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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 all 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.
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 first logon to VFO, the user will enter the temporary password provided by their company administrator and be prompted to update their new password. This is required prior to the following steps.

See Appendix A for more information.
Once the user enters their User Name and Password, the user will be presented with the window below to select three security questions and enter their associated answers.

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.
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.

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.
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.

![User Name Input](image1)

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.

![Security Question](image2)

VFO will send an email with the verification 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.
Frontier Communications Virtual Front Office (VFO) Security Requirements

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

![Verification Code Screen]

4. User will enter the new password twice and click “Update Password.”

![Password Reset Screen]
APPENDIX A: First-Time Users
A first-time user logging into VFO will use the temporary password 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.

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”.

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.
APPENDIX B: Change Log

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<tr>
<td>07/08/2019</td>
<td>All</td>
<td>New Reference for Security Measures Effective July 21, 2019</td>
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<td>Add Frontier Connectivity Manager contact for Verification Code email issues.</td>
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