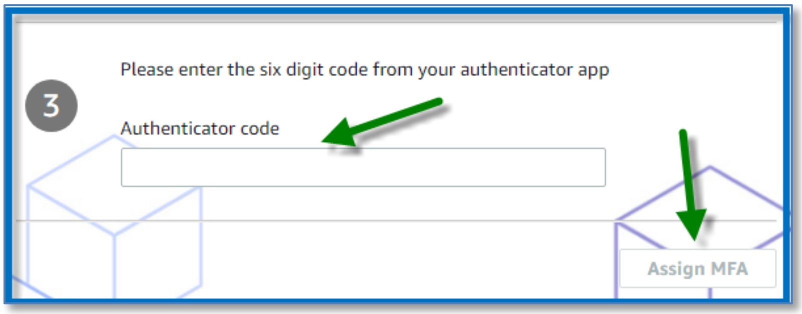
Google Authenticator
Utilities

555K RATINGS 4.8 ★★★★★ | AGE 4+ Years Old | CHART #3 Utilities | DEVELOPER Google LLC

If you are using an Authenticator App on your phone, you should click "Show QR code" and scan the code using the App of your choice.

If you are using an Authenticator App that you can not scan with, such as one built into a password manager on your computer, then you will want to click where it says, "show secret key" and enter that into the Authenticator App per the instructions for your program.

After you have either scanned the QR code or entered the "secret key" you will be provided with a six-digit code that should be entered into the field titled "Authenticator code"

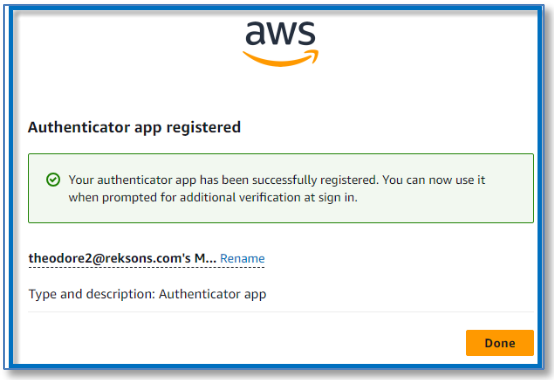


3 Please enter the six digit code from your authenticator app

Authenticator code

Then click "Assign MFA"

You should then get this screen.



Authenticator app registered

Your authenticator app has been successfully registered. You can now use it when prompted for additional verification at sign in.

theodore2@reksons.com's M... Rename

Type and description: Authenticator app

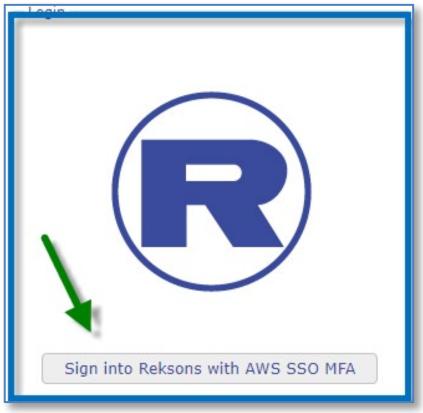
Click Done.

You will then be redirected into the RECIS system.

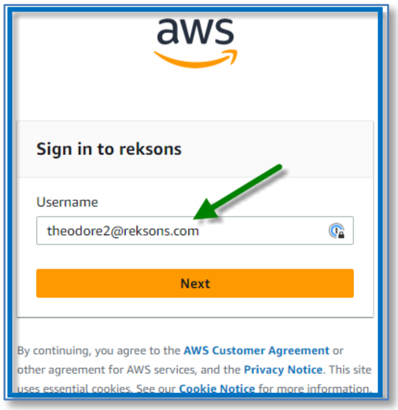
If you are not automatically redirected to the RECIS Website, go back to either https://recis.reksons.com/login or https://recis7.reksons.com/login and click on the "Sign into Reksons with AWS SSO MFA" button. It should route you directly to the RECIS site, as you should already be logged-in (if not, just follow the instructions in step 7 below).

7. *Logging in after account security has been upgraded*

The next time you need to log-in, click the “Sign into Reksons with AWS SSO MFA” button.



Sign into Reksons with AWS SSO MFA



Sign in to reksons

Username

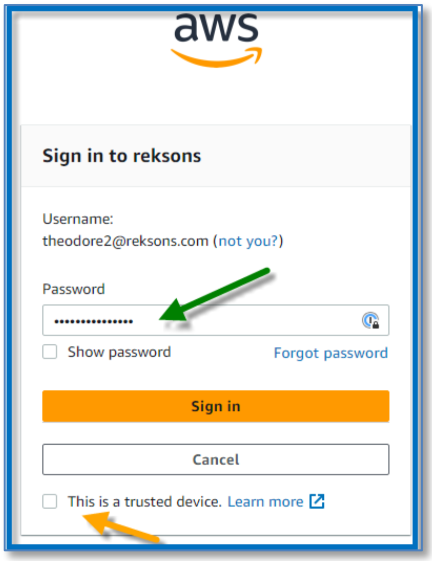
theodore2@reksons.com

Next

By continuing, you agree to the AWS Customer Agreement or other agreement for AWS services, and the Privacy Notice. This site uses essential cookies. See our Cookie Notice for more information.

If your AWS SSO session is still live, you will be routed directly to the RECIS system, otherwise, you will be prompted for your Username, enter the email address for the account and click Next.

You will then be prompted for your password, enter and click Sign in (you can at this point select to mark the device as a “trusted device” if appropriate)



Sign in to reksons

Username:
theodore2@reksons.com (not you?)

Password

••••••••••••••••

□ Show password Forgot password

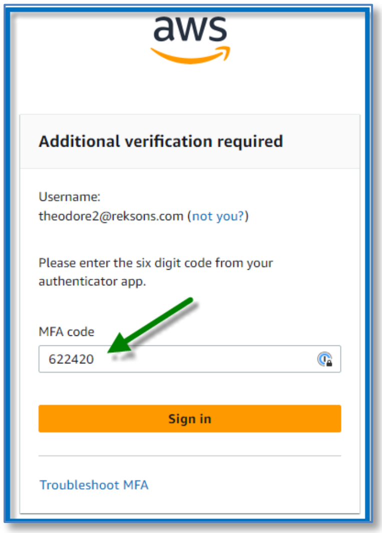
Sign in

Cancel

□ This is a trusted device. Learn more

You will then be prompted for the MFA code from your Authentication device (unless the device has already been marked as a trusted device and the code entered at that time).

Note that the six-digit MFA code changes every 60 seconds, so you will need to freshly check it in the Authenticator App each time it is needed.



Additional verification required

Username:
theodore2@reksons.com (not you?)

Please enter the six digit code from your authenticator app.

MFA code

622420

Sign in

Troubleshoot MFA

That will then complete the sign-in process with upgraded security using MFA.

8. *Troubleshooting.*

If you are not routed correctly to our System the first time after setting up MFA, please go to https://recis.reksons.com/login or https://recis7.reksons.com/login and re-enter using the “Sign into Reksons with AWS SSO MFA” button.

If you are still having issues, please contact at admin@reksons.com or by phone at 214-520-2345.