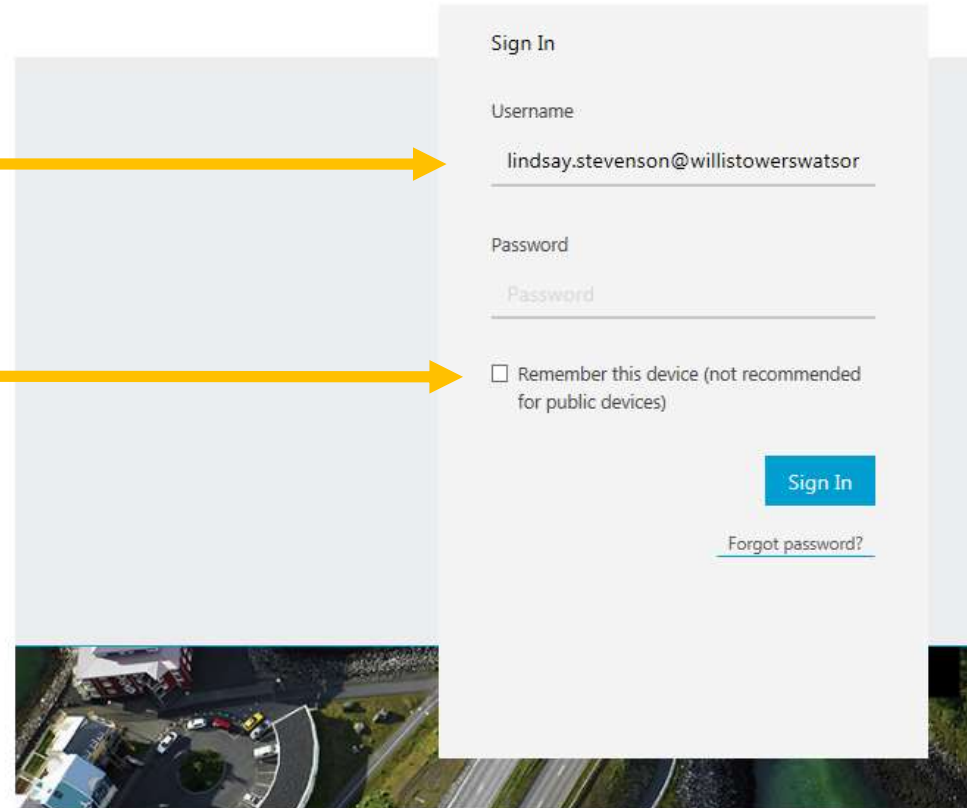


# OASys – Multi-factor Authentication (MFA) Login Guide

## Sign In Screen

1. Enter your email address at login screen.
2. Enter your password.
3. Click 'Remember this device' if you are not using a shared computer, and are on your County/District's private network.

**Note:** Check your IT policy before checking the 'Remember this device' box.



The screenshot shows a 'Sign In' form with the following elements:

- Sign In** (header)
- Username** field containing `lindsay.stevenson@willistowerswatsor`
- Password** field (masked with dots)
- Remember this device (not recommended for public devices)**
- Sign In** button
- [Forgot password?](#)

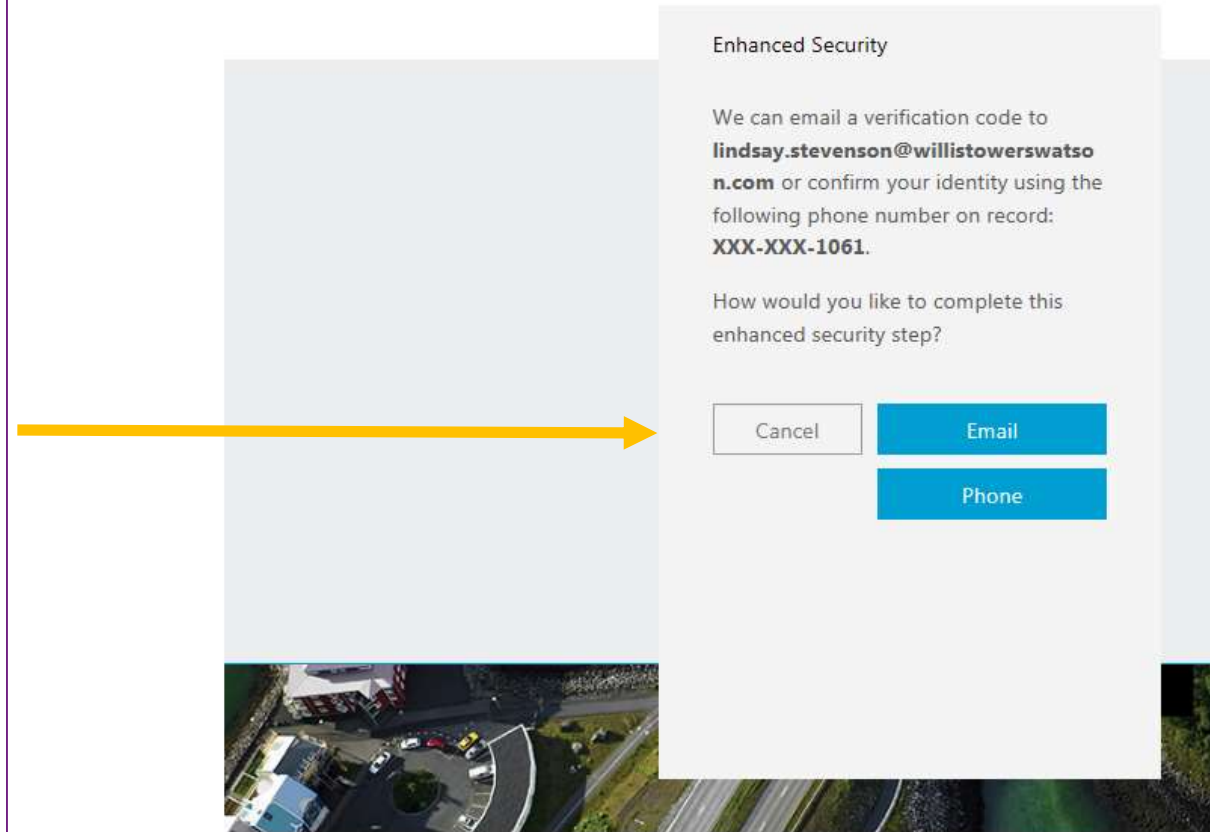
Two yellow arrows point from the text instructions to the 'Username' and 'Remember this device' fields.



# OASys – Multi-factor Authentication (MFA) Login Guide

## Security Authentication

4. A 6-digit verification code will be sent to you to confirm your identity. Choose where you want the code to be sent.

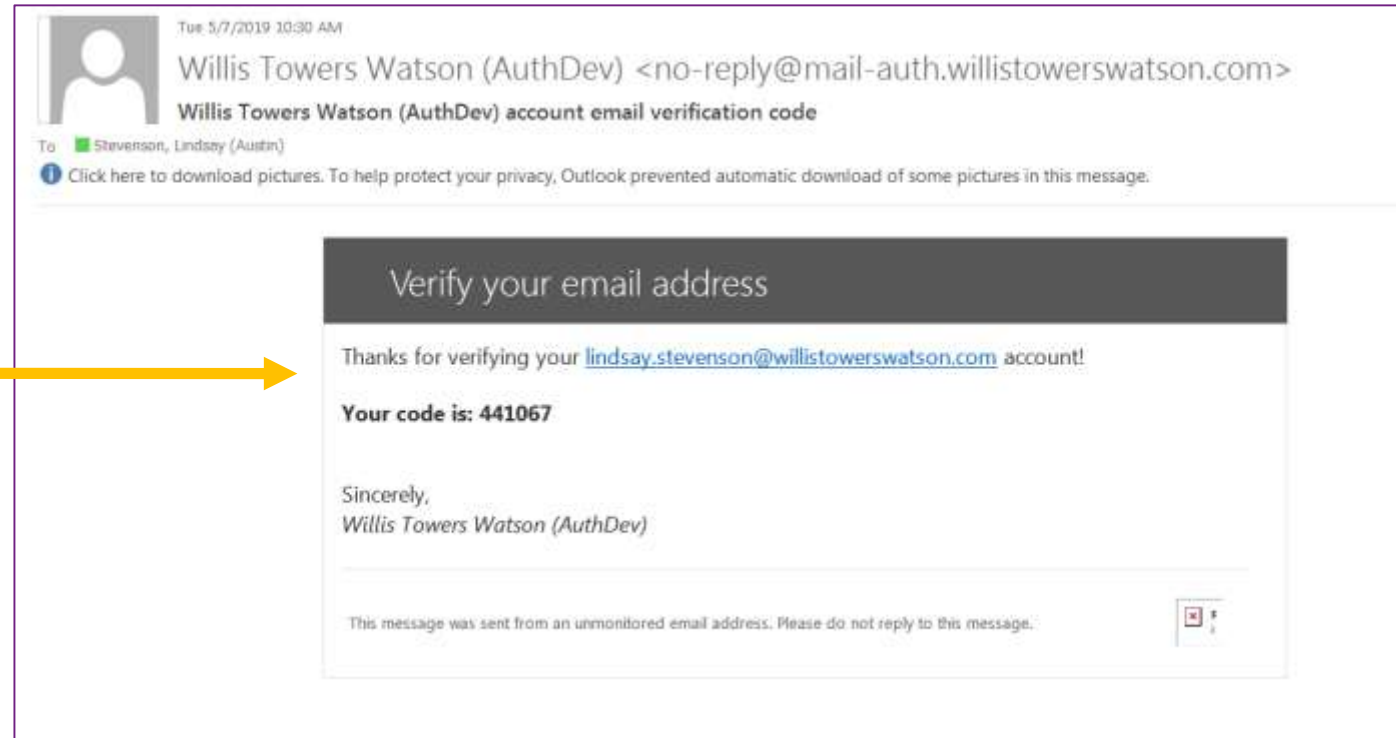


# OASys – Multi-factor Authentication (MFA) Login Guide

## Verification Code by Email

5. An email like this one will be sent to the email address entered on the login screen with a 6-digit verification code.

**Note:** *The email will come from [no-reply@mail-auth.willistowerswatson.com](mailto:no-reply@mail-auth.willistowerswatson.com). Have your IT department mark this email address as a safe email address.*



# OASys – Multi-factor Authentication (MFA) Login Guide

## Verification Code by Email (cont'd)

6. Enter the 6-digit verification code you received in your email.

7. If you do not receive an email within 15 minutes, click 'Resend Code' or check in your junk folder.

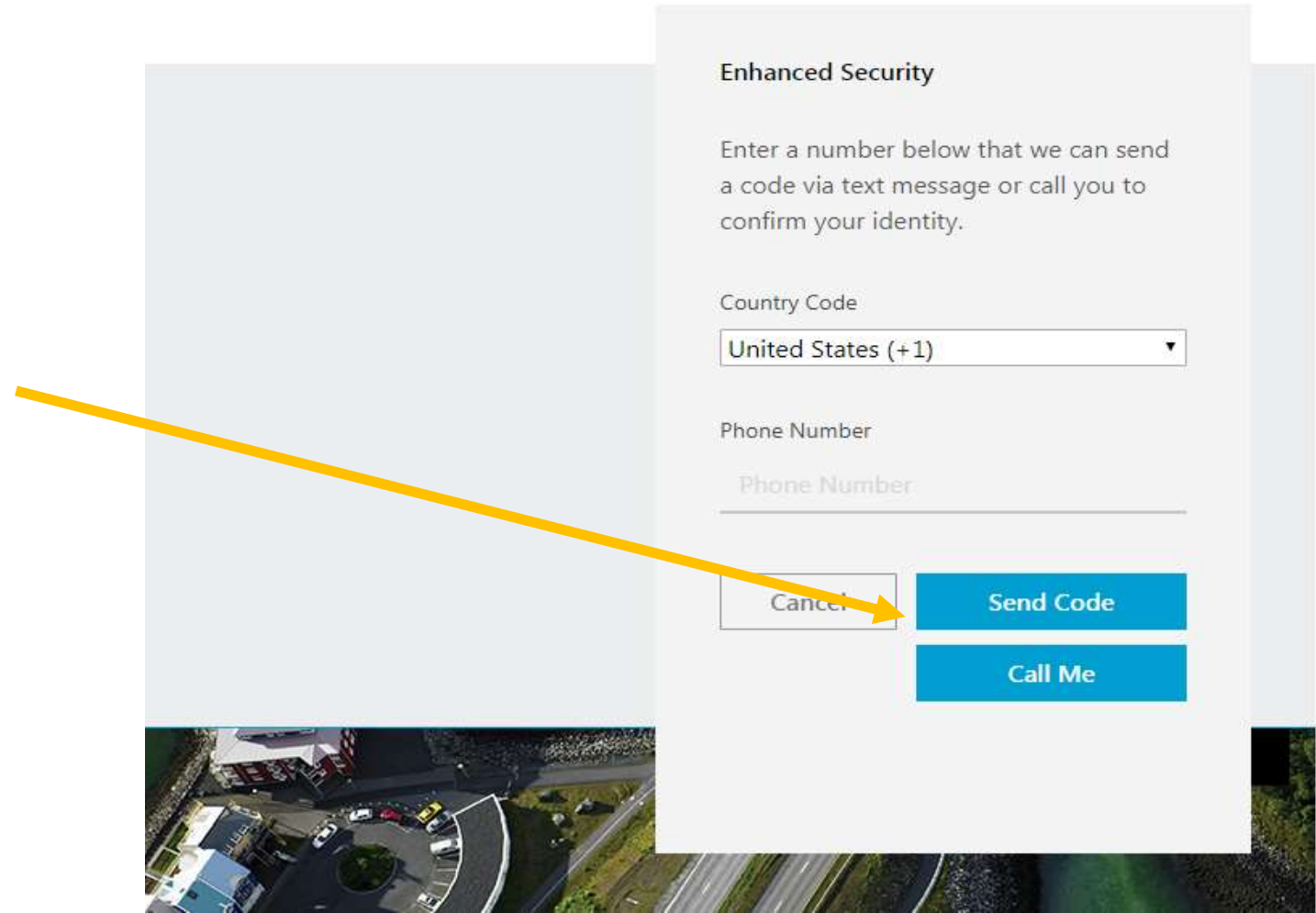
A screenshot of a web-based 'Email Verification' dialog box. The dialog has a white background and is overlaid on a blurred background image of a building. The text inside the dialog reads: 'Email Verification', 'Check your email and enter the verification code that was sent to **lindsay.stevenson@willistowerswatson.com**', 'Enter Code', a text input field with the placeholder 'Enter Code', a 'Cancel' button, and a blue 'Resend Code' button. Below the buttons, it says 'Verification didn't arrive? Check your inbox and junk folder for an email from no-reply@mail-auth.willistowerswatson.com. Contact us for additional help.'



# OASys – Multi-factor Authentication (MFA) Login Guide

## Verification Code by Phone

8. Choose 'Send Code' for a text message or, 'Call Me' for a phone call, to receive a 6-digit verification code by phone.



The screenshot shows a web interface for multi-factor authentication. At the top, it says "Enhanced Security". Below that, it instructs the user to "Enter a number below that we can send a code via text message or call you to confirm your identity." There is a "Country Code" dropdown menu currently set to "United States (+1)". Below that is a "Phone Number" input field. At the bottom of the form, there are three buttons: "Cancel", "Send Code", and "Call Me". A yellow arrow points from the text in the left column to the "Send Code" button.

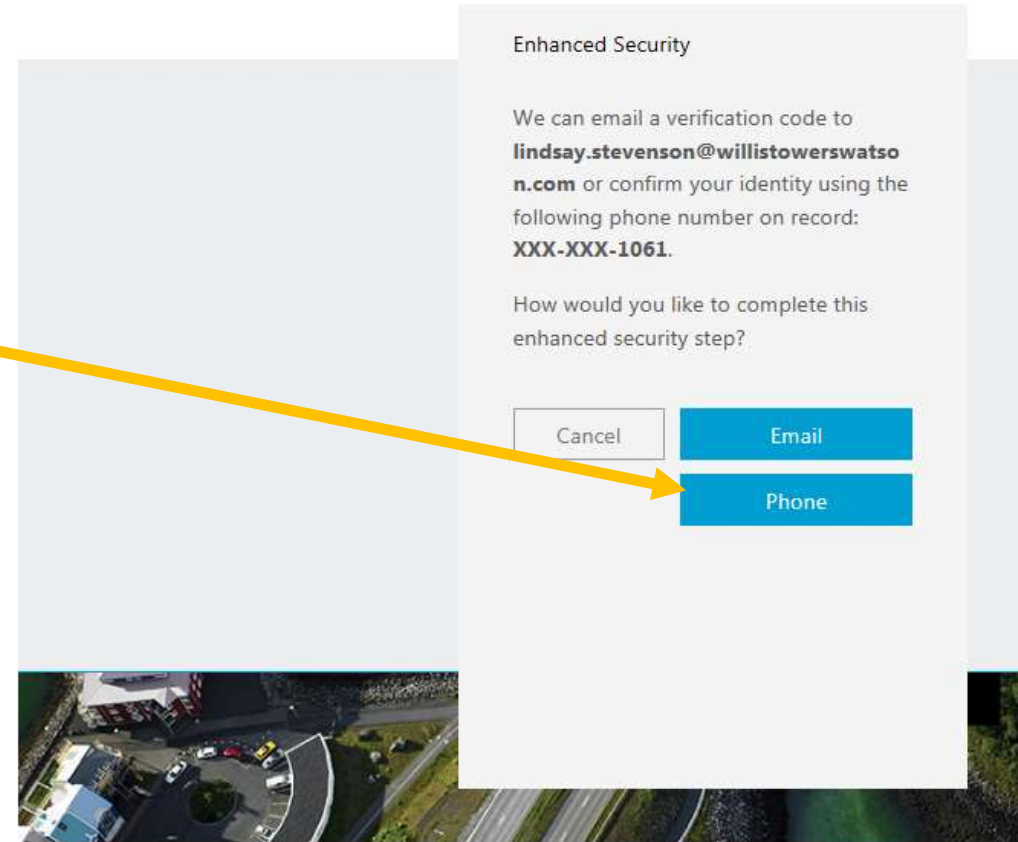


# OASys – Multi-factor Authentication (MFA) Login Guide

## Verification by Phone - Text Message

9. Select phone to have a 6-digit verification code sent to you via text SMS message.

*(Standard messaging rates may apply.)*

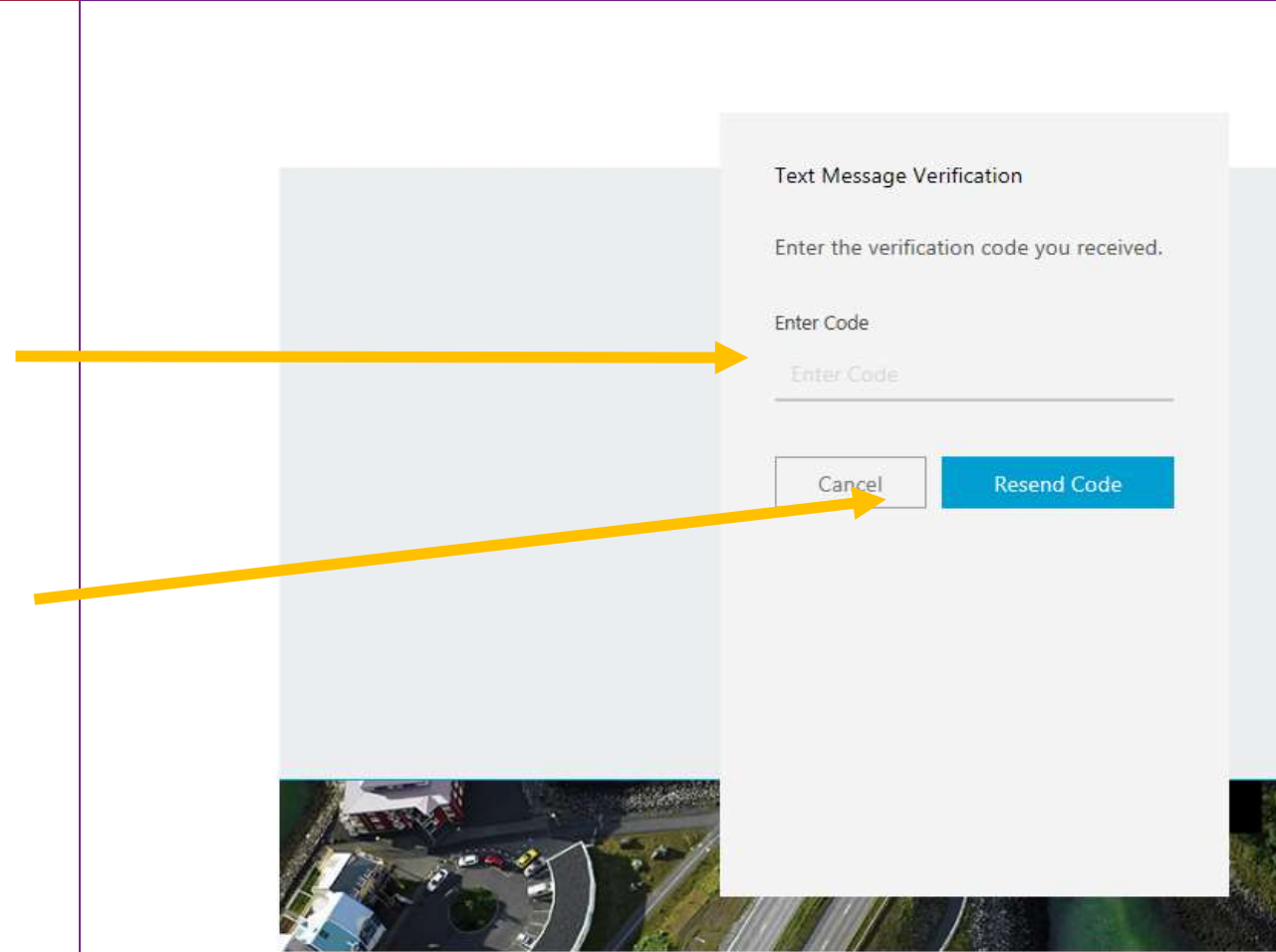


# OASys – Multi-factor Authentication (MFA) Login Guide

## Verification by Phone - Text Message (cont'd)

10. Enter the 6-digit verification code you receive via SMS text message.

11. If you do not receive the code, click 'Resend Code' button to have the code resent to you.



# OASys – Multi-factor Authentication (MFA) Login Guide

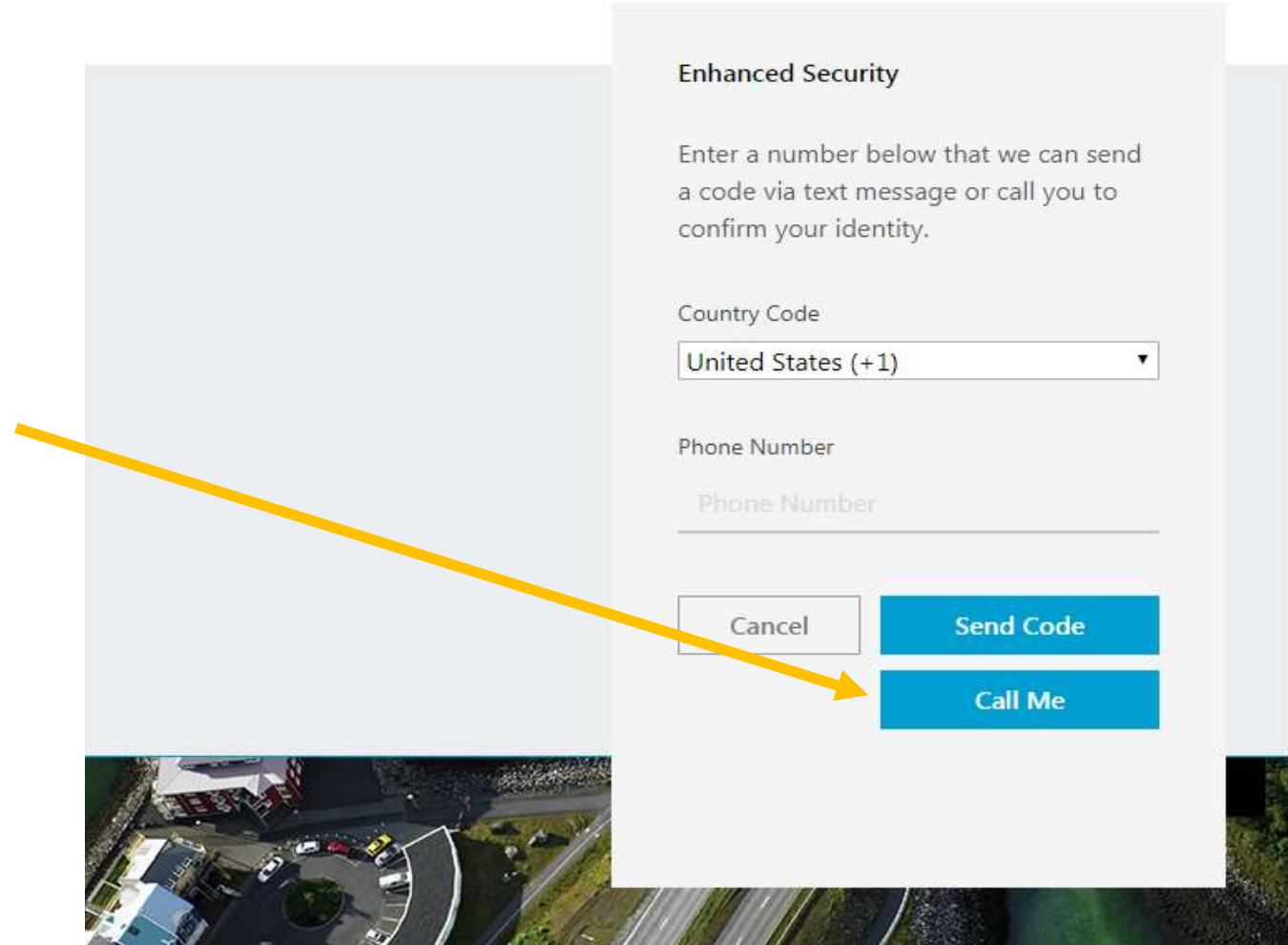
## Verification by Phone – Phone Call

12. Click ‘Call Me’ to receive a verification code via a phone call.

13. Answer the phone call. Follow the automated steps to receive a verification code.

14. Enter the 6-digit verification code you receive to continue to the next step.

*(Standard phone call rates may apply.)*



The screenshot displays the 'Enhanced Security' section of the OASys login interface. It includes a text prompt: 'Enter a number below that we can send a code via text message or call you to confirm your identity.' Below this, there is a 'Country Code' dropdown menu currently set to 'United States (+1)'. Underneath is a 'Phone Number' input field with the placeholder text 'Phone Number'. At the bottom of the form, there are three buttons: a white 'Cancel' button, a blue 'Send Code' button, and a blue 'Call Me' button. A yellow arrow points from the left side of the slide to the 'Call Me' button.





# OASys – Multi-factor Authentication (MFA) Login Guide

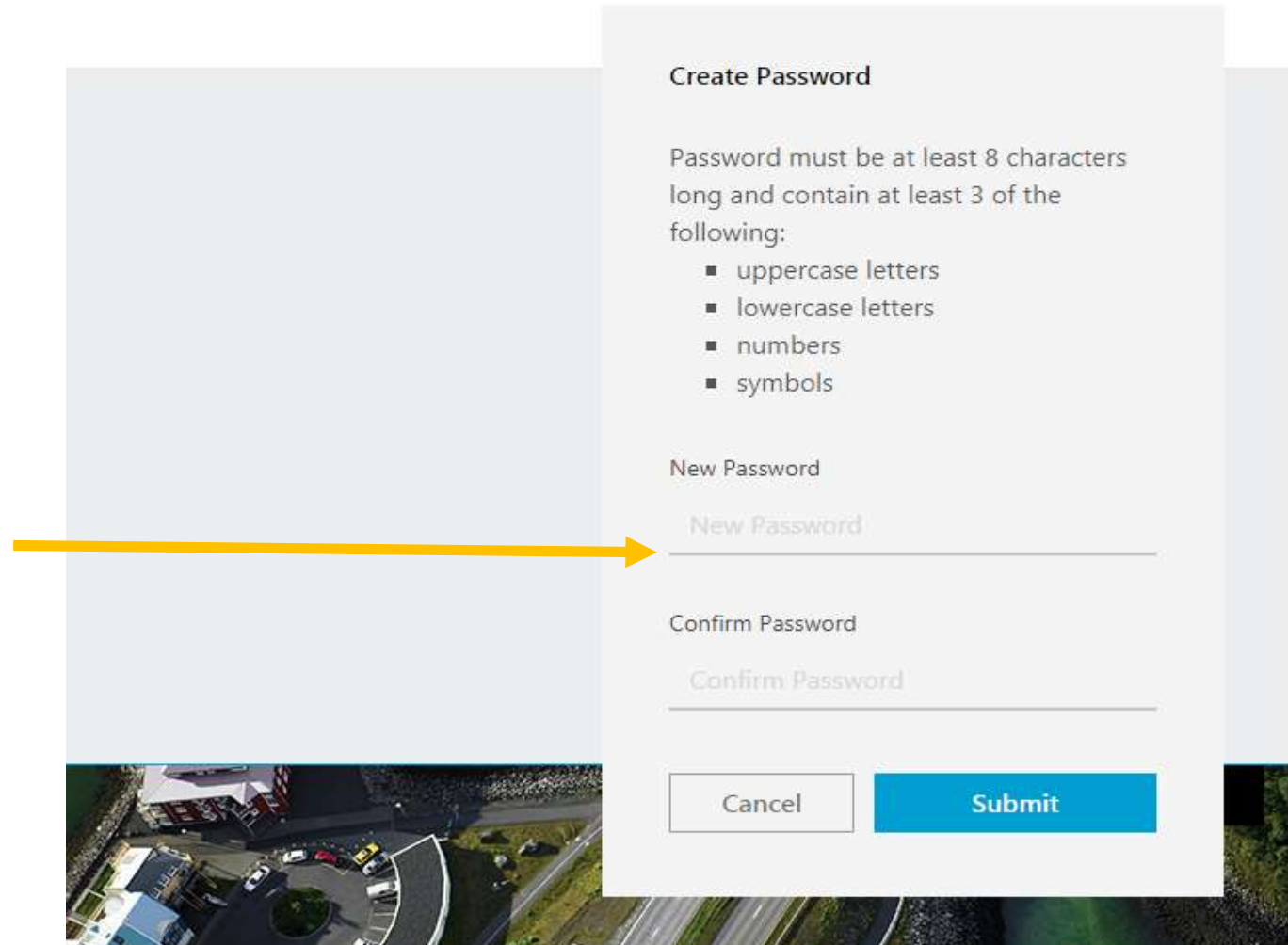
## Password and Confirmation

15. Enter and confirm new password.

16. Click 'Submit'.

**Note:** Password must:

- Be at least 8 characters long
- Contain at least 1 uppercase letter
- Contain at least 1 lowercase letter
- Contain at least 1 number
- Contain at least 1 symbol



The screenshot shows a 'Create Password' form. At the top, it states: 'Password must be at least 8 characters long and contain at least 3 of the following:'. Below this are four bulleted requirements: 'uppercase letters', 'lowercase letters', 'numbers', and 'symbols'. The form has two input fields: 'New Password' and 'Confirm Password'. A yellow arrow points to the 'New Password' field. At the bottom of the form are two buttons: 'Cancel' and 'Submit'.



# OASys – Multi-factor Authentication (MFA) Login Guide

## Login Complete

17. Validation is complete.

18. You will be taken to the Web Admin screen.

The screenshot displays the OASys web application interface. At the top, there is a header for the 'TEXAS ASSOCIATION of COUNTIES (UAT)' with a logo on the left and navigation tabs for 'TAC Admin', 'County Admin', 'Billing Admin', and 'Case Management' on the right. Below the header is a main navigation bar with tabs for 'EMPLOYEE DATA', 'SYSTEM DATA', 'ACTIONS', 'HEBP', 'SEARCH', 'RESOURCES', 'REPORTS', and 'LOGOUT'. Underneath this is a secondary navigation bar with tabs for 'Summary', 'Personal', 'Eligibility', 'Elections', 'Dependents', 'Beneficiaries', 'Case Management', 'Carrier Reporting', and 'Medicare D'. The 'Personal' tab is selected, showing a list of fields for 'Personal Information', 'Address Information', 'Process Information', and 'TAC Rep Information'. The 'Personal Information' section includes fields for County Name, Group #, SSN, EETaxId, Name, UID, Phone, Hire Date, Term Date, Birth Date, Empl. Status, Empl. Type, and Last Changed. The 'Address Information' section includes Line 1, Line 2, City, State, and ZIP. The 'Process Information' section includes Plan Year, Num, Eff Start Date, Eff End Date, Current Status, Current Event, and Event Date. The 'TAC Rep Information' section includes Rep Name and Phone.

