

Aqueous Film-Forming Foams (AFFF) Products
Liability Litigation
Public Water System (PWS) Settlement

Duo Multi-Factor Authentication User Guide

www.pfaswatersettlement.com

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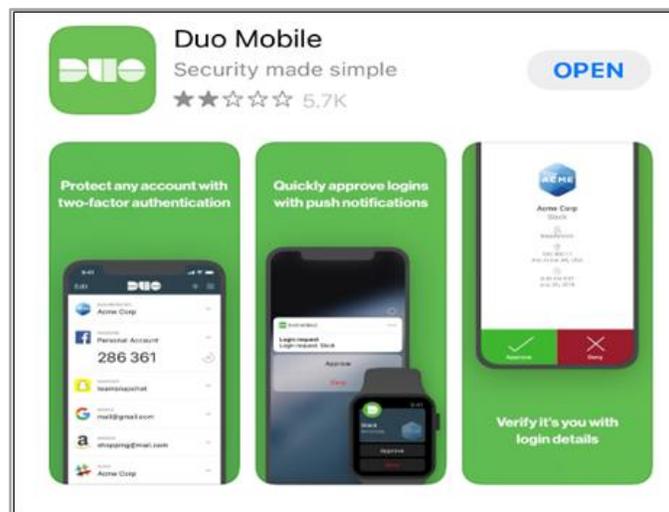
I. MFA Enrollment and Initial Setup – Mobile (smartphone) Method

Multi-factor authentication is an authentication method that requires the user to provide two or more pieces of evidence to verify their identity to gain access to a computer or application. Setup with the Duo Mobile Application is the recommended method for this process.

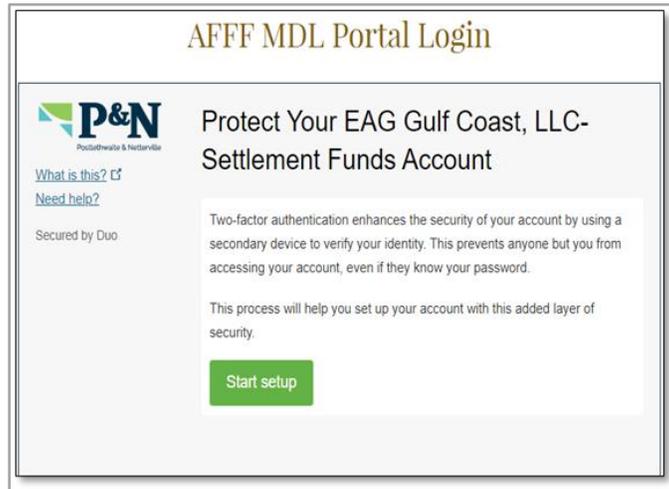
Duo is a two-factor authentication method that adds an extra layer of security protection to the information within the portal and prevents unauthorized access. Duo will be required of the following roles: Attorney/Law Firm Administrator, EisnerAmper Administrator, and Reviewers.

The following steps should be taken to enroll and setup multi-factor authentication:

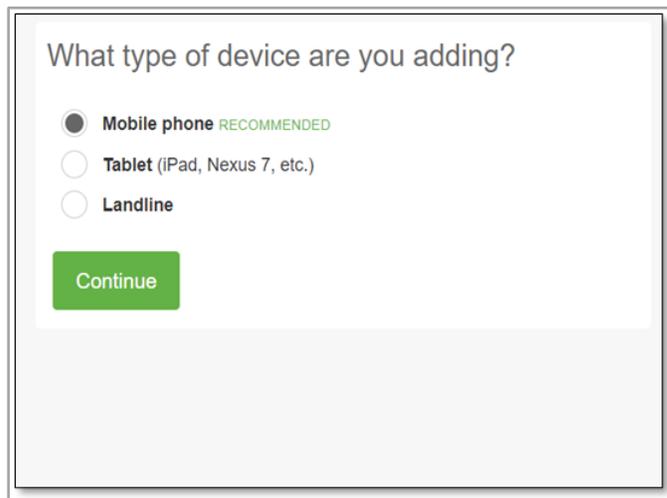
- 1. Download the Duo Mobile Application:** Download the Duo Mobile application to your smart phone via the AppStore or Google Play Store.



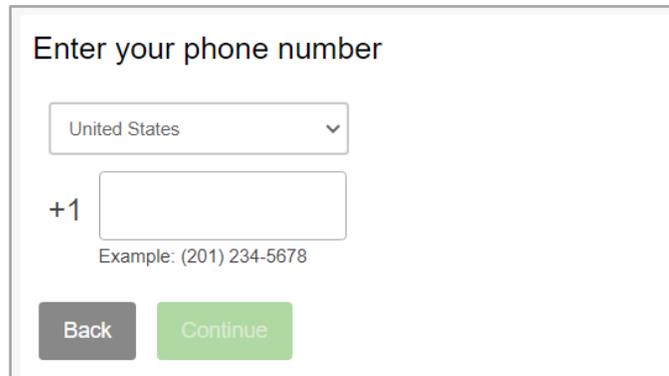
- 2. Start Setup:** From your computer (desktop or laptop), access the Settlement Portal and enter your login credentials. The following setup page will be shown. Click ***“Start setup”*** to begin.



- 3. Add Your Device Type:** If you are currently using a mobile phone, select the radio button for **“Mobile phone”**, then click the **“Continue”** button.



4. Add Your Mobile Phone: Enter your 10-digit mobile phone number.



Enter your phone number

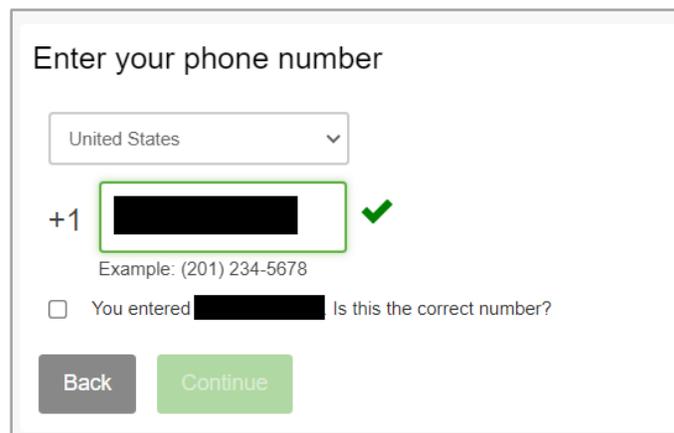
United States

+1

Example: (201) 234-5678

Back Continue

5. Confirm Your Mobile Phone: After keying in your phone number, a confirmation checkbox will appear beneath the phone number blank. Click the checkbox to confirm the number you have entered is correct. Click the **“Continue”** button.



Enter your phone number

United States

+1

Example: (201) 234-5678

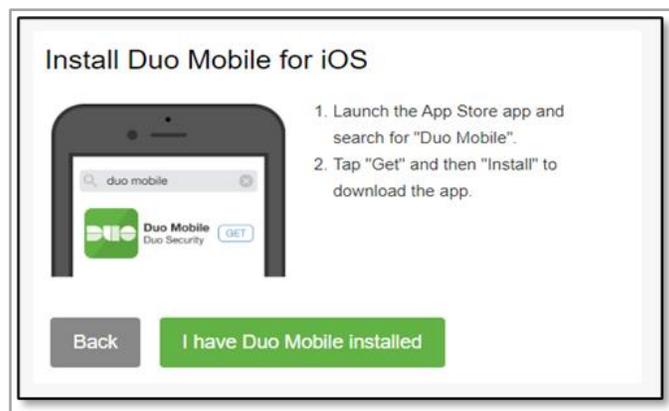
You entered [redacted] Is this the correct number?

Back Continue

Note: The next steps will differ based on whether you use Duo for another application.

A. Option 1: Select Your Phone Type

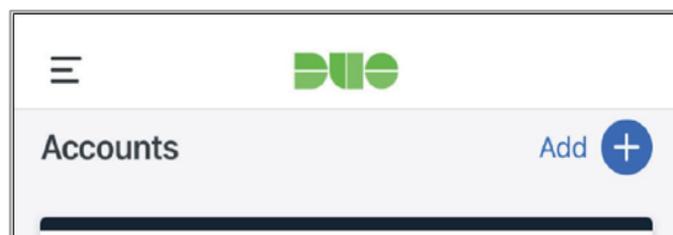
1. After selecting **“Continue”** on previous page, you will be prompted to select your phone type (e.g., iPhone, Android, Windows Phone, or Other).
2. Select your phone type. A pop-up based on your phone type, like the one below, will open based on your operating system. Click, **“I have Duo Mobile”** button once application has been downloaded.



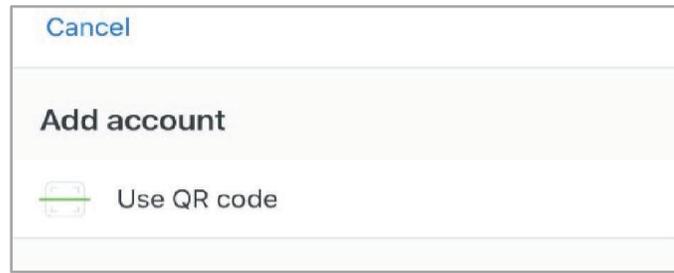
3. Scan QR Code on Your Browser with Your Duo Mobile App. You will be promoted to scan the QR code via your Duo Mobile Application.

Follow these steps:

- a. Open the Duo Mobile app on your smartphone.
- b. Tap the "+" button in the upper-right corner of your screen.



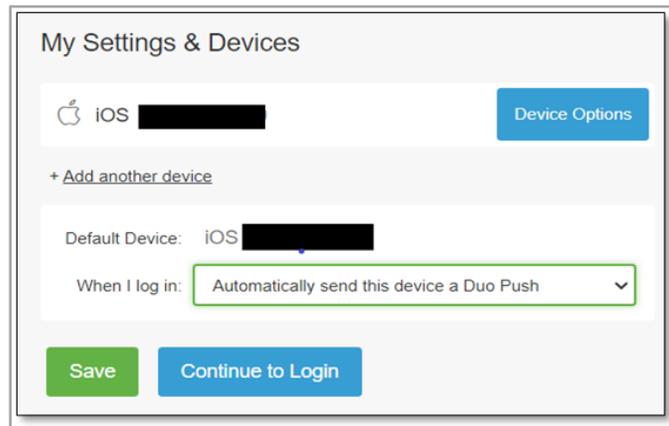
- c. If prompted, choose option **"Use QR code"**.



- d. Scan the barcode on your computer screen's browser via the Duo Mobile application. If prompted, allow Duo to access your phone's camera to scan the QR code.



4. The "My Settings & Devices" pop up will appear. Click the drop-down menu next to "**When I log in:**" and select "**Automatically send this device a Duo Push.**" Choosing any other option will result in Duo working incorrectly.



Click "**Finish Enrollment.**"

B. Option 2: Verify Ownership

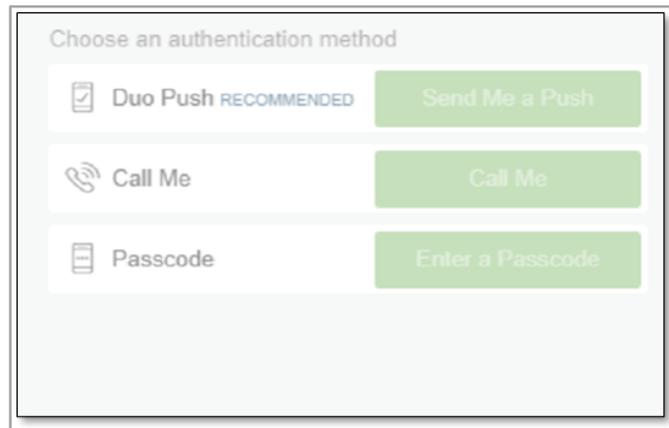
If you already enrolled in Duo for another application, you will be asked to verify ownership of the phone number you have provided. Click "**Text Me**" button. A one-time 6-digit code will be texted to your smartphone. Key that in box #2 and click "**Verify.**" Click "**Continue.**"

II. Using MFA – After Enrollment and Setup – Mobile (smartphone) Method

Each user who has previously registered their email address and setup multi-factor authentication can login to the AFFF Portal at <https://participation.pfaswatersettlement.com>.

Each time you login to the AFFF Portal, you will be prompted to verify your login via Duo MFA.

- 1. Select Authentication Method:** After you have entered your login credentials on the AFFF Portal, you will receive the following prompt from your computer browser screen.



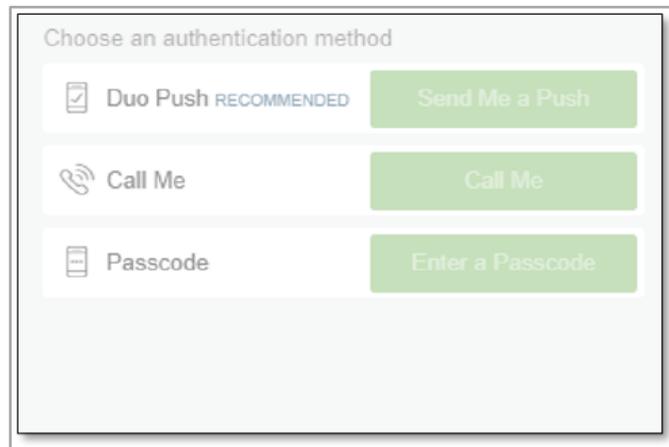
- 2. Send Me a Push (recommended method):** If Duo Push is chosen as the authentication method, click **"Send Me a Push"**. Simultaneously, you will receive the following notification on your smartphone. Duo Push authentication attempts sent to your mobile device will expire after **60 seconds** if you do not respond.



When you click the notification, your Duo app will open to an authentication to either Approve or Deny access. Click the **"Approve"** button and your computer will complete the login process.

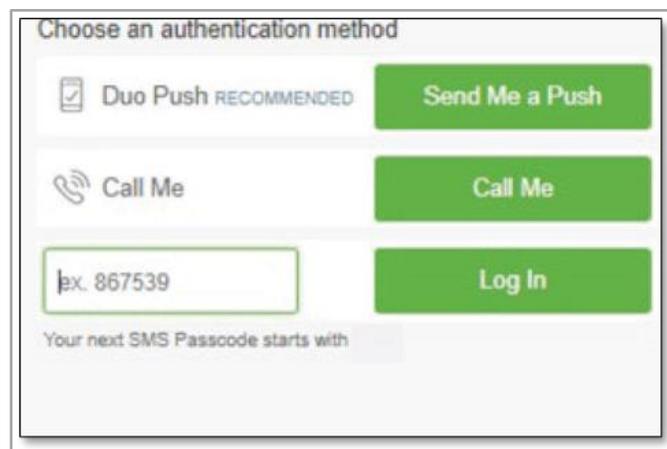
Note: Never click **"Approve"** unless you are in the process of logging into the AFFF Portal. Authentication request popups that occur when you are not logging into your AFFF Portal session is indicative of a hacker's attempt to use your credentials.

- 3. Call Me:** If **"Call Me"** is chosen as the authentication method, you will receive a phone call from an automated service and be requested to press any key on the phone to log in.



If you did **not** request a phone call, hang-up without pressing any key.

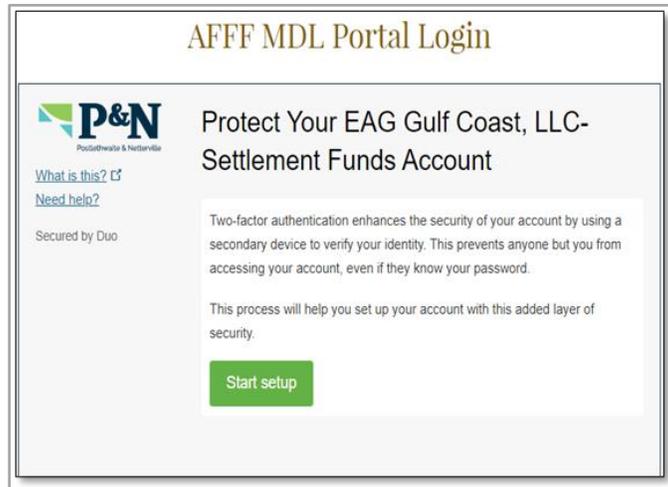
- 4. Enter a Passcode:** If ***“Enter a Passcode”*** is chosen as the authentication method, you will be prompted to enter the code from your Duo app or you can select ***“Text me new codes”***. All passcodes expire after **60 seconds**.



III. MFA Enrollment and Initial Setup – Landline Method

The following steps should be taken to enroll and setup multi-factor authentication using a landline phone number:

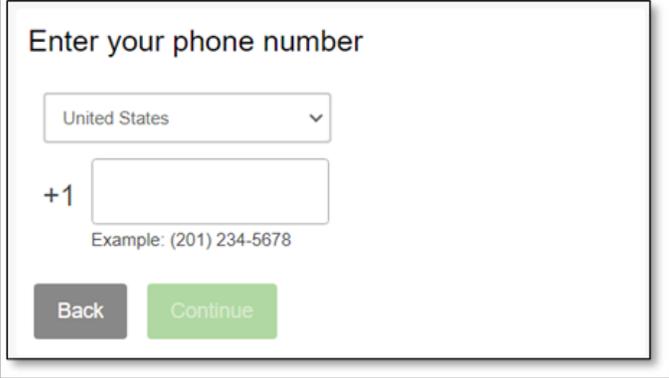
- 1. Start Setup:** From your computer (desktop or laptop), access the AFFF Portal and enter your login credentials. The following setup page will be shown. Click ***“Start setup”*** to begin.



- 2. Add Your Device Type:** If you do not have a mobile phone and are currently using a landline, select the radio button for **“Landline”** and click the **“Continue”** button.



- 3. Add Your Landline Phone Number:** Enter your 10-digit landline phone number.



Enter your phone number

United States

+1

Example: (201) 234-5678

Back Continue

4. **Confirm Your Landline Phone Number:** After keying in your landline phone number, a confirmation checkbox will appear beneath the phone number blank. Click the checkbox to confirm the number you have entered is correct. Click the **“Continue”** button.



Enter your phone number

United States

+1

Example: (201) 234-5678

You entered [redacted] Is this the correct number?

Back Continue

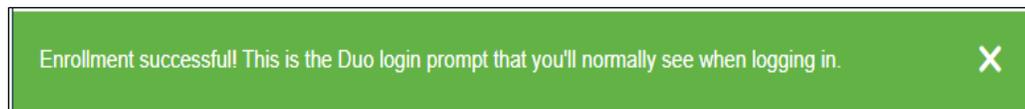
5. **Settings and Devices:** The **“My Settings & Devices”** page will appear. Click the drop-down menu next to **“When I log in:”** and choose the option that best fits your situation. Selecting the **“Automatically call this device”** option will prompt the user to receive an automatic phone call and request approval before logging into the AFFF Portal.



The screenshot shows a web interface titled "My Settings & Devices". It contains a form with the following elements:

- A "Landline" field with a telephone icon and a redacted phone number.
- A "Default Device:" label followed by "Landline" and a redacted phone number.
- A "When I log in:" label followed by a dropdown menu set to "Ask me to choose an authentication method".
- Two buttons at the bottom: a green "Saved" button and a blue "Continue to Login" button.

Click "**Continue to login**". You should receive the following screen that states your enrollment was successful.

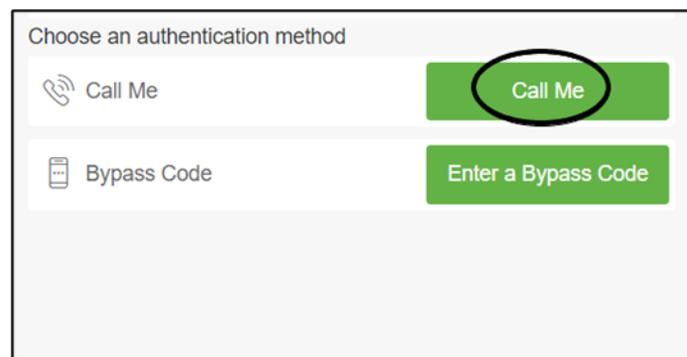


IV. Using MFA – After Enrollment and Setup – Landline Method

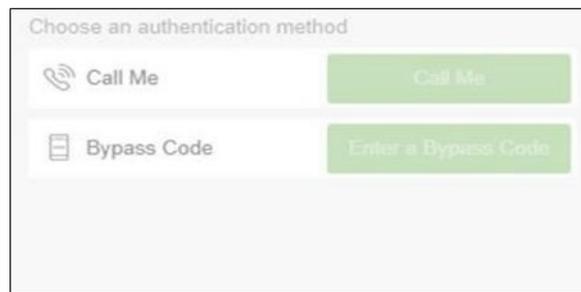
Each user who has previously registered their email address and setup multi-factor authentication can login to the AFFF Portal at <https://participation.pfaswatersettlement.com>.

Each time you login to the AFFF Portal, you will be prompted to verify your login via Duo MFA.

1. **Select Authentication Method:** After you have entered your credentials on the AFFF Portal, you will receive the following prompt from your computer browser screen.



2. **Select Call Me:** Select "Call Me" as the authentication method. You will receive a phone call from an automated service and be requested to press any key on your phone to log in. Do **not** select the "Bypass Code" option.

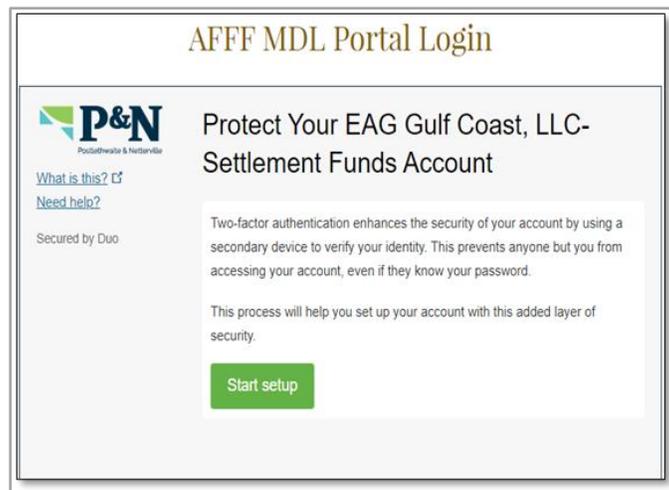


If you did **not** request a phone call, hang-up without pressing any key.

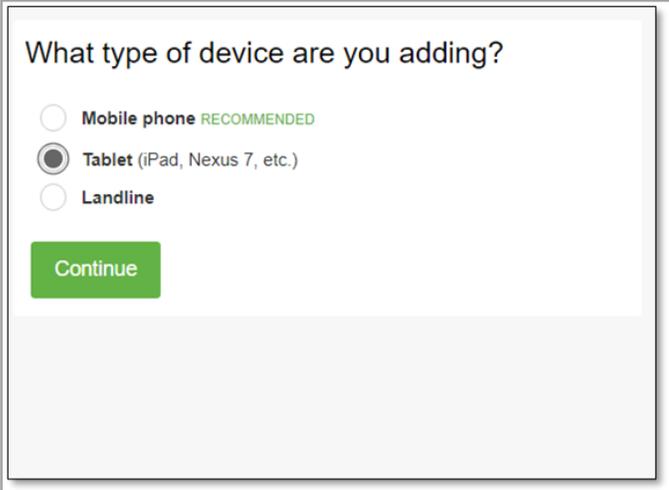
V. MFA Enrollment and Initial Setup – Tablet Method

The following steps should be taken to enroll and setup multi-factor authentication:

1. **Start Setup:** From your computer (desktop or laptop), access the AFFF Portal and enter your login credentials. The following setup page will be shown. Click **“Start setup”** to begin.



2. **Add Your Device Type:** If you are currently using a tablet, select the radio button for **“Tablet (iPad, Nexus 7, etc.)”**, then click the **“Continue”** button.



What type of device are you adding?

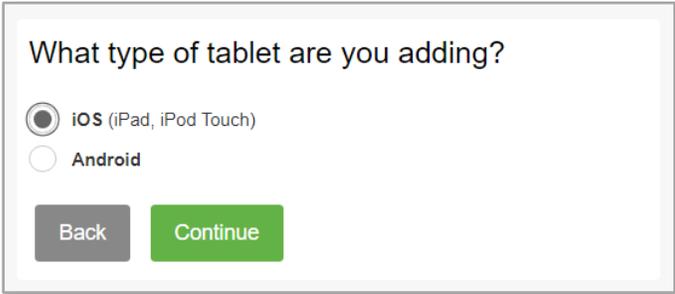
Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Landline

Continue

3. Select Your Tablet Type:



What type of tablet are you adding?

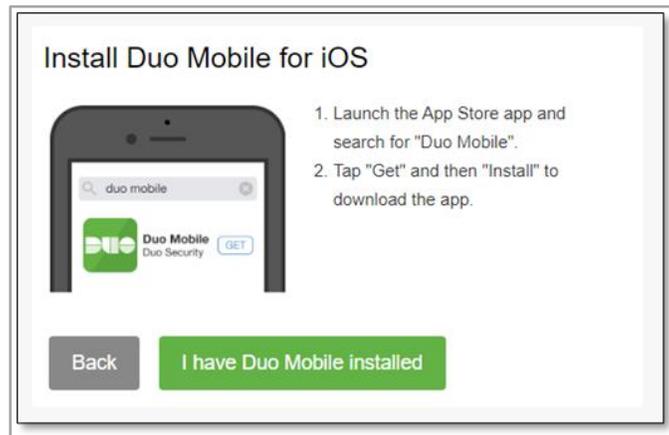
iOS (iPad, iPod Touch)

Android

Back Continue

Note: The next steps will differ based on whether you use Duo for another application.

- a. After selecting **“Continue”** on previous page, a pop-up based on your phone type, like the one below, will open based on your operating system. Click, **“I have Duo Mobile Installed”** button once application has been downloaded.



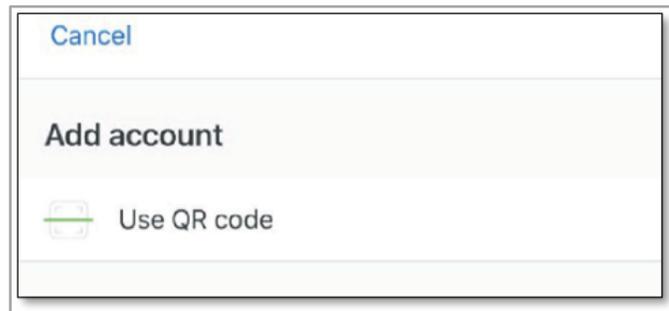
- b. Scan QR Code on Your Browser with Your Duo Mobile App. You will be promoted to scan the QR code via your Duo Mobile Application.

Follow these steps:

- 1) Open the Duo Mobile app on your tablet.
- 2) Tap the "+" button in the upper-right corner of your screen.



- 3) If prompted, choose option **"Use QR code"**.



- 4) Scan the barcode on your computer screen's browser via the Duo Mobile application. If prompted, allow Duo to access your tablet's camera to scan the QR code.



- c. The **"My Settings & Devices"** pop up will appear. Click the drop-down menu next to **"When I log in:"** and select **"Automatically send this device a Duo Push."** Choosing any other option will result in Duo working incorrectly.



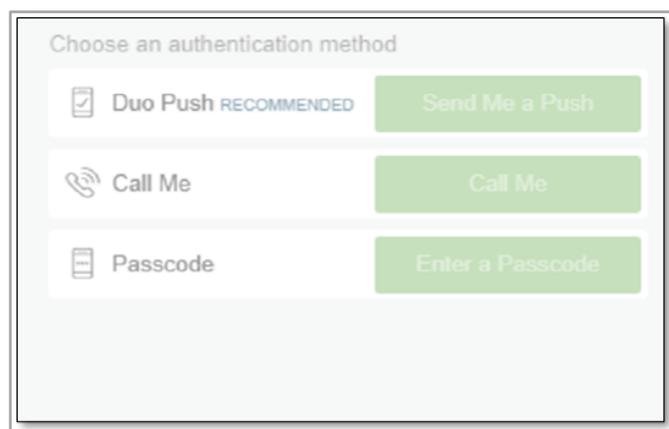
Click "**Finish Enrollment.**"

VI. Using MFA – After Enrollment and Setup – Tablet Method

Each user who has previously registered their email address and setup multi-factor authentication can login to the AFFF Portal at <https://participation.pfaswatersettlement.com>.

Each time you login to the AFFF Portal, you will be prompted to verify your login via Duo MFA.

- 1. Select Authentication Method:** After you have entered your login credentials on the AFFF Portal, you will receive the following prompt from your computer browser screen.



- 2. Send Me a Push (recommended method):** If Duo Push is chosen as the authentication method, click ***“Send Me a Push”***. Simultaneously, you will receive the following notification on your tablet. Duo Push authentication attempts sent to your tablet will expire after **60 seconds** if you do not respond.



When you click the notification, your Duo app will open to an authentication to either Approve or Deny access. Click the ***“Approve”*** button and your computer will complete the login process.

Note: Never click ***“Approve”*** unless you are in the process of logging into the AFFF Portal. Authentication request popups that occur when you are not logging into your AFFF Portal session is indicative of a hacker’s attempt to use your credentials.

- 3. Enter a Passcode:** If ***“Enter a Passcode”*** is chosen as the authentication method, you will be prompted to enter the code from your Duo app or you can select ***“Text me new codes”***. All passcodes expire after **60 seconds**.



The above instructions detail how to log into the Settlement Portal after the Office of the Claims Administrator has reviewed your PWS entry information and granted you portal access. Please set up your Duo Authentication and log into the

Settlement Portal to access the entire Portal User Guide which can be found under the "Resources" tab.