

MULTI-FACTOR AUTHENTICATION

WHAT'S CHANGING

ALL users accessing **OASIS.com** will be prompted to set up Multi-Factor Authentication (MFA).

YOU WILL NEED

- Your email and/or mobile phone.
- If you don't receive a code within one minute, select Resend code and check spam/junk folders in your email or signal strength on your phone.

FREQUENTLY ASKED QUESTIONS

• What is MFA?

Aligning with industry-leading security standards, MFA adds a second step to confirm it's really you—beyond just your password—using a one-time code via email or text to ensure data protection from unauthorized access.

• Will MFA make signing in harder?

It adds only a few seconds and significantly improves your account security.

• Do I have to set up both email and text?

No. You can choose either method. Click Continue to bypass the secondary method.

• What if I don't receive the code?

Try Resend code, then check your spam folder or verify your mobile signal. If issues persist, contact your Old Republic branch office.

• Will MFA replace my password?

No. You'll still use your password first, then enter the one-time code to complete sign-in.

• I no longer have access to my registered email/phone.

Contact your Old Republic branch office to verify your identity and update your contact information.

• My code is "invalid" or "expired."

Request a new code and enter it promptly. Codes expire after 15 minutes for security.

• I'm seeing repeated MFA prompts.

Clear your browser's cache and cookies, then sign in again. Alternatively, try using a different browser.

If you have questions, contact your agency representative.

