



## Customer Communication

### ITSA Two-Factor and Multi-Factor Authentication Announcement

Registration for the ITSA Portal requires multi-factor authentication. Accounts are tied to an individual with an email box and a cell phone. Both need to be secure and registered to only to the authorized person requesting an account. (No general email boxes are allowed and no main numbers or shared phone numbers) Due to the sensitive nature of results shown in the ITSA Portal, and the requirement to only go through the company DER (DOT rule), it is important for us to provide this level of security.

Two-factor authentication is designed to prevent unauthorized users from gaining access to an account with nothing more than a stolen password. Users may be at greater risk of compromised passwords than they realize, particularly if they use the same password on more than one website. Downloading software and clicking on links in emails can also expose an individual to password theft. Configuring your browser/computer to not save passwords is your highest level of protection. Saving login information gives the keys to your accounts to anyone that is sitting behind your keyboard.

*Two-factor authentication is a combination of two of the following:*

- Something you know (your password)
- Something you have (such as a text with a code sent to your smartphone or other device, or a smartphone authenticator app)
- Something you are (biometrics using your fingerprint, face, or retina)

2FA is not just applied to online contexts. It is also at work when a consumer is required to enter their zip code before using their credit card at a gas pump.

With the ITSA Portal we have taken it one step further and added a **“something you are”** check in our security. Our system looks at IP Address and browser identifiers, if the IP address has changed or any of the identifiers in your browser; you are notified to complete the two-factor authentication

process again. With this additional level of security our system does fall into the multi-factor authentication category.

Please contact the ITSA IT department for any additional questions.

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