

Setting up Multi-Factor Authentication

Using a Key Fob

Unity e-Payments



Setting up MFA - Using a Key Fob

Multi-Factor Authentication (MFA) is a security feature that requires more than one piece of evidence to authenticate you, decreasing the likelihood of your account being compromised.

Your MFA key fob provides a one-time code when logging into and making payments in Unity e-Payments, alongside your username and password.

Step 1

You'll first need to activate your user account and register your MFA key fob. Your administrator will have set you up with a new account.

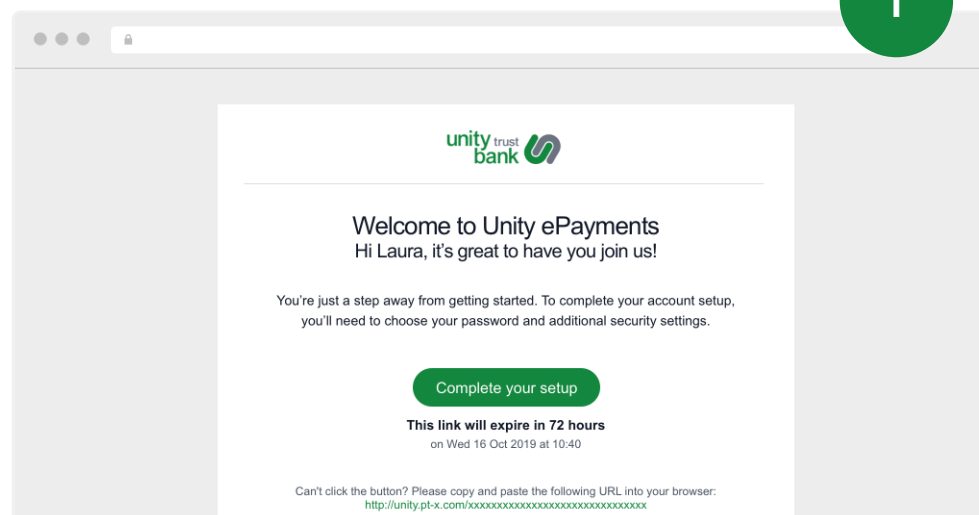
This process will automatically generate and send an activation email to your email address. You'll also receive a MFA key fob in the post or from your administrator.

Open the activation email and click **Complete your setup**. If you're having trouble clicking this button, you can copy and paste the URL in the body of the email directly into your web browser.

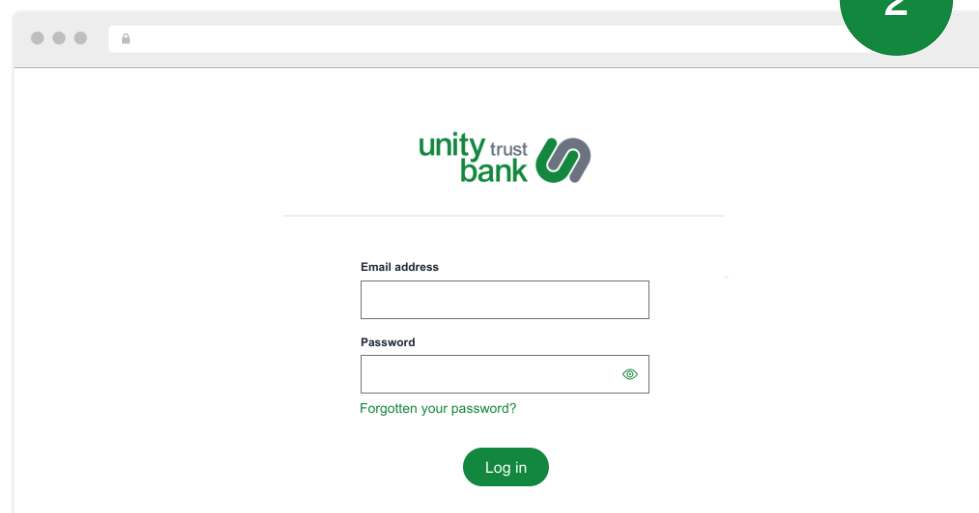
Step 2

Enter your email address, a pre-populated temporary password is used to access the system where you'll continue to set up your account details.

1



2

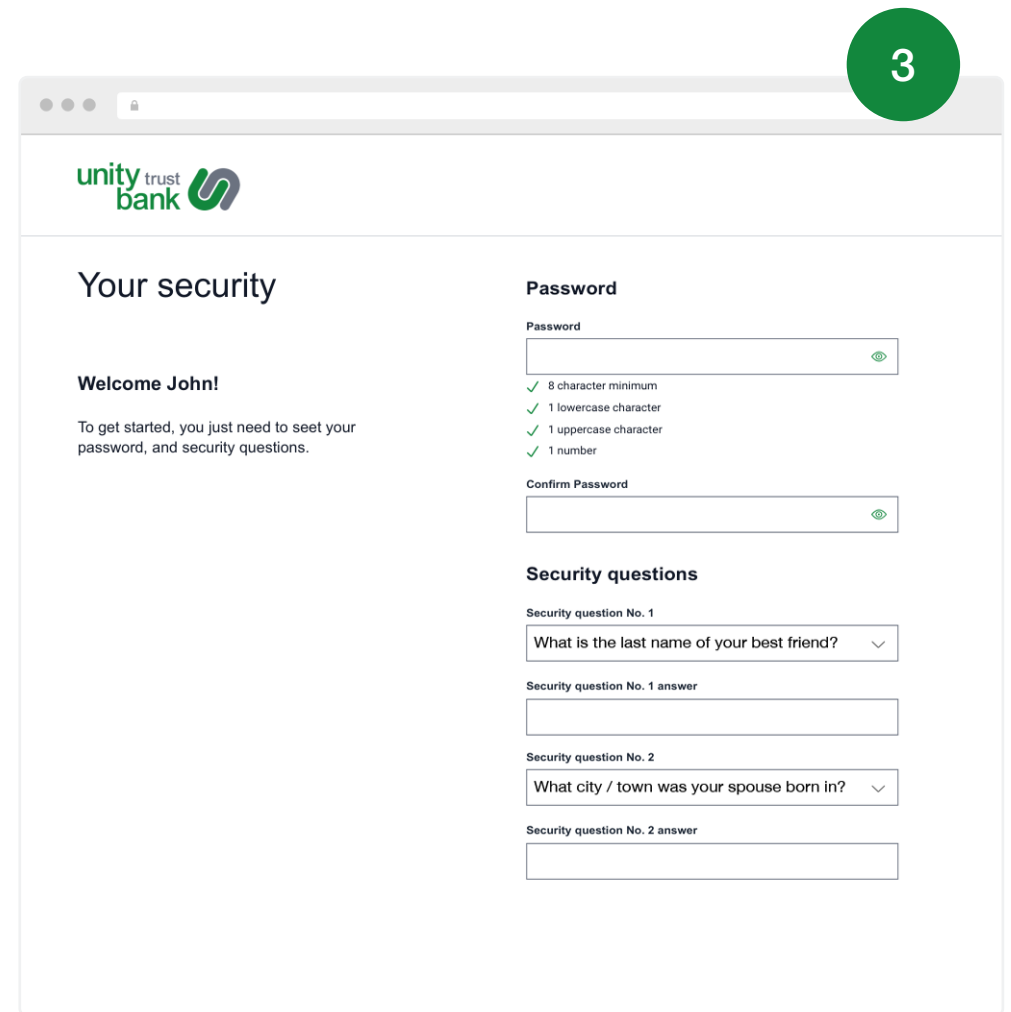



Step 3

Your browser will open and you'll be taken to the user activation screen. You'll need to enter a password and security question answers. Then click on **Save changes**. If you have opted for the mobile application, instructions will appear on the right side of the screen on how to download and set up the app.

You'll then be asked to activate your MFA key fob.

3



unity trust bank

Your security

Welcome John!

To get started, you just need to set your password, and security questions.

Password

Password

8 character minimum
1 lowercase character
1 uppercase character
1 number

Confirm Password

Security questions

Security question No. 1

What is the last name of your best friend?

Security question No. 1 answer

Security question No. 2

What city / town was your spouse born in?

Security question No. 2 answer

Step 4

For the following steps you will need to have your MFA key fob available.

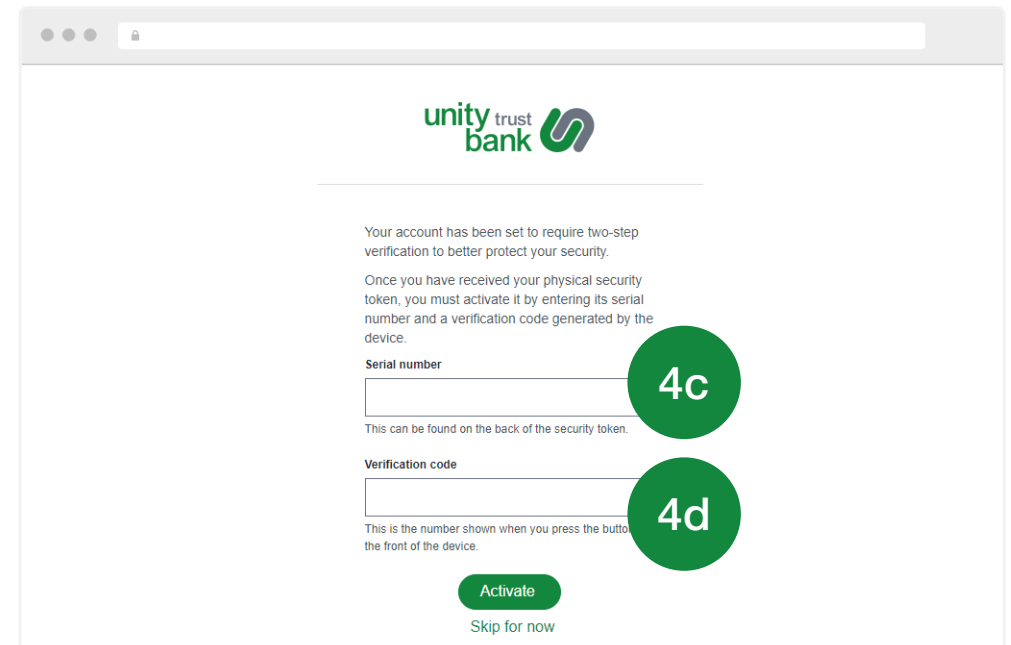
- a. In the serial number field, enter the 13 digit serial code that is on the back of the MFA key fob.
- b. Then press the button on the front of the key fob to generate a six digit code.
- c. Enter that code onto the screen under **Verification code**.
- d. Click **Activate**.

Now your activation is complete. Please note that you will be prompted for a verification code every time you log in. When making payments you will also be asked to enter a verification code.

Use your MFA key fob to generate this code.

Need Help? Contact Support

If you need further help, please call our Support Team on +44 808 164 5966 or email emea-support@bottomline.com.

The image is a screenshot of a web browser window showing the Unity Trust Bank activation page. The page has the bank's logo at the top. Below the logo, there is a message: 'Your account has been set to require two-step verification to better protect your security. Once you have received your physical security token, you must activate it by entering its serial number and a verification code generated by the device.' There are two input fields: 'Serial number' and 'Verification code'. A green circle with '4c' is next to the 'Serial number' field, and a green circle with '4d' is next to the 'Verification code' field. Below the input fields, there are two buttons: 'Activate' (in green) and 'Skip for now' (in grey).



You can download our Key Features at: www.unity.co.uk

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U706_1023

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