New VFO Security Requirements Training

Effective: July 21, 2019

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VFO Security Requirements Overview

Effective July 21, 2019, Frontier Communications will implement additional security measures to enhance VFO users’ control of their VFO login credentials. Implementing these security measures will impact all existing internal and external users and administrators of the Access, Local and TA modules.

This short training will provide existing users information to better understand what steps are required upon their first VFO login on or after July 21, 2019.

Full details of the Security Requirements are available from the Systems and Online Tools page of the Frontier Wholesale Operations Website at: https://wholesale.frontier.com/wholesale/systems-and-online-tools
VFO Security Requirements Detail

- Existing Users Upon First Login on/after July 21, 2019 will be presented with the following screen:

- All users must select one question from each of the 3 sections and provide the answer.
- 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, click Next.

(Note: Answers must be at least 2 characters in length and are not case sensitive.)
Users will next be presented with the screen requiring an email address to associate with the user’s account. Enter the 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.

Enter the verification code received in the email into the field labeled “Verification Code” and click Next.

(Note: Should you need another verification code sent to your email address, you can click “Resend Verification Code.”)
New User Profile Details Screen in VFO

- Once the email has been established for the user’s account, users may access their profile with the new User Profile action icon available in VFO.

- 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.

Once the Security Questions and Answers and User Email are established, users may retrieve forgotten User Name or reset Password by selecting the appropriate link from the login screen and follow the on-screen directions.