



☑ Housing Finance Agency (HFA)

Summary

DocVelocity/AIQ logins are changing to begin to utilize multi-factor authentication (MFA). MFA is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence to an authentication mechanism. U.S. Bank will implement MFA for all DocVelocity/AIQ users on the morning of **August 10, 2023**.

This information is intended to assist your organization in the transition to MFA for all users including specific scenarios for those organizations using single user or shared email addresses as shown below. Proactively sharing this information within your teams will be essential to the successful implementation of MFA and will assist in minimizing delays in using the application.

Action Required on August 10th

Users will be required to complete MFA when logging into AIQ for the first time beginning August 10 and later. MFA must be completed for each device and desktop/web application used to log-in to AIQ (i.e., computer, tablet, cell phone, multiple users on a shared account, etc.)

IMPORTANT: The PIN is specific to the workstation IP address and must be used by the person who requested it. If a single user ID or shared email address is utilized by multiple people to login to AIQ, setting up MFA must be coordinated by the users within your organization to ensure the correct PIN is being used for each attempt.

Reminders for Easy Set-Up

If a single user ID or shared email address is utilized by multiple people to login to AIQ, MFA authentication will require coordination to ensure the correct PIN is used for each setup attempt. The PIN is IP address specific and must be used by the person who requested it.

- If a user tries validating with an incorrect PIN, an error message will populate to try again.
 - Message will display - *The PIN you entered was incorrect. Click Re-Try to try again. To go back to the initial log in screen and try again, click Re-Validate.*
- Multiple attempts with an incorrect PIN will lock the account, and a reset will be needed.
 - Message will display - *Authentication failed: Your account is locked on account of exceeding number of permissible failed login attempts. Please contact your Site Administrator if you want to unlock your account immediately.*
 - Contact Client Support (Help Desk) at 800.562.5165, Option 2 or email HFAdocvelocityassistance@usbank.com

A PIN must be utilized within 15 minutes of the dispatch request.

When attempting to use the PIN after 15 minutes, a message stating *You have exceeded the 15 minutes for entering the PIN. Go back to the initial log in screen and try again* will display.

MFA Job Aid



We have attached the following **MFA for AIQ Job Aid** to assist your organization in this transition to MFA which includes the following items:

- Setting Up MFA Authentication (AIQ Desktop and Web)
- Reminders for Easy Set-Up
- Questions

Questions



HFA: Contact Client Support at 800.562.5165, option 2 or HFAdocvelocityassistance@usbank.com for assistance.

Multi-Factor Authentication (MFA) for AIQ

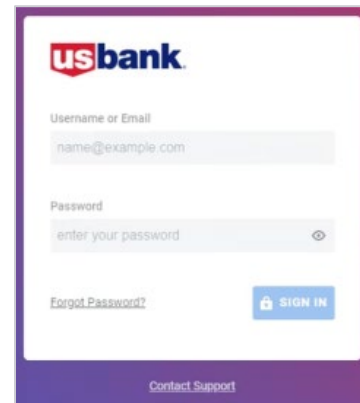
Beginning August 10, 2023, users will be required to complete Multi-Factor Authentication when logging into AIQ. MFA must be completed for each individual device and desktop/web application of AIQ used to log-in to AIQ (i.e., computer, tablet, cell phone, multiple users on a shared account, etc.).

IMPORTANT: The PIN is IP address specific and must be used by the person who requested it on the specific workstation they requested it from. If a single user ID or shared email address is utilized by multiple people to login to AIQ, setting up MFA must be coordinated by all users within your organization to ensure the correct PIN is being used.

Setting Up MFA Authentication

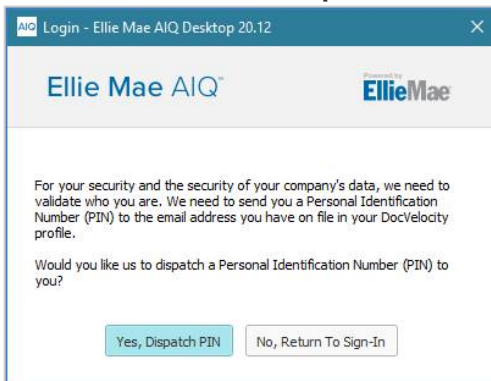
Should you experience issues or difficulties during the process, please contact Client Support (Help Desk) for assistance at HFAdocvelocityassistance@usbank.com or call 800-562-5165 option 2.

- Enter *Username and Password*. Click *Sign In*.

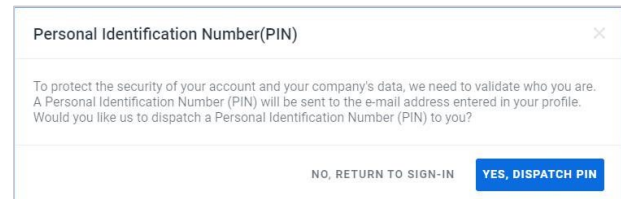


- You will be prompted to dispatch a Personal Identification Number (PIN).
 - Click *Yes, Dispatch PIN*.

AIQ Desktop



AIQ Web



The PIN is only valid for 15 minutes, once expired a new PIN will need to be requested.

- An email containing a one-time PIN will be generated and sent to the email address registered for User ID.

[EXTERNAL] Security Challenge [Recent Device Change Detected]

Security Challenge

You are currently attempting to log in to your USBHM Doc/MLDIS account with a device that has not been recently used and you have been asked as part of the login process to type in a PIN to access your account.

Your Pin: 4269446

IMPORTANT: If you have NOT recently attempted to log in to USBHM Doc/MLDIS, please notify USBHM Doc/MLDIS immediately using the support information below as your account may have been compromised.

For assistance please [email](#) Mortgage Systems Support or call 800-325-0905

NOTE: For assistance, please contact Client Support (Help Desk) for assistance at HFAdocvelocityassistance@usbank.com or call 800-562-5165 option 2

- Enter the PIN. Click *Validate PIN*.

AIQ Desktop

AIQ Web

NOTE: For assistance, please contact Client Support (Help Desk) for assistance at HFAdocvelocityassistance@usbank.com or call 800-562-5165 option 2

Reminders for Easy Set-Up

MFA must be completed for each individual device and desktop/web application of AIQ used to log-in to AIQ (i.e., computer, tablet, cell phone, multiple users on a shared account, etc.).

If a single user ID or shared email address is utilized by multiple people to login to AIQ, MFA authentication will require coordination by users of the shared login to go through this process for each device used to login to AIQ across your organization to ensure the correct PIN is used for each setup attempt. The PIN is IP address specific and must be used by the person who requested it.


- If a user tries validating with an incorrect PIN, an error message will populate for them to try again.
 - Message will display - *The PIN you entered was incorrect. Click Re-Try to try again. To go back to the initial log in screen and try again, click Re-Validate.*
- After three attempts with an incorrect PIN, the account will be locked, and a reset will be needed.
 - Message will display - *Authentication failed: Your account is locked on account of exceeding number of permissible failed login attempts. Please contact your Site Administrator if you want to unlock your account immediately.*
 - Contact Client Support (Help Desk) at 800.562.5165, Option 2 or email HFAdocvelocityassistance@usbank.com

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- When attempting to use the PIN after 15 minutes, a message stating *You have exceeded the 15 minutes for entering the PIN. Go back to the initial log in screen and try again* will display.

Questions?

Contact **Client Support (Help Desk)**

 800.562.5165, Option 2

 HFAdocvelocityassistance@usbank.com