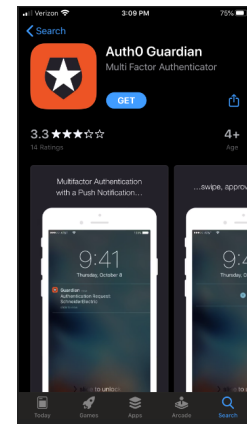


Multi-Factor Authentication (MFA): Auth0 Guardian App

To better protect the data you entrust to us, WebMD Ignite requires an additional authentication step when logging in to WebMD Ignite Growth Platform. We use the Auth0 Guardian app (free of charge), the most secure option as recommended by our security team.

Follow the instructions below to complete the MFA setup.

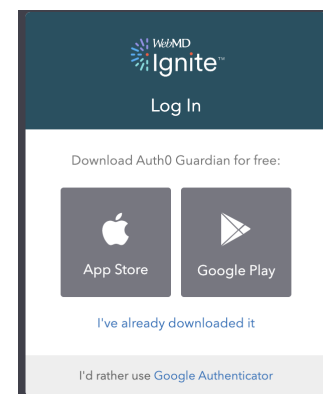
1. **On your phone** (both iPhone & Android devices supported): download the Auth0 Guardian app from the appropriate app store



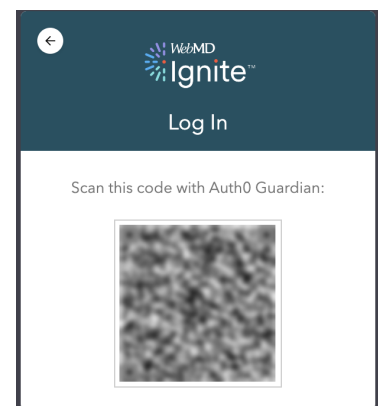
2. **On your computer:** next time you log in to Ignite Growth Platform, you'll be prompted to download the Auth0 Guardian app - this should have been completed in step 1 above - so click "**I've already downloaded it**" on your computer.

If you haven't downloaded it yet, return to step 1.

NOTE: It is recommended you log in to Ignite Growth Platform via your computer instead of your phone to prevent issues.



3. **On your computer:** A QR code displays. Scan it with your phone camera.



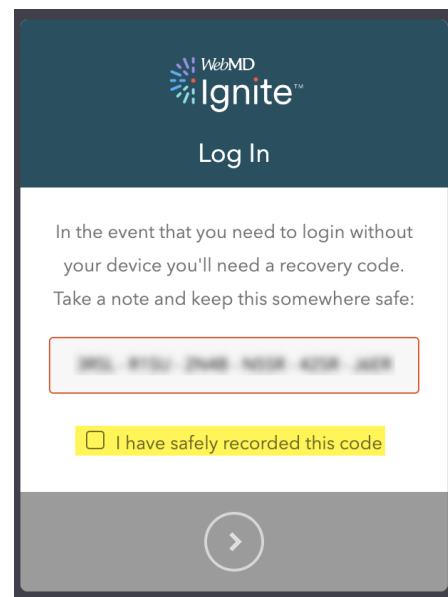
ALL CONTENTS ARE CONFIDENTIAL

Confidential © Copyright 2023 WebMD Ignite. All rights reserved.

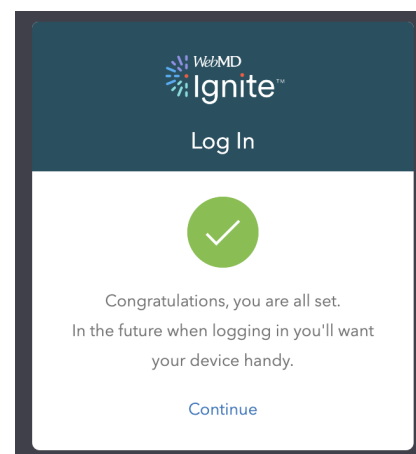
May not be reproduced or redistributed without the express permission of WebMD Ignite.

4. **On your phone:** A recovery code is shown. Take a note of the code in case it is needed in the future (e.g., you don't have your phone). You can also submit a support ticket if you have issues.

Check the box (highlighted yellow in the screenshot) and click the arrow to continue.



5. **Success!** A message confirms your MFA setup is complete.



Logging In

Moving forward, when you go to the Ignite Growth Platform login page on your computer, a push notification will be sent to your phone , once you verify the notification, you'll be logged in.

