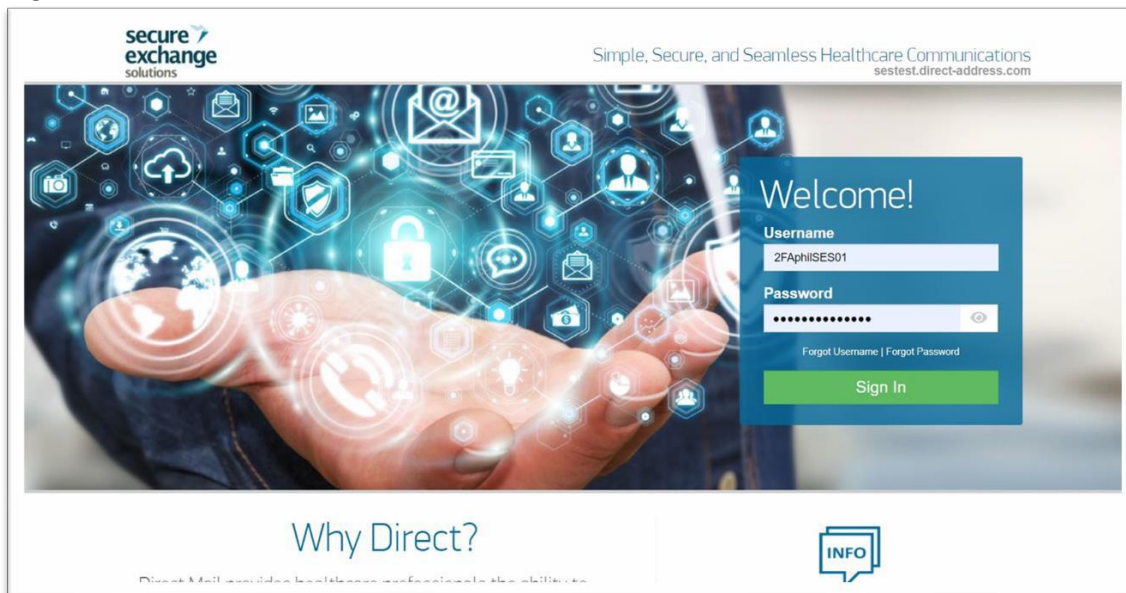


SES DIRECT Webmail Two-Factor Authentication

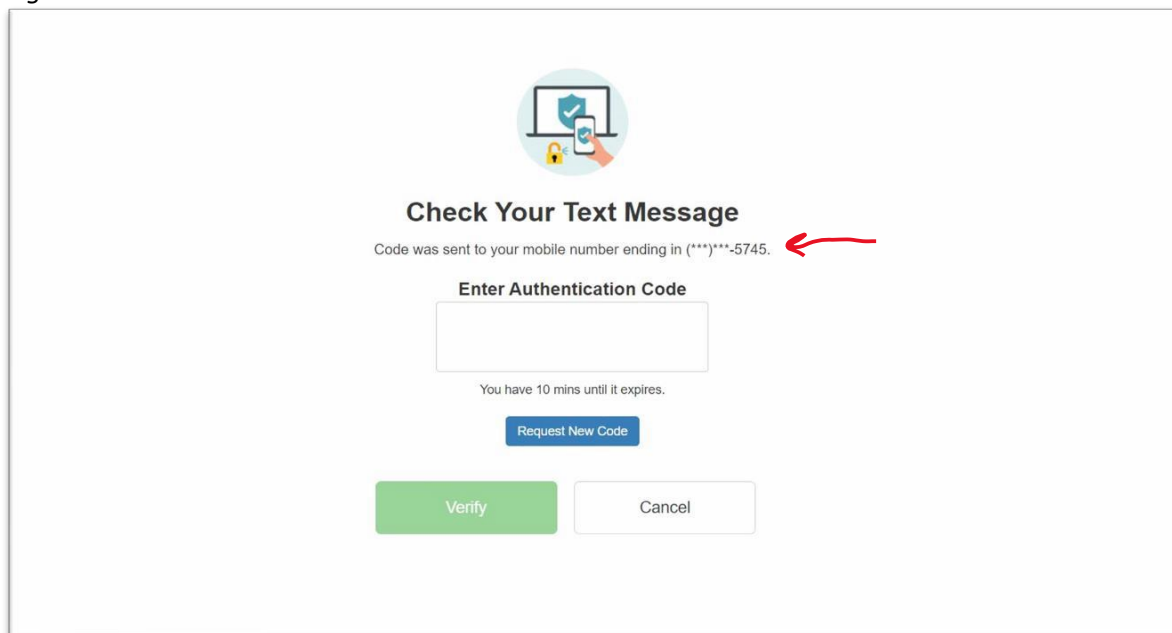
User workflow

Figure 1



Users with Two-Factor Authentication are directed to the authentication page shown below (Figure 2) after signing in from the portal login shown above (Figure 1).

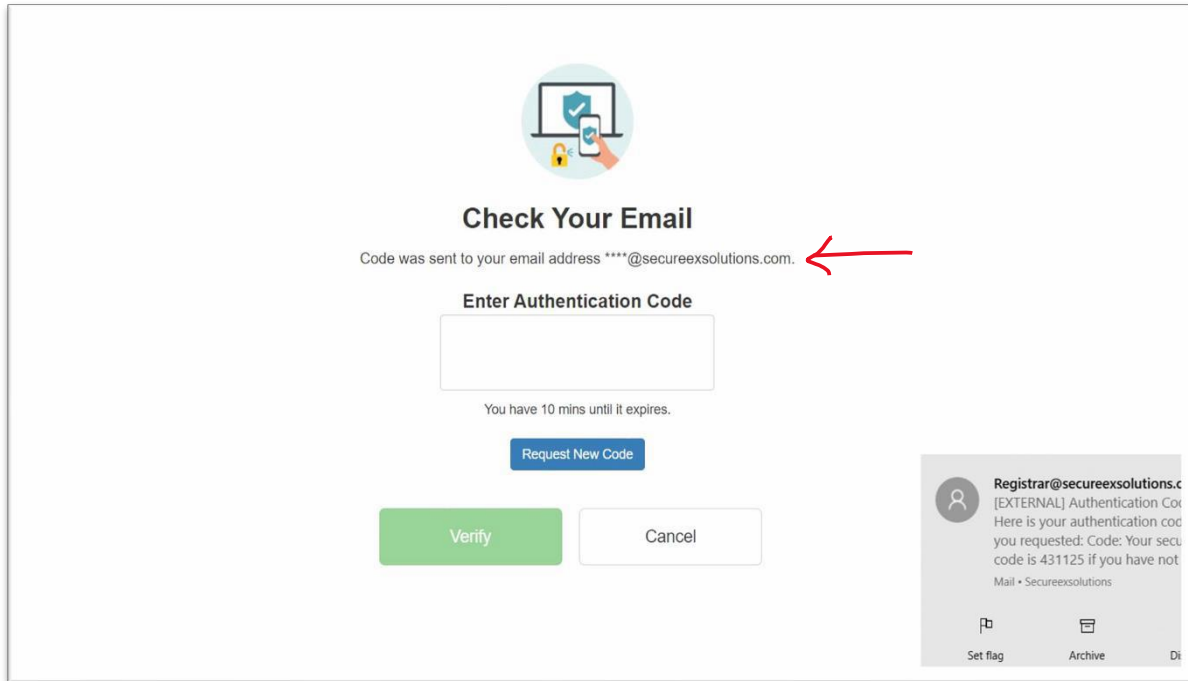
Figure 2



By default, an authentication code is sent via text message if a mobile number is on file with WWHIN. Figure 2 indicates where the code was sent, by displaying the last four numbers of the mobile number. You will have 5 minutes to enter code until it becomes invalid.

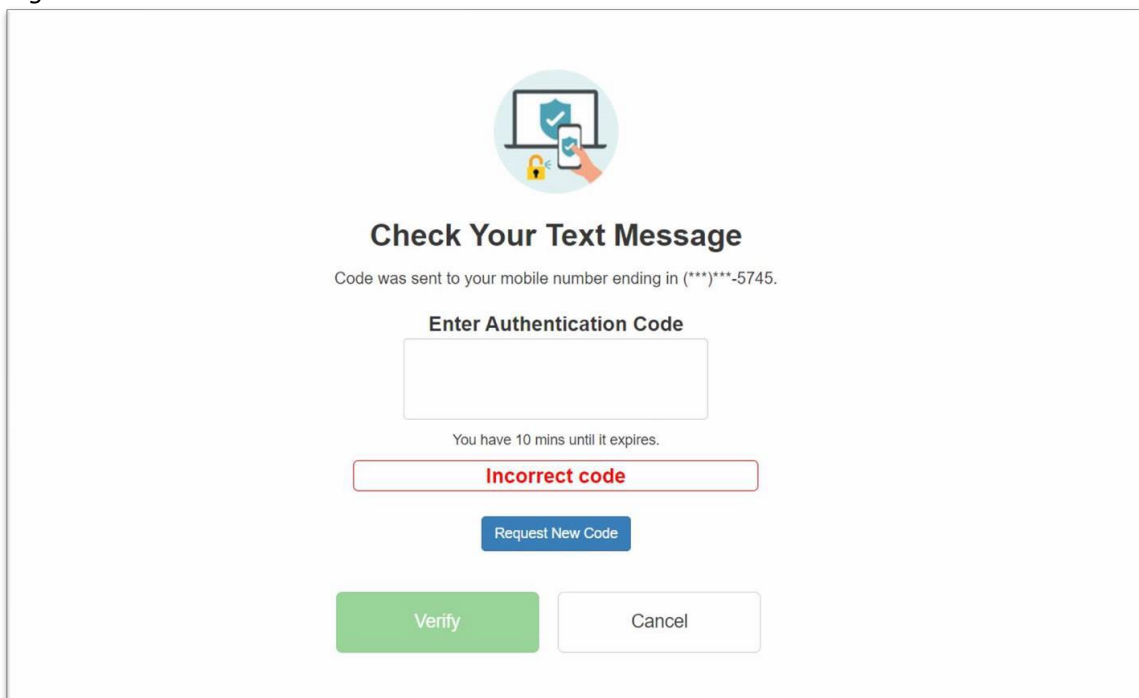
If you do not receive a code via text message, then a code is sent to your email (*Figure 3*). *Figure 3* indicates where the code was sent to by displaying only the domain of the email address.

Figure 3



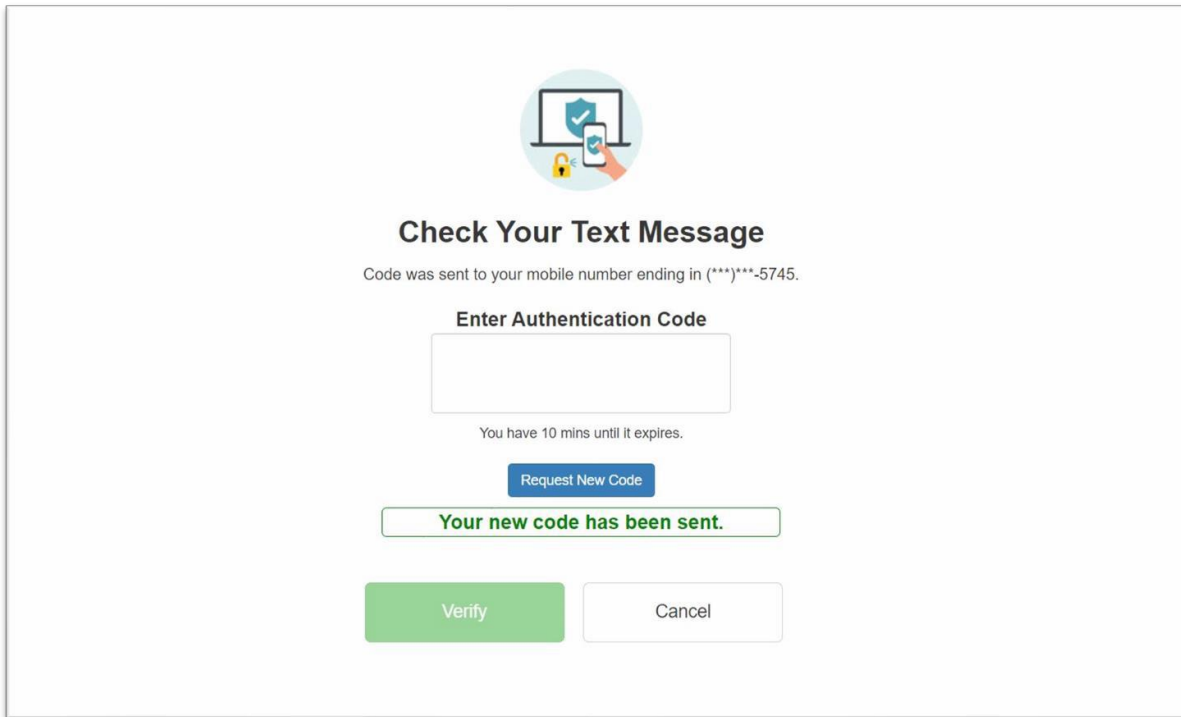
If the code is not recognized, you will see an alert stating the code is incorrect (*Figure 4*).

Figure 4



You can request a new code if the previous code does not work, or it got lost. When a new code is sent, a message will display indicating that it was sent successfully (*Figure 5*).

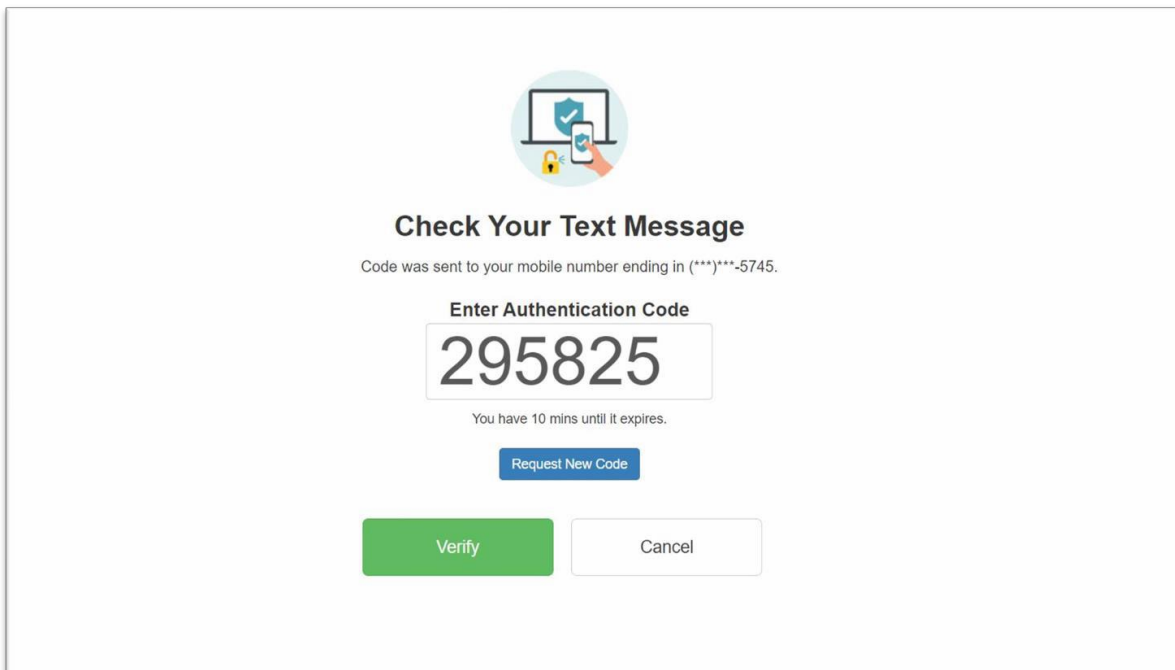
Figure 5



The screenshot shows a mobile application interface for checking a text message. At the top, there is a circular icon with a laptop, a smartphone, and a padlock. Below the icon, the title "Check Your Text Message" is displayed in bold. Underneath the title, a message states "Code was sent to your mobile number ending in (***)***-5745." Below this message is a text input field labeled "Enter Authentication Code". Under the input field, a timer indicates "You have 10 mins until it expires." Below the timer is a blue button labeled "Request New Code". Below the button is a green-bordered box containing the text "Your new code has been sent." At the bottom of the screen, there are two buttons: a green "Verify" button and a white "Cancel" button.

In Figure 6, verify button is enabled once code is entered. If the code is valid, users are logged into their respective user screen.

Figure 6



The screenshot shows the same mobile application interface as Figure 5, but with the authentication code "295825" entered into the "Enter Authentication Code" field. The "Verify" button is now highlighted in green, indicating it is enabled. The "Request New Code" button and the "Cancel" button remain visible at the bottom of the screen.