

# Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: November 14, 2023
Effective Date: November 15, 2023

Subject: Changes coming to the Consolidated Virtual Front Office (VFO)

Notification #: SYS 461
Related Letters: SYS 460

Target Audience: IXC, CLEC, Wireless, Reseller, ISP

Area Impacted: All Regions

Contact: Consolidated Change Management at

ConsolidatedCMP@consolidated.com

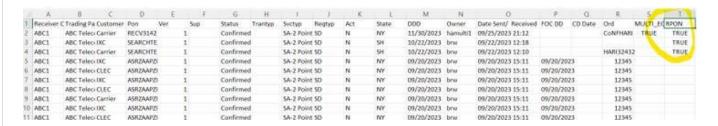
#### Details.

Synchronoss is in the process of adding a couple of enhancements to VFO:

- 1. RPON indicator in the Access Module is now reflected in the export to excel file in VFO.
- 2. Now when users create new passwords, there is a password token code generated to increase security. Outlined below are how the new Password Token Code works with the existing security process.

#### **RPON Indicator in the Access Module:**

When a user selects to export to excel the Order List and there are PONs with the RPON indicator, these PONs will show "TRUE" in the new RPON column:



### Password Token Code: New user set up by an administrator:

When a new profile is created by an administrator, you will be sent your initial password and a password

token code. When signing in for the first time you will use the initial password to get to a password reset screen. When setting up a new password the token will need to be added on the same screen:

## Password Token Code: User Forgets their Password or Chooses to Change their Password:

When a user forgets their password, and clicks "Forgot Password," they will be asked the security questions previously setup, and a verification code will be sent by email which needs to be entered by the user in the application, this is business as usual. Once the user gets to the screen to create a new password, another email is generated with a Password Token Code. The user **must** remain on that screen while checking their email as the Password Token Code will need to be entered on that same screen.

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



This notification provided by Consolidated Change Management reachable at: <a href="mailto:ConsolidatedCMP@consolidated.com">ConsolidatedCMP@consolidated.com</a>

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