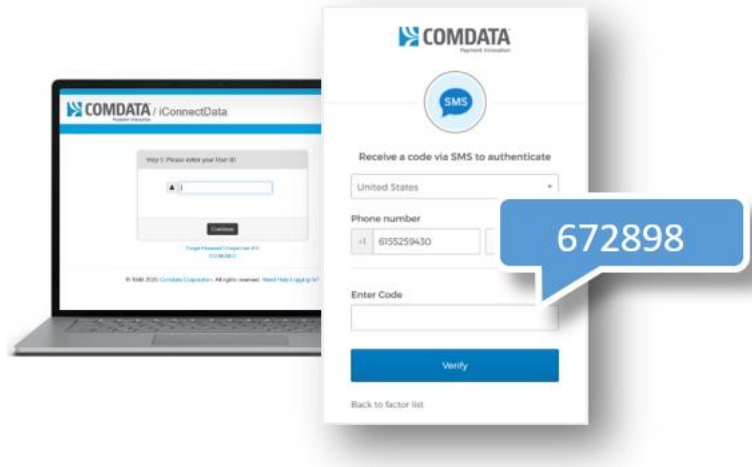


COMDATA® | Multi-factor Authentication (MFA)

Multi-factor Authentication: Customer Administrator's Setup Guide

As an organization, we are always striving to stay ahead of the curve with our security and IT practices. We are excited to introduce our new approach to enhance the security of the ICD portal. Multi-factor Authentication (MFA) adds a second layer of validation after you input your username and password into the iConnectData (ICD) login page.



Going forward, as a part of the login process, ICD users who take advantage of Comdata's MFA process will receive a six-digit Access Code. Upon receiving the code, the user enters the code in iConnectData to complete the login process. Using a code is the second level of our new 'multi-factor' login process.

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[ICD Login after MFA Setup – What to Expect](#)

[Reset User Password via SMS](#)

[Reset User Password via Email](#)

[Retrieve User ID](#)

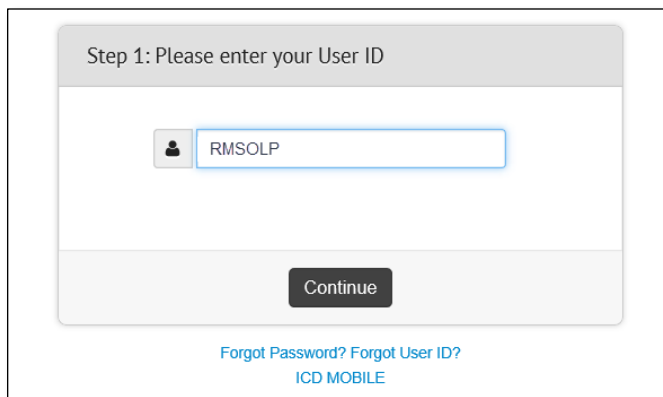
[Modify User Password](#)

[MFA Factor Value Maintenance](#)



Multi-factor Authentication Setup

1. Log into ICD: <https://w6.icconnectdata.com/Login/init/ICD>. Enter User ID and click “Continue”.

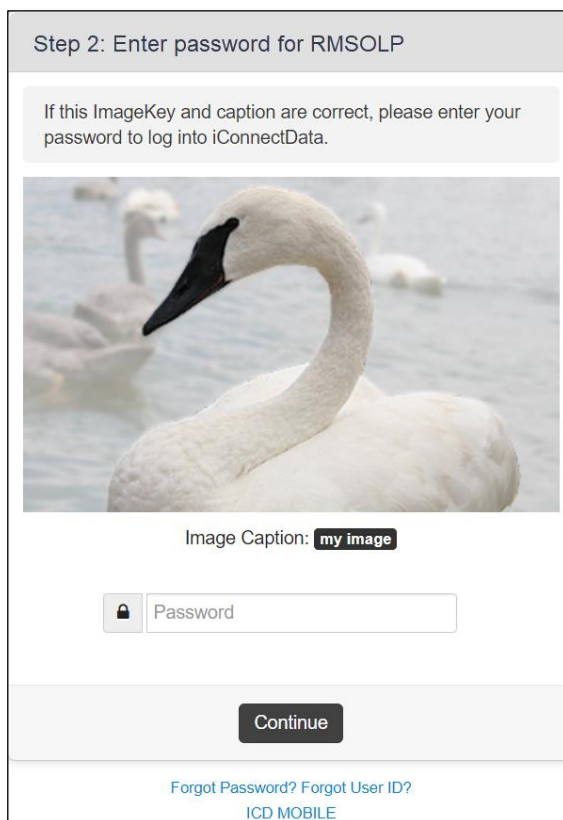


Step 1: Please enter your User ID

Continue

[Forgot Password?](#) [Forgot User ID?](#)
[ICD MOBILE](#)

2. Check the ImageKey / ImageKey Caption and enter ICD Password and then click Continue.



Step 2: Enter password for RMSOLP

If this ImageKey and caption are correct, please enter your password to log into iConnectData.




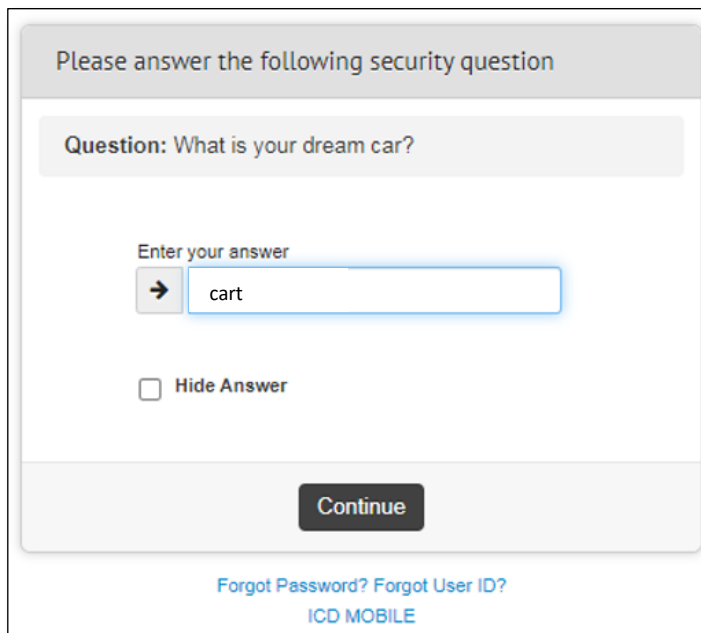
Image Caption: **my image**

Continue

[Forgot Password?](#) [Forgot User ID?](#)
[ICD MOBILE](#)



3. Answer security question. Please note that this security question might be used in the future as your password recovery question.



Please answer the following security question

Question: What is your dream car?

Enter your answer

→ cart

☐ Hide Answer

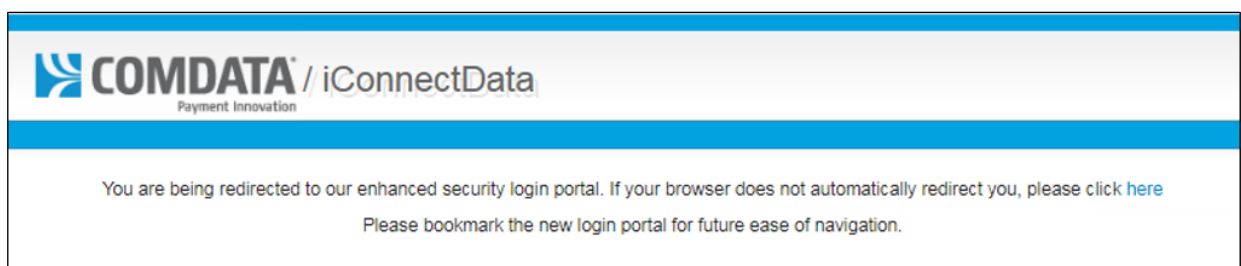
Continue

[Forgot Password?](#) [Forgot User ID?](#)
ICD MOBILE

4. The system's enhanced security function immediately registers the user. Once registered, a redirect page displays this message:

"You are being redirected to our enhanced security login portal. If your browser does not automatically redirect you, please click [here](#). Please bookmark the new login portal for future ease of navigation."

Note: The system automatically redirects the user to the new login page after 15 seconds, or the user can click the '[here](#)' link to go to the new login page.

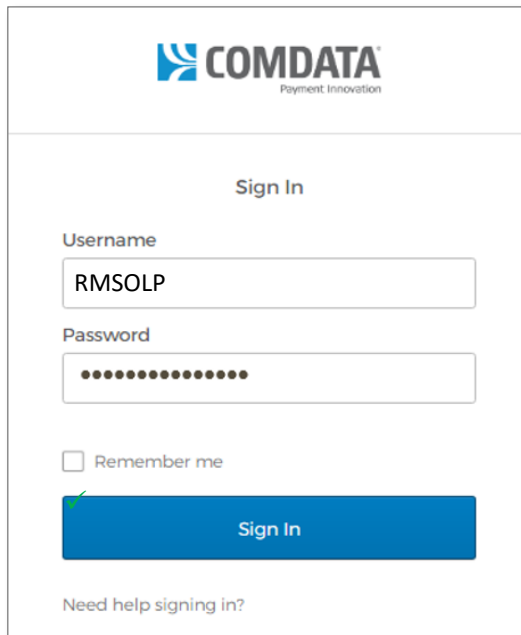


COMDATA / iConnectData
Payment Innovation

You are being redirected to our enhanced security login portal. If your browser does not automatically redirect you, please click [here](#)
Please bookmark the new login portal for future ease of navigation.

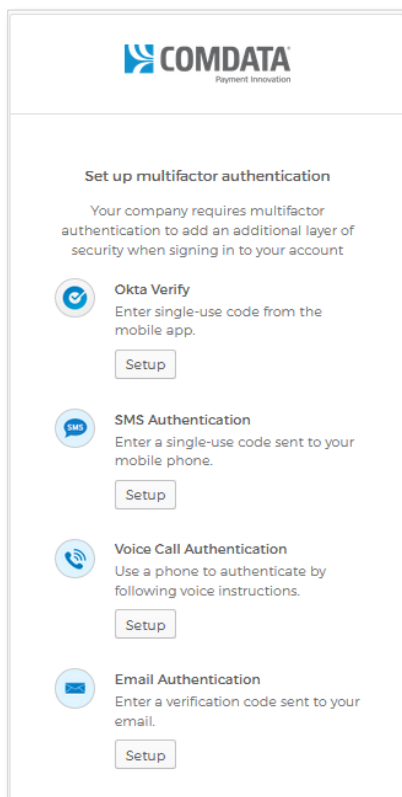


5. Enter your ICD Username and Password on the new **Sign In** dialog box and click “Sign In”. “Remember me” retains the Username for future logins.



The image shows the COMDATA Sign In dialog box. At the top is the COMDATA logo with the tagline "Payment Innovation". Below the logo is the title "Sign In". There are two input fields: "Username" with the text "RMSOLP" and "Password" with masked characters. Below the password field is a checkbox labeled "Remember me". At the bottom is a blue "Sign In" button with a green checkmark icon to its left. Below the button is a link that says "Need help signing in?".

6. In the **Set up multifactor authentication** dialog box, select your preferred method and click “Setup”.



The image shows the COMDATA Set up multifactor authentication dialog box. At the top is the COMDATA logo with the tagline "Payment Innovation". Below the logo is the title "Set up multifactor authentication". Below the title is a paragraph: "Your company requires multifactor authentication to add an additional layer of security when signing in to your account". There are four options, each with an icon, a title, a description, and a "Setup" button: 1. Okta Verify (checkmark icon): "Enter single-use code from the mobile app." 2. SMS Authentication (SMS icon): "Enter a single-use code sent to your mobile phone." 3. Voice Call Authentication (phone icon): "Use a phone to authenticate by following voice instructions." 4. Email Authentication (email icon): "Enter a verification code sent to your email."

Refer to these steps for setup instructions.

SMS: [Step 7](#)

Email: [Step 8](#)

Voice Call: [Step 9](#)

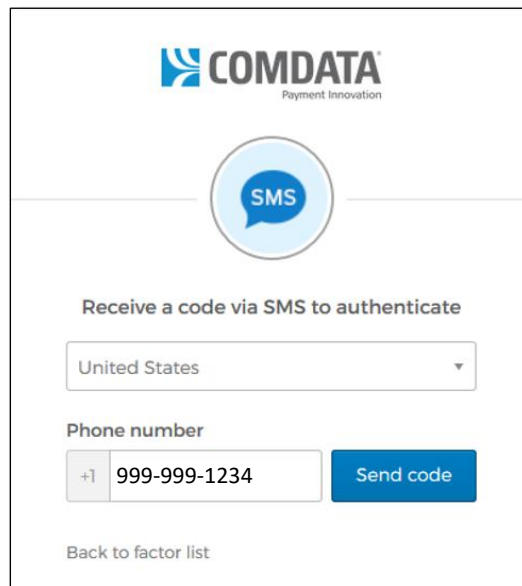
Okta Verify (Push Notification - Mobile App): [Step 10](#)



7. The **SMS** dialog box displays.

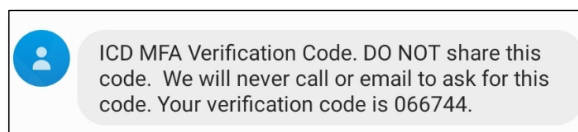
- a. User selects the country from the dropdown and enters the mobile phone number that will be used to receive the SMS text message with the Authentication Code, then clicks “Send code”.

The “Back to factor list” link takes the user back to the “Set up multifactor authentication” dialog box.



The screenshot shows the COMDATA SMS authentication interface. At the top is the COMDATA logo with the tagline "Payment Innovation". Below the logo is a circular icon with a speech bubble and the text "SMS". The main heading is "Receive a code via SMS to authenticate". There is a dropdown menu for the country, currently set to "United States". Below that is a "Phone number" section with a field containing "+1 999-999-1234" and a blue "Send code" button. At the bottom left is a link that says "Back to factor list".

- b. The setup process returns a dialog box with a field for the user to enter the single-use code received on their mobile phone. The text message below is sent by Comdata's system to the user's phone.



- c. User enters the 6-digit code, then clicks “Verify”. If, after 30 seconds, the user has not entered the single-use code sent to their mobile phone, the system will give the user an option to “Re-send code” in case the first code was not received. **Remember! Do not share this code with anyone. Comdata will never call or email a user asking for this code.**

The image displays two sequential screenshots of the COMDATA SMS authentication process. Both screens feature the COMDATA logo at the top and an SMS icon. The left screen shows the 'Receive a code via SMS to authenticate' section with a dropdown for 'United States', a phone number field containing '+1 999-999-9999', and a 'Sent' button. Below this is an 'Enter Code' field with the code '694221' and a large blue 'Verify' button. At the bottom is a link 'Back to factor list'. The right screen shows the same interface after the 'Verify' button is clicked. A yellow alert box appears with the message: 'Haven't received an SMS? To try again, click Re-send code.' The 'Re-send code' button is now visible next to the phone number field. The 'Enter Code' field still contains '694221' and the 'Verify' button remains. The 'Back to factor list' link is also present.

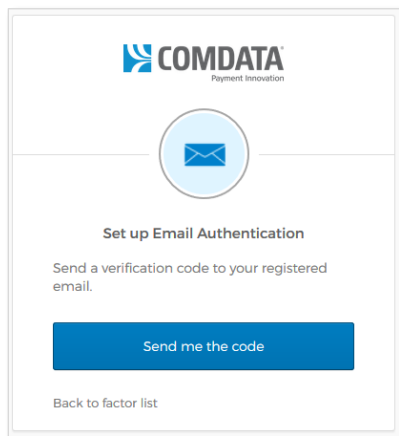
- d. After the system completes verification, the user is redirected to the ICD Dashboard, fully logged in, and ready to begin their daily workflow.

The image shows the COMDATA iConnectData dashboard. The header is blue with the COMDATA logo and navigation links: HOME, MANAGE, REPORTING, FIND, RESOURCE CENTER, and HELP. Below the header is a light blue banner with a message: 'Some features of our website require a separate page to "pop-up" (Pay on Account, Resource Center), so that you can continue working, while accessing other information at the same time. **You may want to disable Pop-Up blockers to get the best results.' The main content area has two tabs: 'Comdata News' and 'ICD Updates'. Below the tabs is a large empty space. In the bottom right corner of this space is a red button labeled 'News and Notifications'.



8. The **Email** dialog box displays:

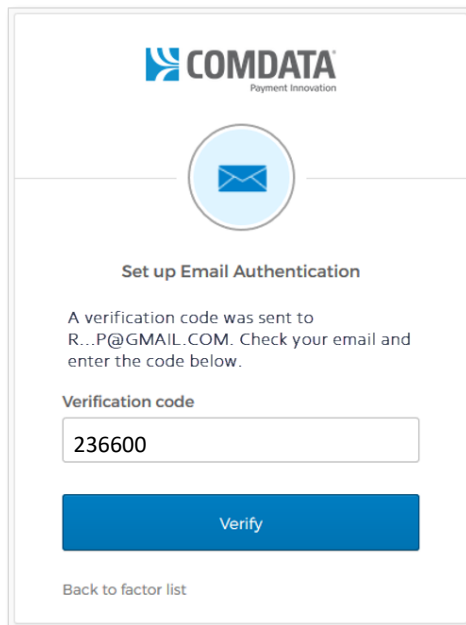
- a. Click “Send me the code”. User is sent a 6-digit code to the email address of record.




- b. An email sent confirming your email address. A one-time use code is provided to complete the email address setup process.



- c. Key in the 6-digit code received in the email and click “Verify”.



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Set up Email Authentication

A verification code was sent to R...P@GMAIL.COM. Check your email and enter the code below.

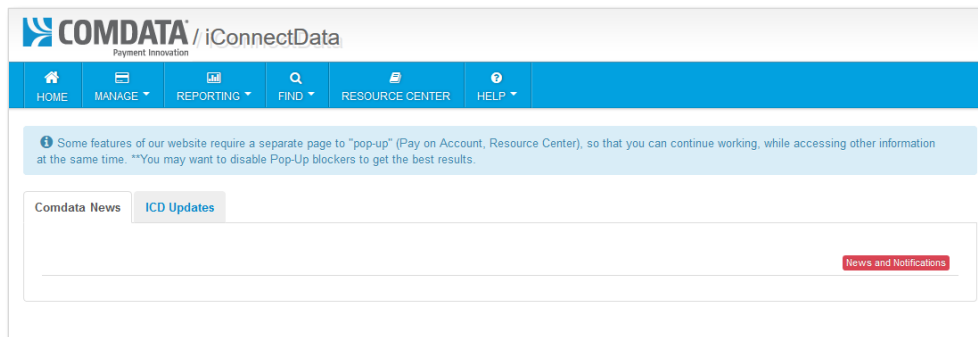
Verification code

236600

Verify

[Back to factor list](#)

- d. User is redirected to the ICD Dashboard, fully logged in, and ready to begin their daily workflow.



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Payment Innovation

[HOME](#) [MANAGE](#) [REPORTING](#) [FIND](#) [RESOURCE CENTER](#) [HELP](#)

Some features of our website require a separate page to "pop-up" (Pay on Account, Resource Center), so that you can continue working, while accessing other information at the same time. **You may want to disable Pop-Up blockers to get the best results.

[Comdata News](#) [ICD Updates](#)

[News and Notifications](#)



9. The **Voice Call** dialog box displays:

- a. Enter your mobile phone number and click “Call”. After clicking “Call” the button changes to “Calling”.

Note: An “Extension” can be entered for a land line.

The image shows two sequential screenshots of the COMDATA Voice Call dialog box. Both screens feature the COMDATA logo at the top and a phone icon in a circle. The text 'Follow phone call instructions to authenticate' is centered.

Left Screenshot (Initial State):

- A dropdown menu shows 'United States'.
- Below it, 'Phone number' and 'Extension' labels are present.
- The 'Phone number' field contains '+1 999-999-9999'.
- The 'Extension' field is empty.
- A large blue button labeled 'Call' is at the bottom.
- A link 'Back to factor list' is at the very bottom.

Right Screenshot (After Clicking 'Call'):

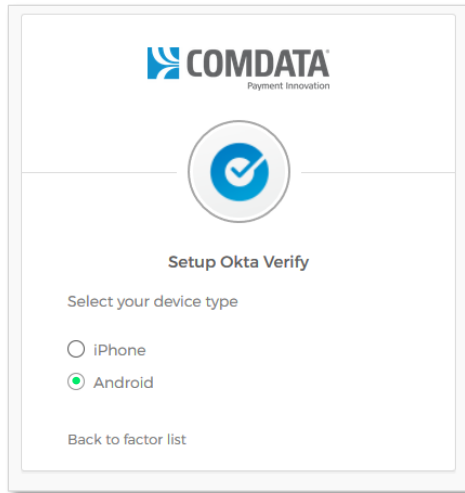
- The dropdown menu still shows 'United States'.
- The 'Phone number' field still contains '+1 999-999-9999'.
- The 'Extension' field is still empty.
- The 'Call' button has been replaced by a grey button labeled 'Calling'.
- A new 'Enter Code' label and an empty text input field have been added below the 'Calling' button.
- A new blue button labeled 'Verify' has been added below the 'Enter Code' field.
- The 'Back to factor list' link remains at the bottom.

- b. User receives a phone call with this message:
“Hello. Thank you for using our phone verification service. Your code is #####.”.
 The phone message will repeat the code again and will end with *“Good bye”*.

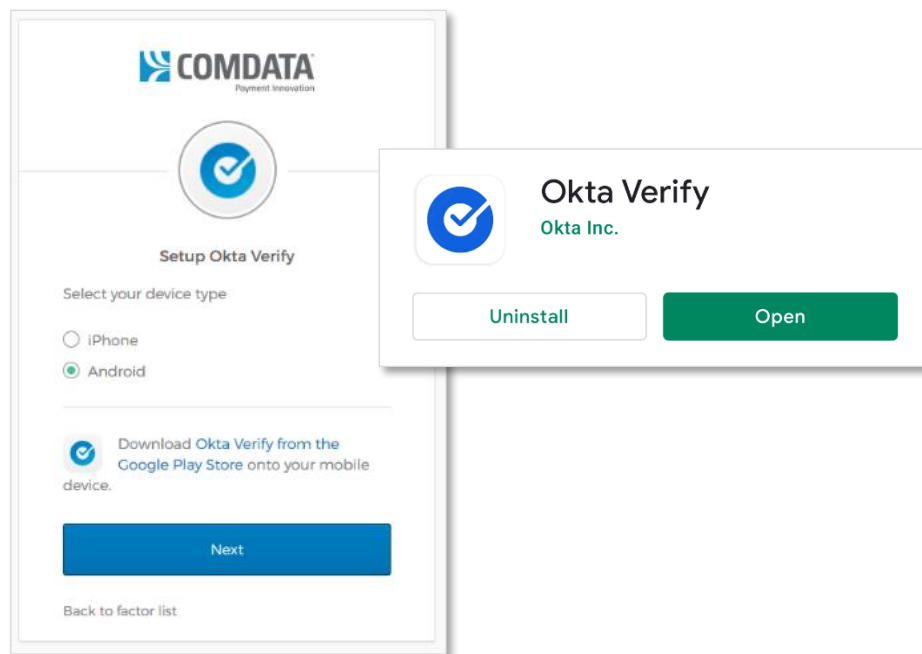


10. The **Setup Okta Verify** dialog box displays.

- a. Select your device type: iPhone or Android.



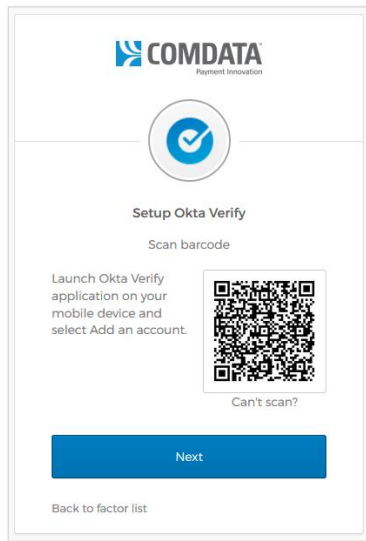
- b. User is asked to download the app. After downloading the app, click “Next” on the **Setup Okta Verify** dialog box.



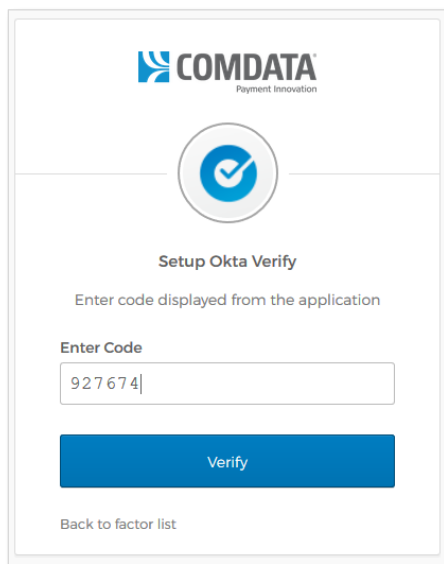
- c. Launch the application on the mobile device and select “Add an account”.
- d. When asked for Account Type, select “Other”. “Other” is used for two-factor authentication code for third party services. Note: The app does not allow screenshots for security reasons.



- e. After selecting “Other”, scan the QR code and click “Next”. The account is added and the mobile app automatically displays a 6-digit authentication code.



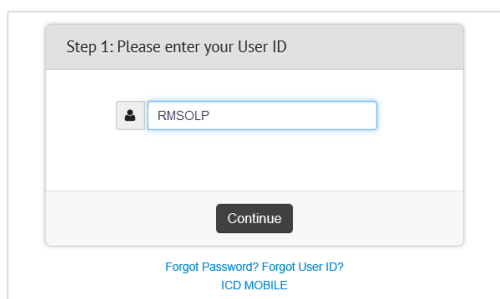
- f. Key in the 6-digit code and click “Verify”. Going forward, when asked for the 6-digit code, you will open the mobile device app to get the code.



ICD Login *after* MFA Setup – What to Expect

This is the new login experience *after* the user has been set up for Multi-factor Authentication. “What to Expect” steps will differ based on the method that the user has set up. The steps below illustrate what to expect when a user has selected **SMS** as the preferred method for receiving a verification code.

1. Log into ICD: <https://w6.icconnectdata.com/Login/init/ICD>. Enter User ID and click “Continue”.



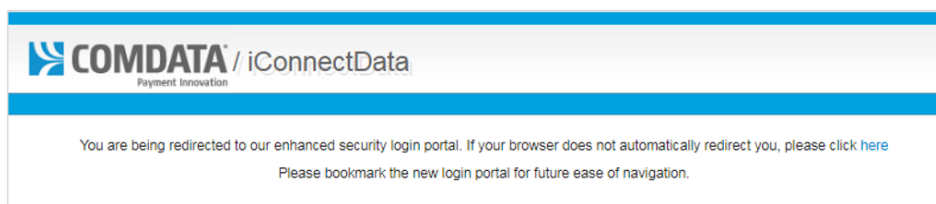
Step 1: Please enter your User ID

RMSOLP

Continue

[Forgot Password?](#) [Forgot User ID?](#)
ICD MOBILE

2. A redirect page displays this message: “You are being redirected to our enhanced security login portal. If your browser does not automatically redirect you, please click [here](#). **Please bookmark the new login portal for future ease of navigation.**” *Note:* The system automatically redirects to the new login page after 15 seconds, or the user can click the ‘[here](#)’ link to go directly to the new login page.



The redirect message asks you to bookmark the new link for ease of navigation, so you do not get redirected over and over.

The link for the **new ICD MFA** is: <https://w6.icconnectdata.com/icd-auth>

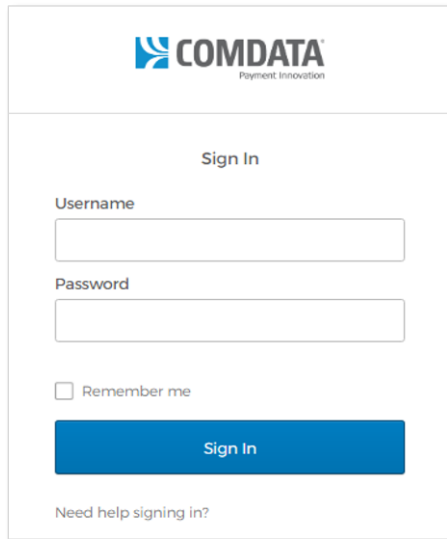


IMPORTANT! Once you have registered for the ICD MFA, **change your Comdata bookmark to the URL above.** If you log into ICD with the same computer (IP address) and user name and password, you will not be challenged to enter a new 6 digit code for 12+ hours.

If you log in with a different device (say a mobile phone), you will perform the same process that you did for the first device you registered with MFA.

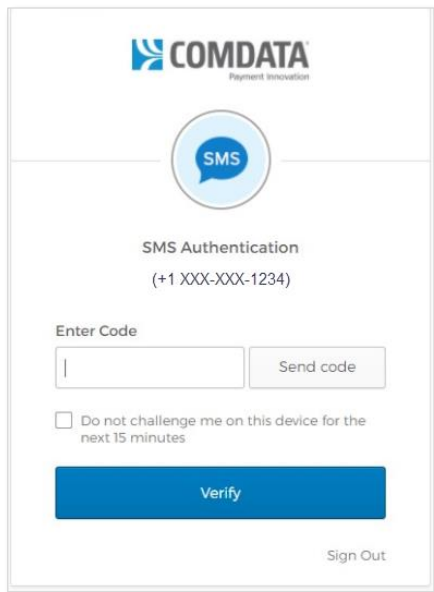


3. New **Sign In** dialog box displays. Enter Username and Password and click “Sign In”. *Note:* The user has the option to select “Remember me”, which will retain their Username for future logins.



The image shows a 'Sign In' dialog box for COMDATA. At the top is the COMDATA logo with the tagline 'Payment Innovation'. Below the logo is the title 'Sign In'. There are two input fields: 'Username' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me'. A blue button labeled 'Sign In' is positioned below the checkbox. At the bottom of the dialog box, there is a link that says 'Need help signing in?'.

4. The dialog box for the selected Authentication method displays. The example below is SMS – it displays the associated mobile phone number (masked to only show the last four digits). User clicks “Send code”.



The image shows an 'SMS Authentication' dialog box for COMDATA. At the top is the COMDATA logo with the tagline 'Payment Innovation'. Below the logo is a circular icon with 'SMS' inside. The title 'SMS Authentication' is followed by a masked phone number '(+1 XXX-XXX-1234)'. There is an 'Enter Code' label above a text input field. To the right of the input field is a button labeled 'Send code'. Below the input field is a checkbox labeled 'Do not challenge me on this device for the next 15 minutes'. A blue button labeled 'Verify' is positioned below the checkbox. At the bottom right of the dialog box, there is a link that says 'Sign Out'.

5. The user will receive the single-use code on their mobile phone, usually within seconds.
6. The user will enter the code into the “Enter Code” field and click “Verify”. *Note:* The user has the option to select to not be challenged again for the next 15 minutes if logging in again from this device.

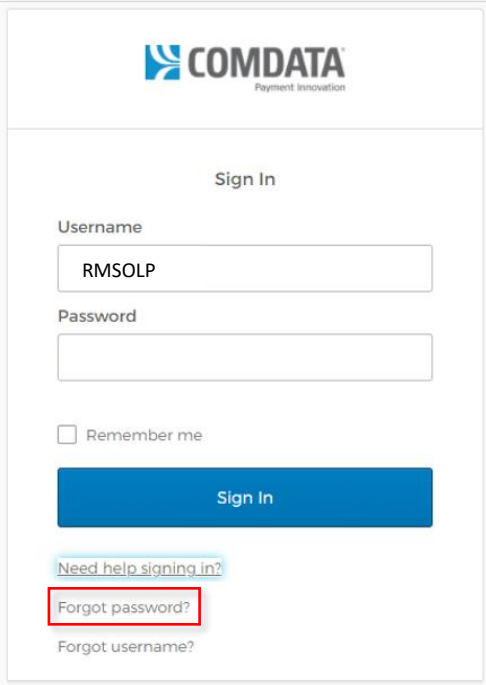


7. Assuming their MFA challenge was accepted, the user is redirected to the ICD Dashboard, fully logged in, and ready to begin their daily workflow.

Reset User Password via SMS

To reset a password the user will need a verification code. SMS can only be selected if a mobile phone number has been set up in the User Profile.

1. On the **Sign In** dialog box, enter the Username, then click “Forgot password?”.



COMDATA
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Sign In

Username
RMSOLP

Password

☐ Remember me

Sign In

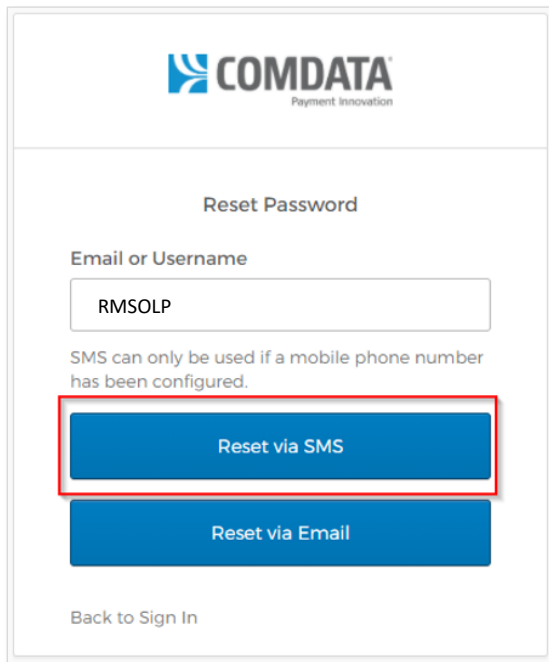
[Need help signing in?](#)

[Forgot password?](#)

[Forgot username?](#)

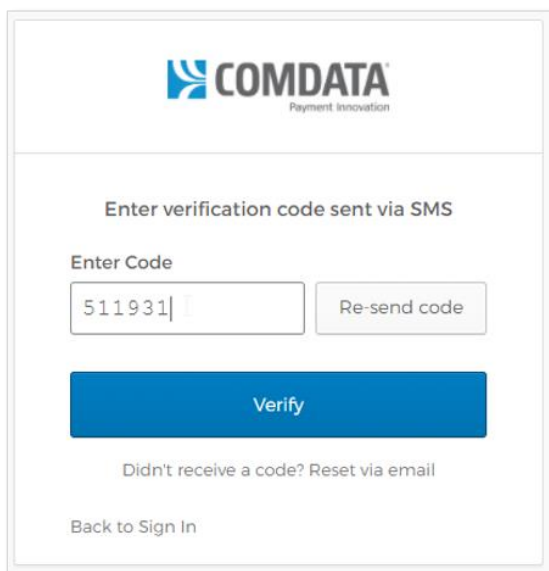


2. The **Reset Password** dialog box displays. Click “Reset via SMS”. SMS can only be selected if a mobile phone number has been set up in the User Profile.



The screenshot shows the COMDATA 'Reset Password' dialog box. At the top is the COMDATA logo with the tagline 'Payment Innovation'. Below the logo is the title 'Reset Password'. Underneath is a label 'Email or Username' followed by a text input field containing 'RMSOLP'. Below the input field is a message: 'SMS can only be used if a mobile phone number has been configured.' There are two blue buttons: 'Reset via SMS' (highlighted with a red rectangle) and 'Reset via Email'. At the bottom left is a link 'Back to Sign In'.

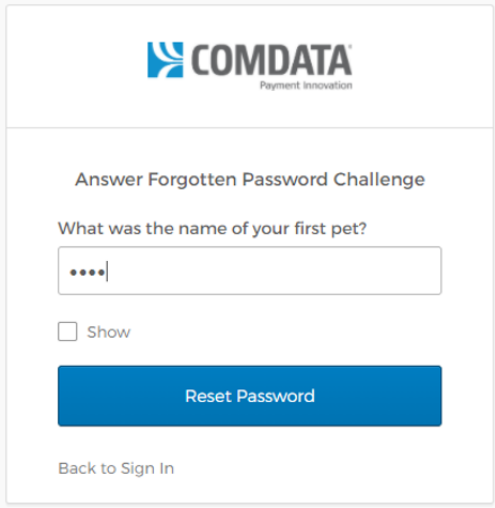
3. A verification code will be sent via SMS. Enter the verification code and click “Verify”.



The screenshot shows the COMDATA 'Enter verification code sent via SMS' dialog box. At the top is the COMDATA logo with the tagline 'Payment Innovation'. Below the logo is the title 'Enter verification code sent via SMS'. Underneath is a label 'Enter Code' followed by a text input field containing '511931' and a 'Re-send code' button. Below the input field is a large blue button labeled 'Verify'. At the bottom is a link 'Back to Sign In'.

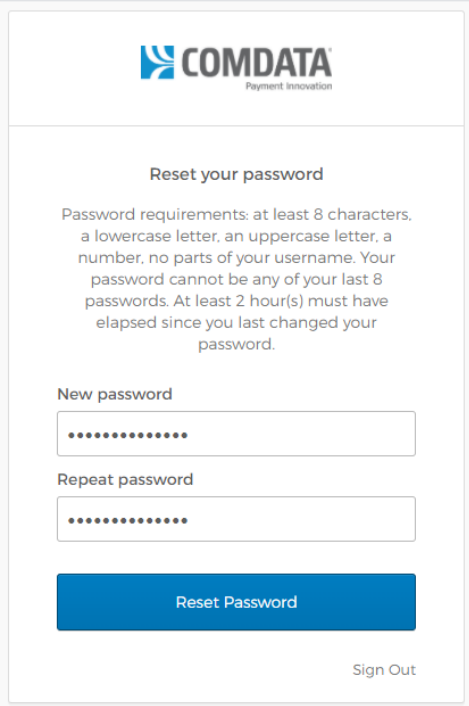


4. After successful verification, answer the Forgotten Password Challenge question and click “Reset Password”.



The screenshot shows a web form for COMDATA. At the top is the COMDATA logo with the tagline 'Payment Innovation'. Below the logo, the heading 'Answer Forgotten Password Challenge' is centered. The form asks 'What was the name of your first pet?' and features a text input field with four dots indicating masked text. Below the input field is a checkbox labeled 'Show'. A large blue button labeled 'Reset Password' is positioned below the checkbox. At the bottom left, there is a link that says 'Back to Sign In'.

5. Using the password character requirements, create a new password and then click “Reset Password”.



The screenshot shows a web form for COMDATA. At the top is the COMDATA logo with the tagline 'Payment Innovation'. Below the logo, the heading 'Reset your password' is centered. The form lists password requirements: 'at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. Your password cannot be any of your last 8 passwords. At least 2 hour(s) must have elapsed since you last changed your password.' Below the requirements are two text input fields: 'New password' and 'Repeat password', both containing eight dots to represent masked characters. A large blue button labeled 'Reset Password' is located below the input fields. At the bottom right, there is a link that says 'Sign Out'.



6. A new verification code is sent via SMS. Enter the verification code and click “Verify”.

COMDATA
Payment Innovation

SMS

SMS Authentication
(+91 XXXXX X7845)

Enter Code

803914 Sent

☐ Do not challenge me on this device for the next 15 minutes

Verify

Sign Out

7. After successful verification, click “Sign In”. User is redirected to the ICD Dashboard, fully logged in, and ready to begin their daily workflow.

COMDATA
Payment Innovation

Sign In

Username
RMSOLP

Password

☐ Remember me

Sign In

[Need help signing in?](#)

[Forgot password?](#)

[Forgot username?](#)

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HOME MANAGE REPORTING FIND RESOURCE CENTER HELP

Some features of our website require a separate page to “pop-up” (Pay on Account, Resource Center), so that you can continue working, while accessing other information at the same time. **You may want to disable Pop-Up blockers to get the best results.

Comdata News ICD Updates

News and Notifications

QUICKLINKS

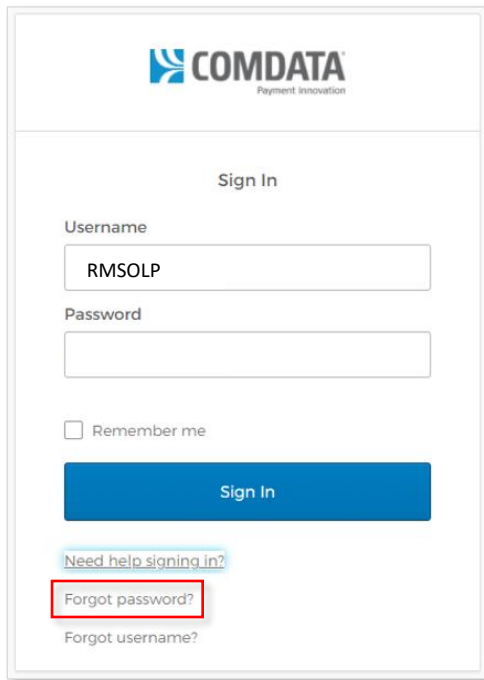
Corporate Dashboard



Reset User Password via Email

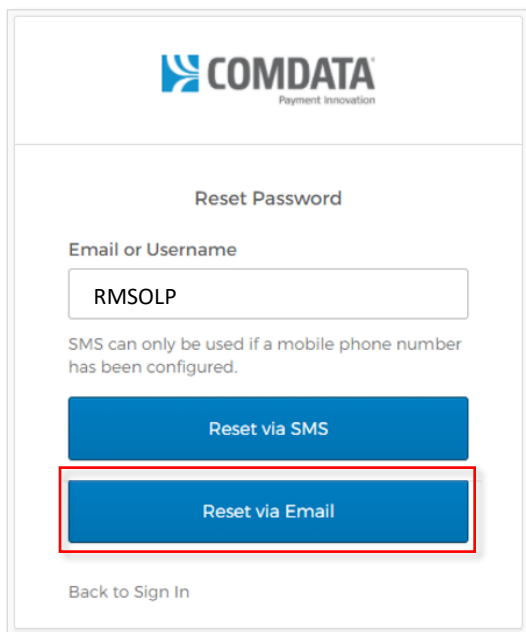
To reset a password the user will need a verification code. Text here.

1. On the **Sign In** dialog box enter a Username, then click “Forgot password?”.



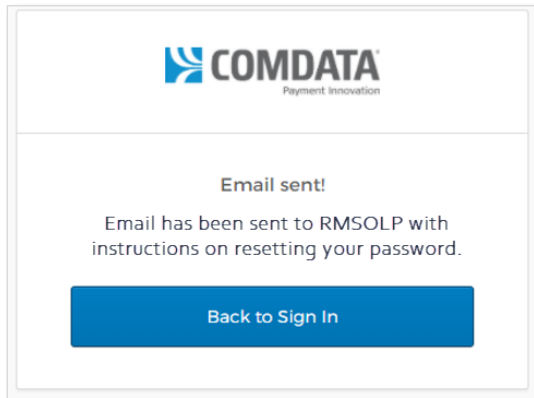
The screenshot shows the COMDATA Sign In dialog box. At the top is the COMDATA logo with the tagline 'Payment Innovation'. Below the logo is the title 'Sign In'. There are two input fields: 'Username' with the value 'RMSOLP' and 'Password' which is empty. Below the password field is a checkbox labeled 'Remember me'. A blue 'Sign In' button is positioned below the checkbox. At the bottom, there are two links: 'Need help signing in?' and 'Forgot password?'. The 'Forgot password?' link is highlighted with a red rectangular box.

2. The **Reset Password** dialog box displays. Click “Reset via Email”.

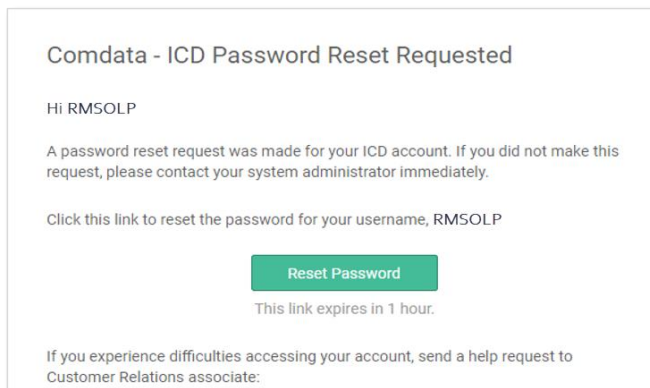


The screenshot shows the COMDATA Reset Password dialog box. At the top is the COMDATA logo with the tagline 'Payment Innovation'. Below the logo is the title 'Reset Password'. There is an input field labeled 'Email or Username' with the value 'RMSOLP'. Below the input field is a note: 'SMS can only be used if a mobile phone number has been configured.' There are two blue buttons: 'Reset via SMS' and 'Reset via Email'. The 'Reset via Email' button is highlighted with a red rectangular box. At the bottom, there is a link 'Back to Sign In'.

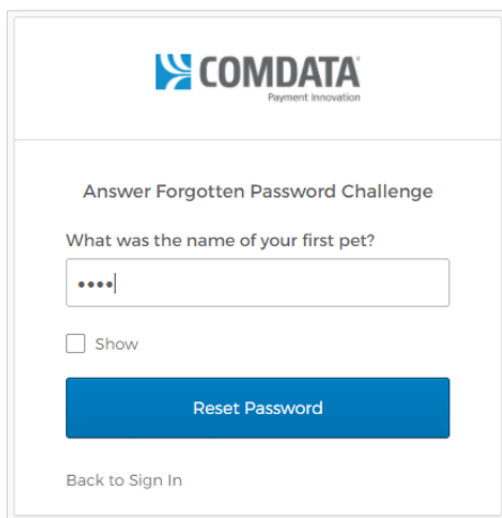
3. The **Email sent!** dialog box confirms that an email has been sent to the user.



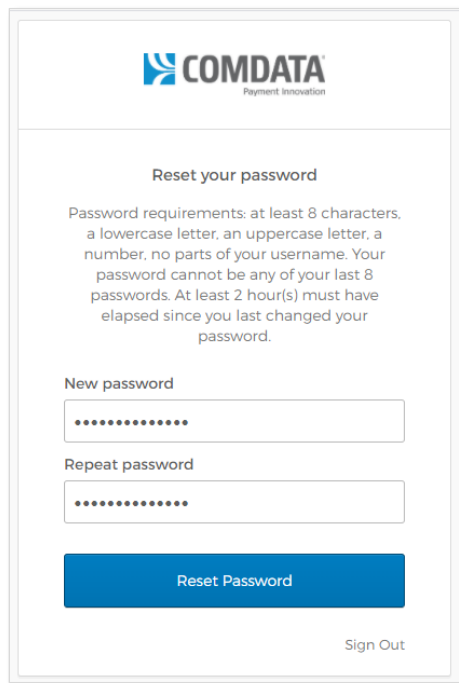
4. The Comdata email provides a link for the Password Reset. Click "Reset Password".



5. Answer the Forgotten Password Challenge question and click "Reset Password".



6. After successfully answering the challenge question, the **Reset your password** dialog box displays. Using the password character requirements, create your new password and then click “Reset Password”.



COMDATA
Payment Innovation

Reset your password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. Your password cannot be any of your last 8 passwords. At least 2 hour(s) must have elapsed since you last changed your password.

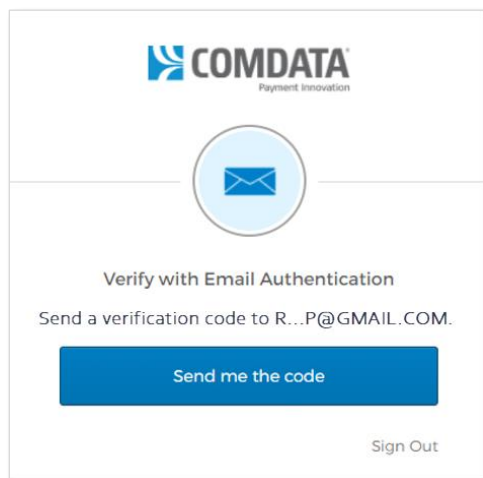
New password
.....

Repeat password
.....

Reset Password

[Sign Out](#)

7. Click “Send me the code” to confirm that you are requesting a verification code to be sent to the displayed email address.



COMDATA
Payment Innovation

Verify with Email Authentication

Send a verification code to R...P@GMAIL.COM.

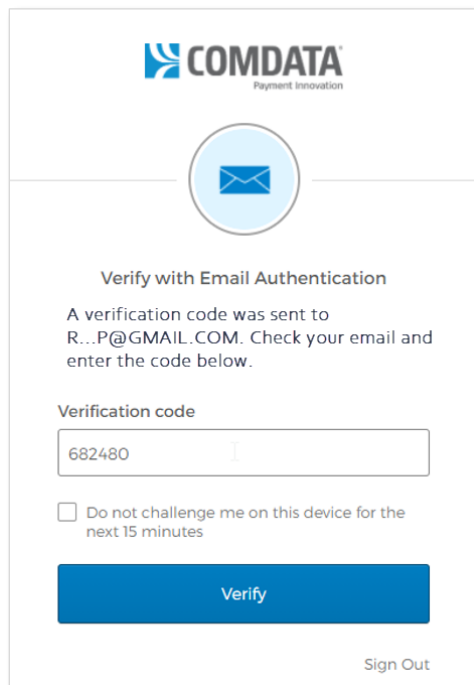
Send me the code

[Sign Out](#)




V 07 | 01/20/2021

8. You will receive a message confirming that an email has been sent with a verification code. Enter the Verification code and click “Verify”.



COMDATA
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Verify with Email Authentication

A verification code was sent to R...P@GMAIL.COM. Check your email and enter the code below.

Verification code

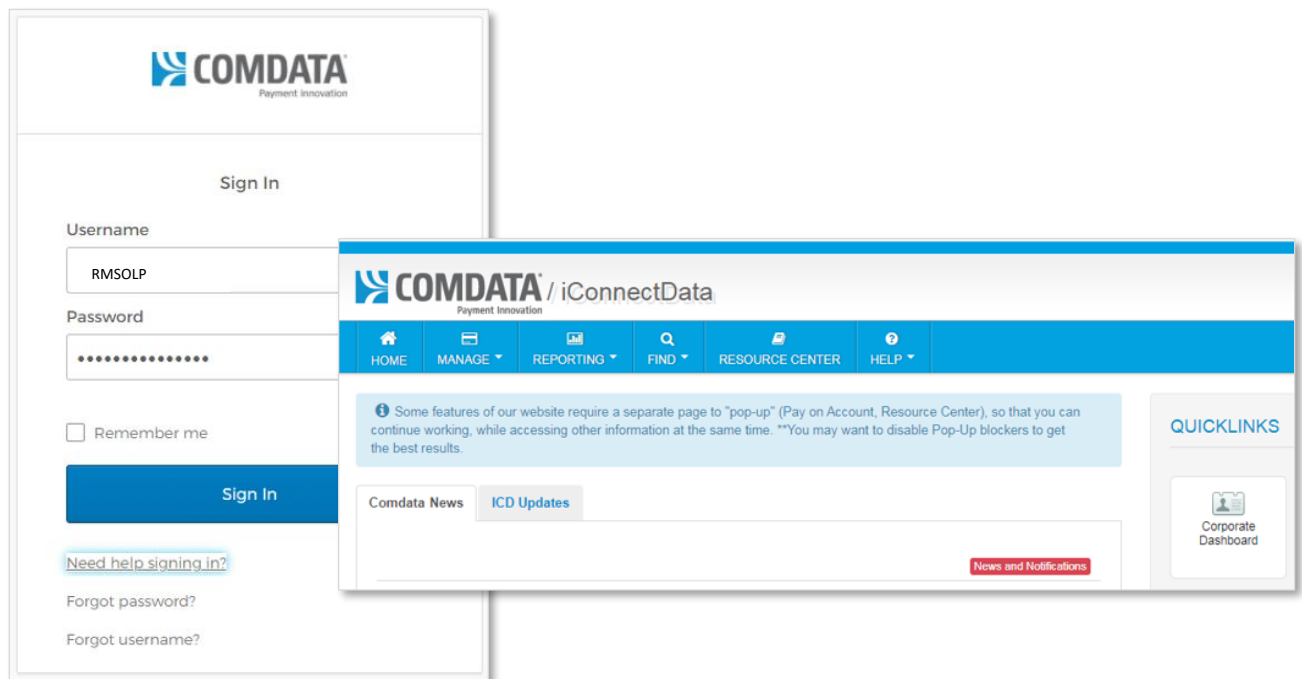
682480

☐ Do not challenge me on this device for the next 15 minutes

Verify

[Sign Out](#)

9. After successful verification, the user clicks “Sign In” and is redirected to the ICD Dashboard, fully logged in, and ready to begin their daily workflow.



COMDATA
Payment Innovation

Sign In

Username

RMSOLP

Password

.....

☐ Remember me

Sign In

[Need help signing in?](#)

[Forgot password?](#)

[Forgot username?](#)

COMDATA / iConnectData
Payment Innovation

HOME MANAGE REPORTING FIND RESOURCE CENTER HELP

Some features of our website require a separate page to "pop-up" (Pay on Account, Resource Center), so that you can continue working, while accessing other information at the same time. **You may want to disable Pop-Up blockers to get the best results.

[Comdata News](#) [ICD Updates](#)

[News and Notifications](#)

QUICKLINKS

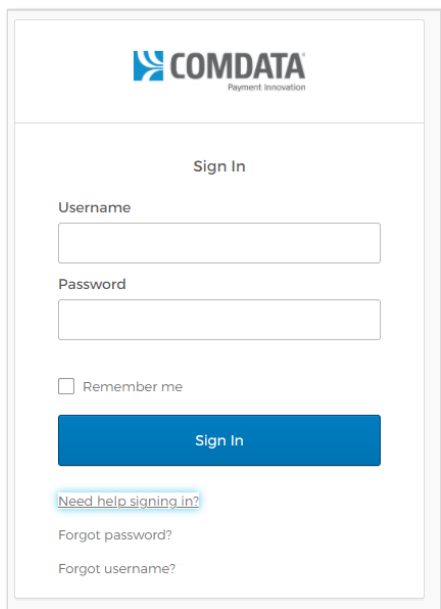
[Corporate Dashboard](#)



Retrieve User ID

Only Migrated Users can retrieve a User ID. Migrated users can use the “Need help signing in?” > “Forgot username?” link. The user will be prompted to enter their email, First Name and Last Name. They will receive an email with the User ID.

1. On the **Sign In** dialog box, click “Forgot username”.



COMDATA
Payment Innovation

Sign In

Username

Password

☐ Remember me

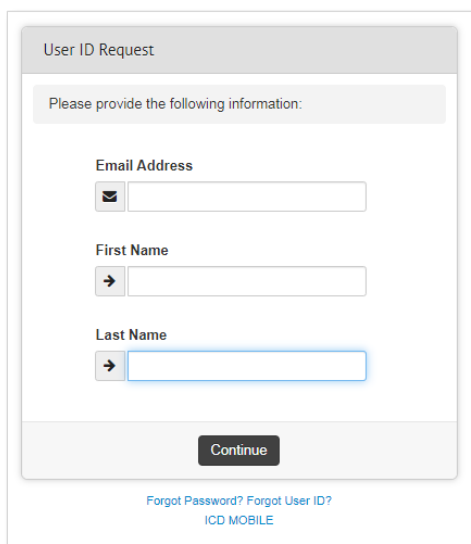
Sign In

[Need help signing in?](#)

[Forgot password?](#)

[Forgot username?](#)

2. On the **User ID Request** dialog box, enter your Email Address, First Name, Last Name and click “Continue”.



User ID Request

Please provide the following information:

Email Address

First Name

Last Name

Continue

[Forgot Password?](#) [Forgot User ID?](#)

ICD MOBILE

3. You will receive an email with your iConnectData User ID.



Modify User Password

Migrated users can change their password using the **My Profile** screen. The user will need to provide the current password when setting up a new password.

Update Password

If the password fields are left blank, your password will remain unchanged.

Passwords are case sensitive and must be 8-20 characters in length with at least 1 letter and at least 1 number.

Current Password:

New Password:

Confirm Password:

MFA Factor Value Maintenance

Please reach out to your Account Representative if you would like to:

- Change the factor method (Example: switching from SMS to Call)
- Change the factor value (phone number for SMS or call or email address for Email or App).

