



Cloud Security Logon Procedure

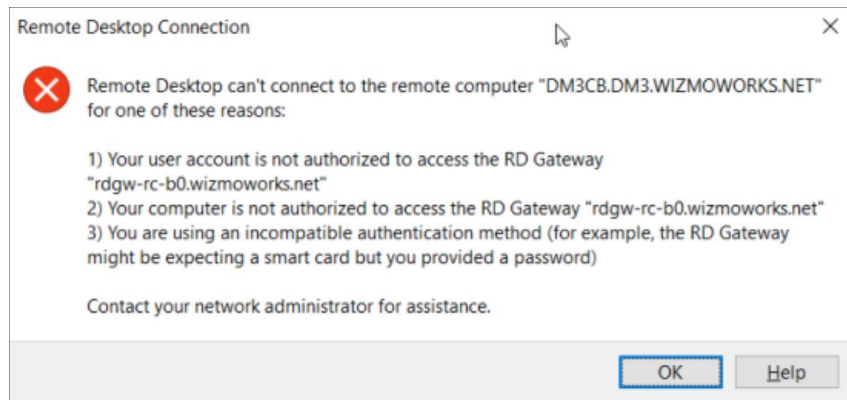
Property Management Solutions for Over 30 Years

Overview

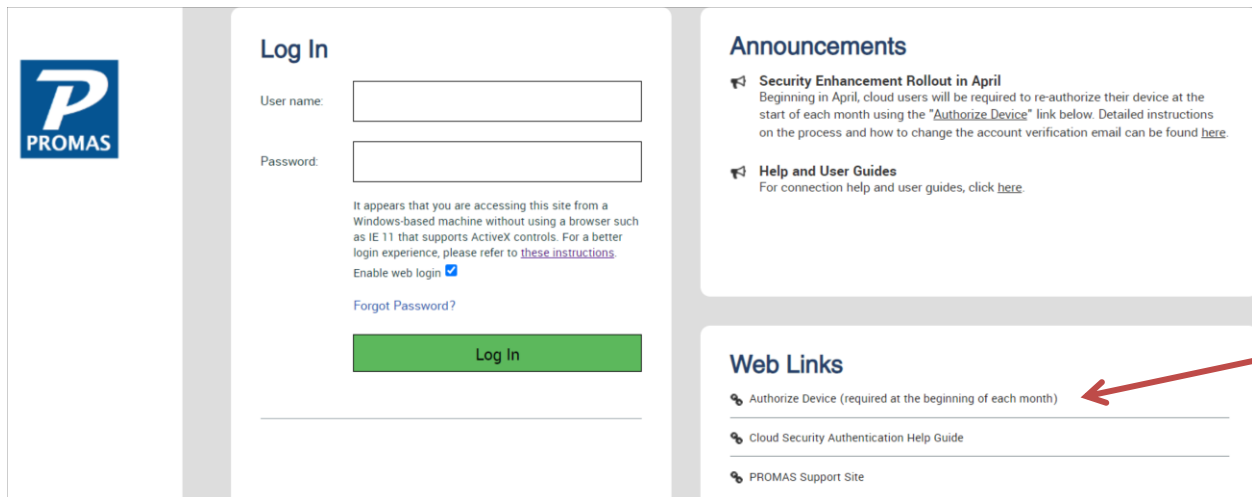
Our cloud provider is establishing new security protocols to further enhance the security of your data. This is known as Multi-Factor Authentication (MFA). You will have to re-establish your credentials each month. The procedure is outlined below.

Authentication Each Month

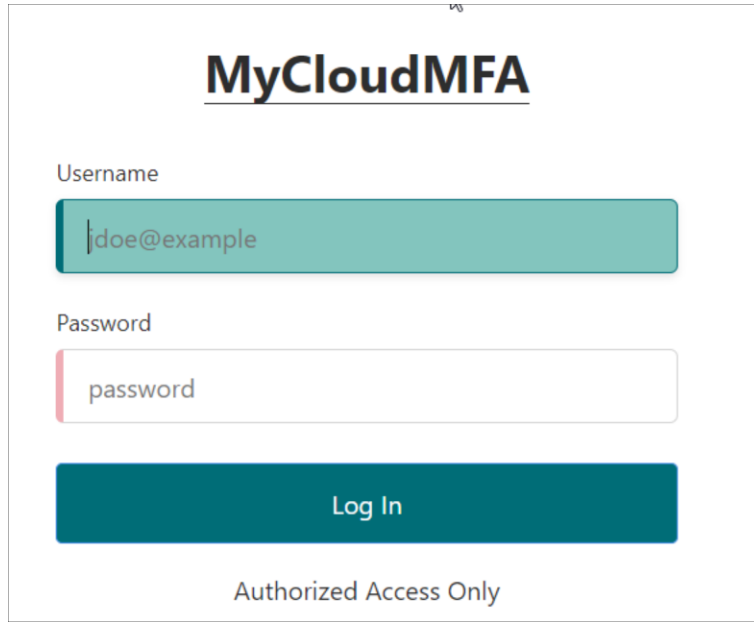
When your device authorization expires and you try to log in at the beginning of each month you will receive the following message:



The Login page will have a link to the Authorization login page.



Clicking the link will take you to the MyCloudMFA screen seen below. You can also get there by entering <https://mycloudmfa.com> in your browser.



MyCloudMFA

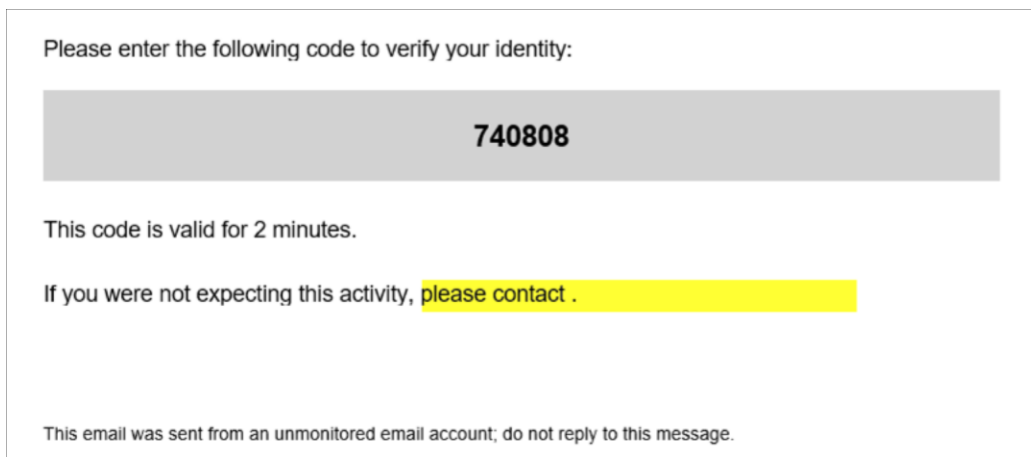
Username
jdoe@example

Password
password

Log In

Authorized Access Only

- Enter the Username and Password you use to log into the cloud.
- Click Log In.
- You will be asked for an authentication code. The code will be sent to the recovery email address associated with your username. It will contain the authorization code. The subject line of the email will be PROMAS Logon Verification Code.



Please enter the following code to verify your identity:

740808

This code is valid for 2 minutes.

If you were not expecting this activity, please contact .

This email was sent from an unmonitored email account; do not reply to this message.

Enter that authorization code on the screen below.

MyCloudMFA

Check your registered email for your verification code.
Check your spam or junk mail folders if you don't find it in your inbox.
To ensure delivery of future emails, please add notification@mycloudmfa.com to your contacts or whitelist.


Verification Code

000000

Verify

Authorized Access Only

When you enter the code and click Verify you will be taken to the normal logon screen below, where you can enter your User ID and Password and log in as usual.



Log In

User name:

Password:

It appears that you are accessing this site from a Windows-based machine without using a browser such as IE 11 that supports ActiveX controls. For a better login experience, please refer to [these instructions](#).

Enable web login

[Forgot Password?](#)

Log In

Announcements

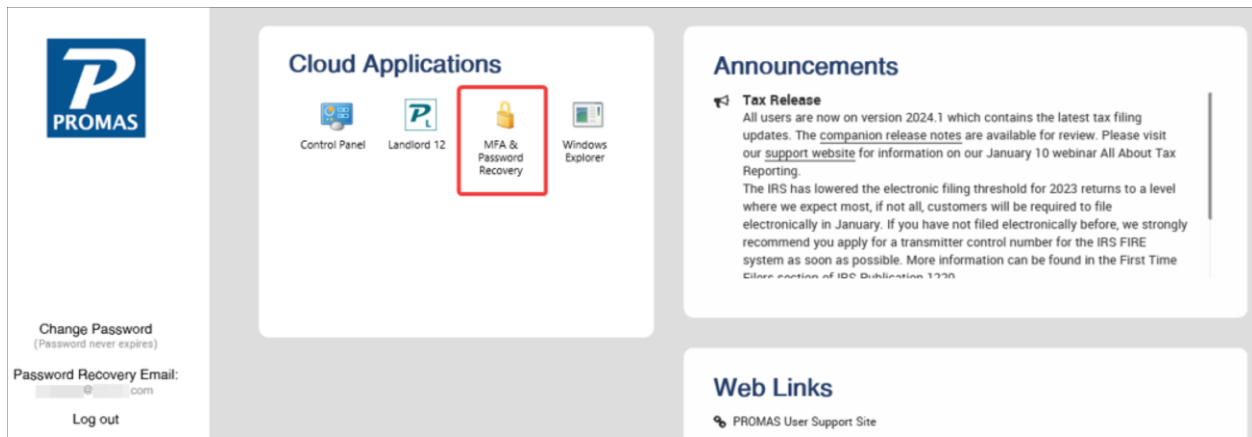
- ▶ **Security Enhancement Rollout in April**
Beginning in April, cloud users will be required to re-authorize their device at the start of each month using the "Authorize Device" link below. Detailed instructions on the process and how to change the account verification email can be found [here](#).
- ▶ **Help and User Guides**
For connection help and user guides, click [here](#).

Web Links

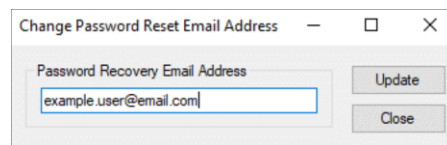
- [Authorize Device \(required at the beginning of each month\)](#)
- [Cloud Security Authentication Help Guide](#)
- [PROMAS Support Site](#)

Password Recovery – How to change the password recovery email

The password recovery email is used to send the authorization code each month. If you need to change the email address where the recovery email goes, use the MFA and Password Recovery icon to reach the screen where you can change the password.



Then enter your new email address.

A screenshot of a dialog box titled 'Change Password Reset Email Address'. It contains a text input field labeled 'Password Recovery Email Address' with the value 'example.user@email.com'. To the right of the input field are two buttons: 'Update' and 'Close'.