Virtual Front Office (VFO) Security Requirements Job Aid

Contents

Frontier Wholesale

Jurisdiction: All
Effective Date: 07/21/2019
Revised Date: 11/13/2023

Security Requirements Overview

Effective July 21, 2019, Frontier Communications will implement additional security measures allowing VFO users to have better control of their VFO login credentials. The security measures will also allow Users to retrieve forgotten user names and reset passwords.

Implementing these security measures will impact <u>all</u> Frontier Communications VFO users, including all existing internal and external users and administrators of the **Access**, **Local** and **TA** modules. On or after July 21, 2019, every VFO user, upon login, will be prompted to update their user profile with three security questions and answers, and a valid email address. This will be required one time only.

This reference will provide new and existing users information to better understand the VFO security requirements.

Note for Administrators:

Effective, December 17, 2023, when a new user is created, a token key is generated that should be shared with the user along with the initial password. The users will enter this code after logging in during the change password process.

This code is only good for 24 hours. If the user does not log in within that timeframe a new username will need to be created.

Security Requirements Details

From the VFO Login screen:

- Enter User Name
- Enter Password
- Select Module (Access, Local, TA)
- Click Login

Note to First-Time Users:
If this is the user's <u>first</u> logon to VFO, the user will enter the temporary password provided by their company administrator, be prompted to update their new password and enter the password token code provided by their administrator. This is required prior to the following steps.

See Appendix A for more information.

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Once the user enters their User Name, Password and the Password Token Code the user will be presented with the window below to select three security questions and enter their associated answers.

Please select three questions below, then type your answers in the field provided.

1	Question :	-Select One-
	Answer :	
2	Question :	-Select One-
	Answer :	
3	Question :	-Select One-
	Answer :	

Tips for Security Questions and Answers

1. All questions are mandatory and must be answered.

2. Answers must have a minimum of two characters.

3. Answers are not case sensitive.

Next ▶

Below are the available security questions to select from, in each section. All users must select one question from each of the 3 sections and provide the answer.

Please select three questions below, then type your answers in the field provided.

1 Question :
- -Select One-
- What is your favorite mode of transport?
- What is your oldest cousin's first and last name?
- What street did you live on in third grade?
- In what city does your nearest sibling live?
- What was your favorite after school activity?

2 Question :
- -Select One-
- What was your first mobile device model and what year did you own it?
- What was your first laptop model and how old were you when you owned it?
- What is the name of your first pet?
- What is your oldest child's nickname?
- What is the name of your favorite childhood friend?

3 Question :
- -Select One-
- What was the last name of your third grade teacher?
- What was the name of the hospital where you were born?
- What was your favorite food as a child?
- What was your favorite place to visit as a child?
- What was your favorite sport in high school?

Tips for Security Questions and Answers

1. All questions are mandatory and must be answered.

2. Answers must have a minimum of two characters.

3. Answers are not case sensitive.

Next ▶

Once a question has been selected in each of the 3 sections, and the associated answer provided in the field directly below the question selected, user should click Next.

(Note: Answers must be at least 2 characters in length and are not case sensitive.)

Users will next be presented with a screen requiring an email address to associate with the user's account. User should enter their email address and click the Send Verification Code button. The email address format will be validated, and a verification code will be sent to the email address provided. (Note: User should check Junk E-mail folder if not received in inbox.)
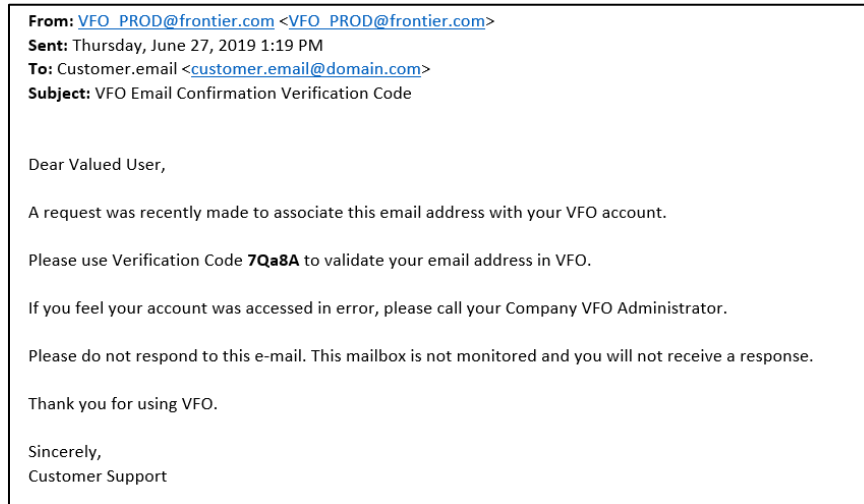
The following is an example of the email that will be received:

> **From:** VFO_PROD@frontier.com <VFO_PROD@frontier.com>
> **Sent:** Thursday, June 27, 2019 1:19 PM
> **To:** Customer.email <customer.email@domain.com>
> **Subject:** VFO Email Confirmation Verification Code
>
> Dear Valued User,
>
> A request was recently made to associate this email address with your VFO account.
>
> Please use Verification Code **7Qa8A** to validate your email address in VFO.
>
> If you feel your account was accessed in error, please call your Company VFO Administrator.
>
> Please do not respond to this e-mail. This mailbox is not monitored and you will not receive a response.
>
> Thank you for using VFO.
>
> Sincerely,
> Customer Support

User shall enter the verification code, received in the email, into the field labeled "Verification Code" and click Next.

> A verification code has been generated and sent to your email address.
>
> **Please enter the Verification Code**
>
> Verification Code : [   ]
>
> [Resend Verification Code]   [Next ▸]

Should the user need another verification code, user shall click "Resend Verification Code."

Once the verification code is confirmed, the established email address and security questions and answers will be utilized when users request forgotten user names and to reset a forgotten password.

If Verification Code email is not received, please contact the Frontier Connectivity Manager for assistance by email at frontier.connectivity.management@ftr.com.

New User Profile Details Screen

Once the email has been established for the user's account, the user will be able to once again access VFO with the same settings established from the last session.
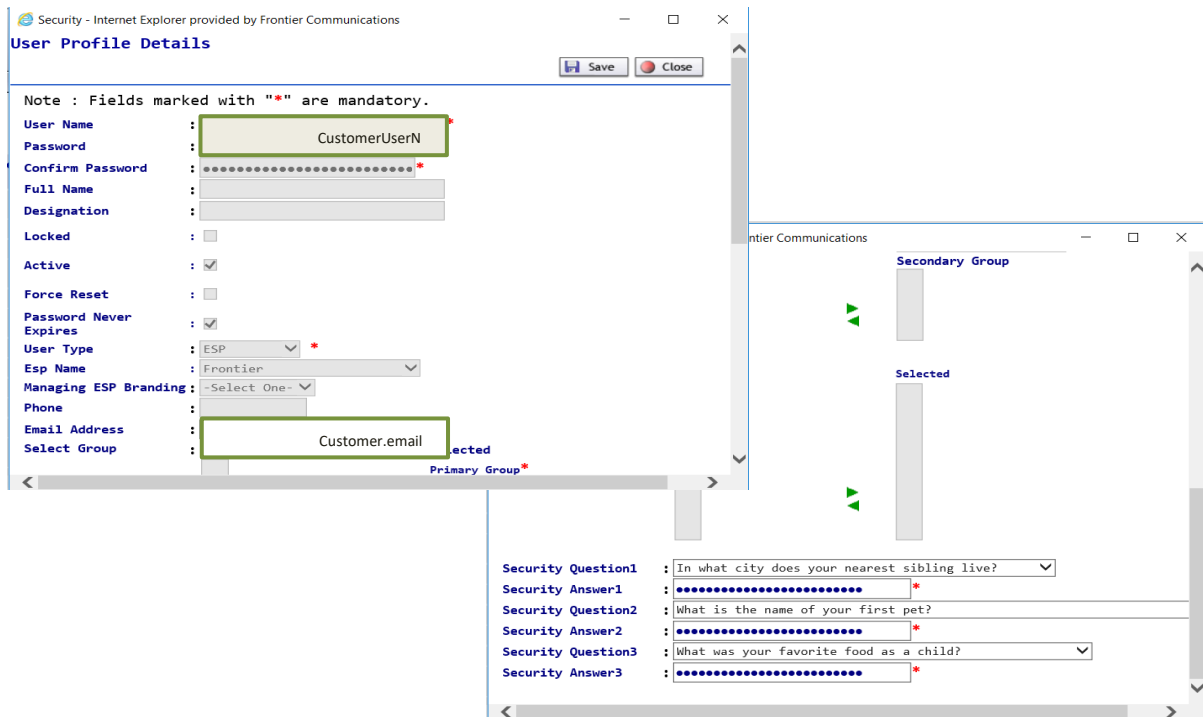
Users will now see an additional action icon on the top of the Order List screen allowing the user to access their profile.

From the User Profile Details screen, customers may only manage:

- Email address associated with user's account
- Security Questions and Answers

All other changes must be requested via your company VFO administrators.

Note to Administrators:

Administrators will no longer be able to configure, add or update user email addresses for users.

Administrators will not be able to establish security questions or answers for users.

What happens if a user forgets their User Name?

From the Login screen, click the hyperlink "Forgot User Name?" Next the user will be prompted to enter the email address associated with the user's account.

Upon inputting a valid email address, If the email address entered is associated with the user profile in the system, an email will be sent with all corresponding user name(s). If an invalid email address is entered or the user does not receive an email within 10 minutes, please contact your company VFO administrator for assistance retrieving your User Name.

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What happens if a user forgets their password?

Click the "Forgot Password" link on the VFO Login Page to trigger a four-step password reset process.

1. User will be prompted to enter the User Name.

2. User will be prompted to answer one of the 3 security questions associated with the user profile. Providing the correct security answer will generate an email to the associated email address with a random verification code. If the user answers the question incorrectly, another question will be provided.

VFO will send an email with the verfication code, which the user will use to access VFO either in the same session or in a new one, if that session has timed out.

3. User will enter the Verification Code and click Next.

A verification code has been generated and sent to your email address.

🔒 **Security**

Please enter the Verification Code

Verification Code :

[Cancel] [Resend Verification Code] [Next ▶]

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4. When the user gets to the reset password screen, user will receive another email with the password token code. User will enter the new password twice, enter the password token code and click "Update Password."

Important note: It is important that the user not close the change password screen until they have entered the new password twice, and copied and pasted the Password Token Code from the email sent to the email address associated with the username

Your token has been sent to your email address on file with subject "VFO Email For Password Token Code". Please do not close this window until after entering the Password Token code.

🔒 **Login**

Please reset your Password

New Password   : [   ]   Password Rules
Confirm New Password : [   ]
Password Token Code : [   ]

[Cancel] [Update Password]

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APPENDIX A: First–Time Users

A first-time user logging into VFO will use the temporary password and password token code provided by their company administrator and be prompted to update their new password. This requirement will occur prior to selecting security questions and establishing the email associated with the user's account.

Note: Users must have their initial password to successfully complete this step. If you do not know the initial password assigned to your new User account, please contact your company administrator.

Please contact your Administrator to get a Password Token Code

Enter the initial password in the "Old Password" field.

Select a new password* and enter in the field labeled "New Password".

Re-enter the new password in the field labeled "Confirm New Password".

Enter Password Token Code

Click the Update Password button.

*"Password Rules" link will open a new window and explain the Password Rules.

Once the user has changed the password, the user will be presented with the Login screen where they will enter the User Name and the newly selected password. Once user clicks the Login button, the user will be presented with the additional security requirements as provided in this reference.

Change Log

Date	Page Number	Change
07/08/2019	All	New Reference for Security Measures Effective July 21, 2019
07/23/2019	7	Add Frontier Connectivity Manager contact for Verification Code email issues.
11/13/2023	2-4 and 11-12	Add information for password token requirements for administrators and users

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