

NexaONE Login Process Guide

1. Introduction

This guide will walk you through the NexaONE login process, including initial login and multi-factor authentication. No specific materials are needed other than your NexaONE login credentials and access to your multi-factor authentication method.

2. Overview

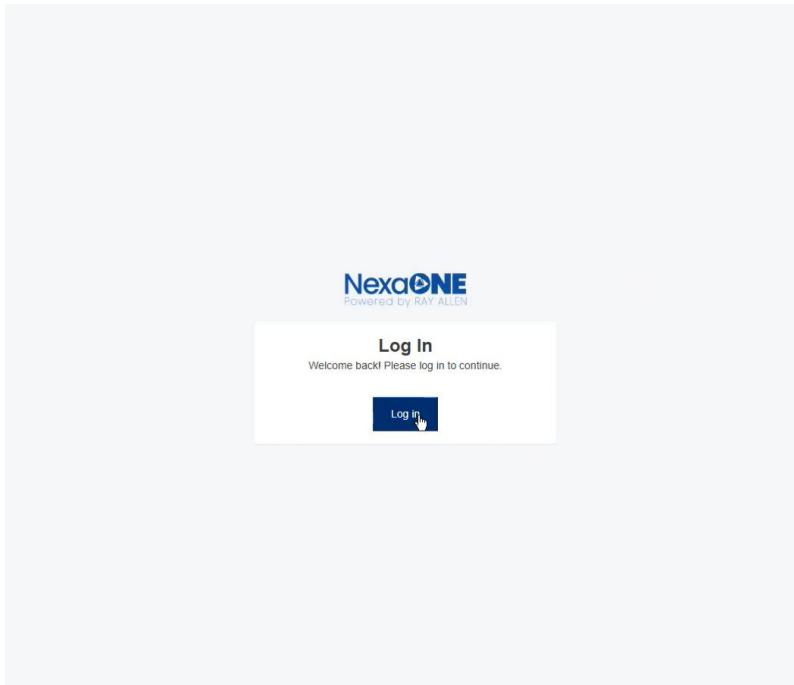
The NexaONE login process involves several key steps:

- **Accessing the Login Screen:** Navigate to the NexaONE URL to reach the login page. This is the starting point for accessing the platform.
- **Entering Credentials:** Input your user ID and password. Accurate credentials are required for successful authentication.
- **Multi-Factor Authentication (MFA):** Verify your identity using a one-time password or another method like a recovery code or authenticator app. MFA adds an extra layer of security to your account.

3. Detailed Steps

Step 1: Accessing the Login Screen

1. Open your web browser and enter the NexaONE URL in the address bar.
2. Press Enter to navigate to the NexaONE login page.
3. You should see the NexaONE login screen.



Purpose: This step ensures you are at the correct location to begin the login process.

Step 2: Entering Your Credentials

1. On the login screen, locate the fields for User ID and Password.
2. Type your User ID into the corresponding field.
3. Type your Password into the corresponding field.
4. If desired, click the "Show Password" option to view the password you are typing.



Welcome

Log in to racs2test to continue to
NexaOneReactQa.

– Email address* —

...

– Password* —

... ○

[Forgot/ Reset password?](#)

Continue

Purpose: This step allows you to input your personal login information to access your account. The "Show Password" feature helps prevent typos.

Step 3: Multi-Factor Authentication (MFA)

1. After entering your credentials, click the "Continue" button.
2. You will be prompted to verify your identity using multi-factor authentication.
3. Choose your preferred method:
 - **One-Time Password:** Enter the one-time code generated by your authenticator app.



Verify Your Identity

Check your preferred one-time password application for a code.

Enter your one-time code*

Continue

[Try another method](#)

- You may choose "Try another method" if you cannot access your authenticator app. This will show option to use a "Recovery code"

< Select a method to verify your identity >

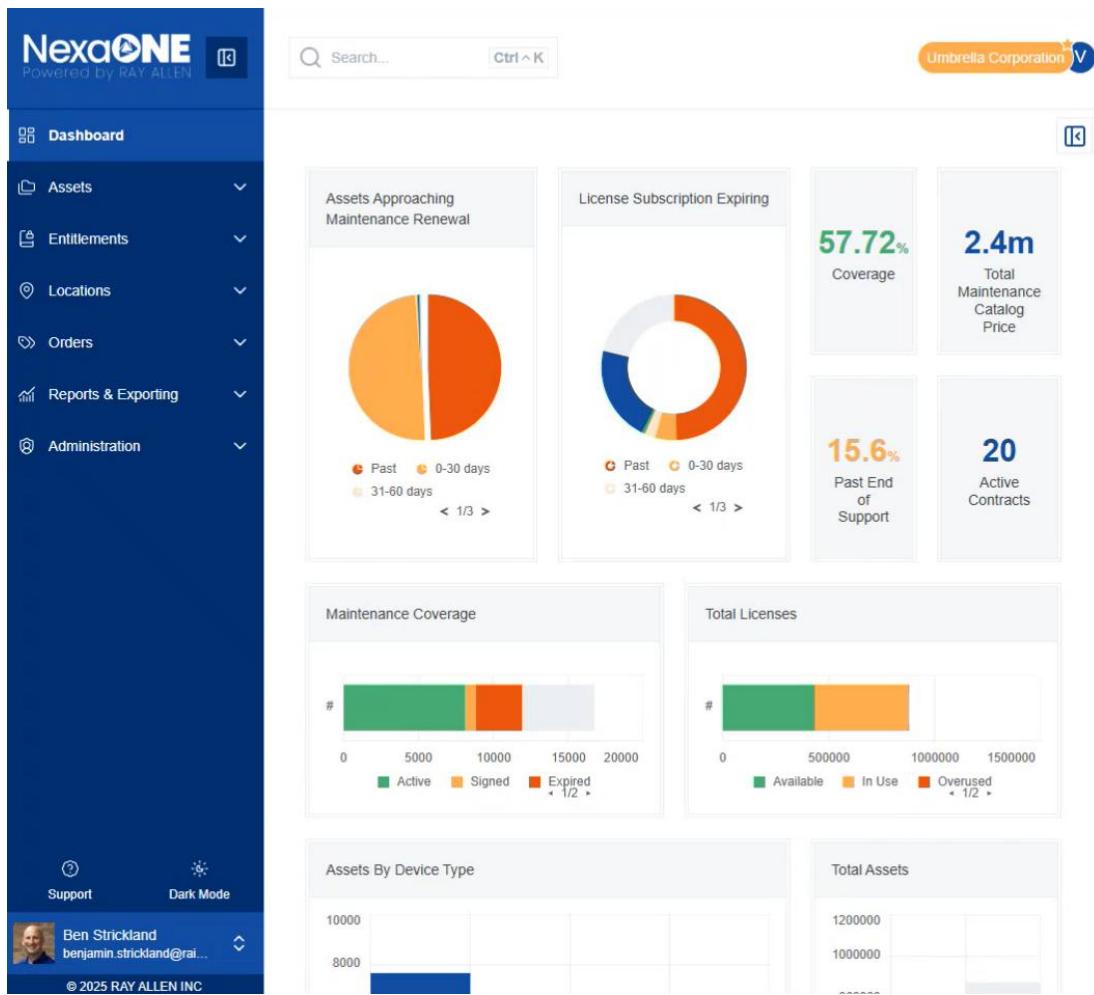
Google Authenticator or similar

Recovery code

4. Click "Continue" after entering the code.

Purpose: MFA adds an extra layer of security by requiring a second form of verification in addition to your password.

5. This will open your view of NexaONE



Additional Multi-Factor Authentication (MFA) Access Details:

To log into the NexaOne platform, choose the appropriate authenticator application that is appropriate for your business needs. You can use any standard Time-Based One-Time Password (TOTP) authenticator apps such as:

- Auth0 Guardian ([Google Play](#) / [App Store](#))
- Authy ([Google Play](#) / [App Store](#))
- Google Authenticator ([Google Play](#) / [App Store](#))
- Microsoft Authenticator ([Google Play](#) / [App Store](#))

Note: If you are unsure on what authentication application to use, please contact your organization's technology support department to inquire on your organization's preferred authentication application(s).