

## Flexi International Software, Inc.

# How to Reset Your Flexicloud Password & Update MFA Methods

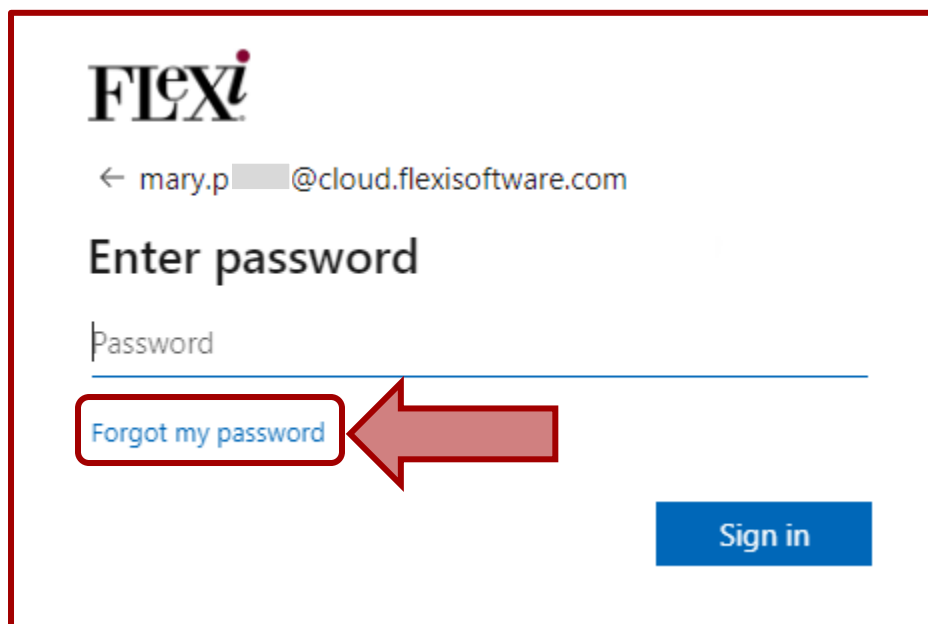
This document provides the steps necessary for resetting a Flexicloud password and managing multi-factor authentication methods.

### Pre-Requisite:

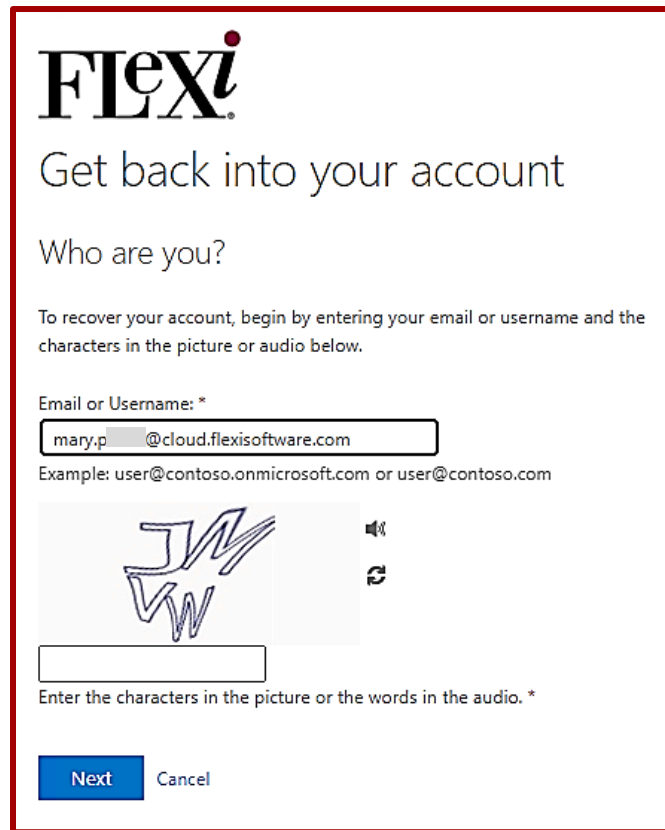
Prior to resetting your password, make sure you are logged out completely from your Flexicloud account. Go to the portal page at <https://portal.cloud.flexisoftware.com/> and click **Logout**.



1. On the portal page, click **Login to FlexiFinancials**. Choose your Flexicloud account, and at the prompt to enter your password, click **Forgot My Password**.



2. If the “Which type of account do you need help with?” prompt appears, choose the **Work or School Account** option.
3. In the **Get Back into Your Account** window, enter your Flexicloud username and answer the CAPTCHA.



**FLEXi**




## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

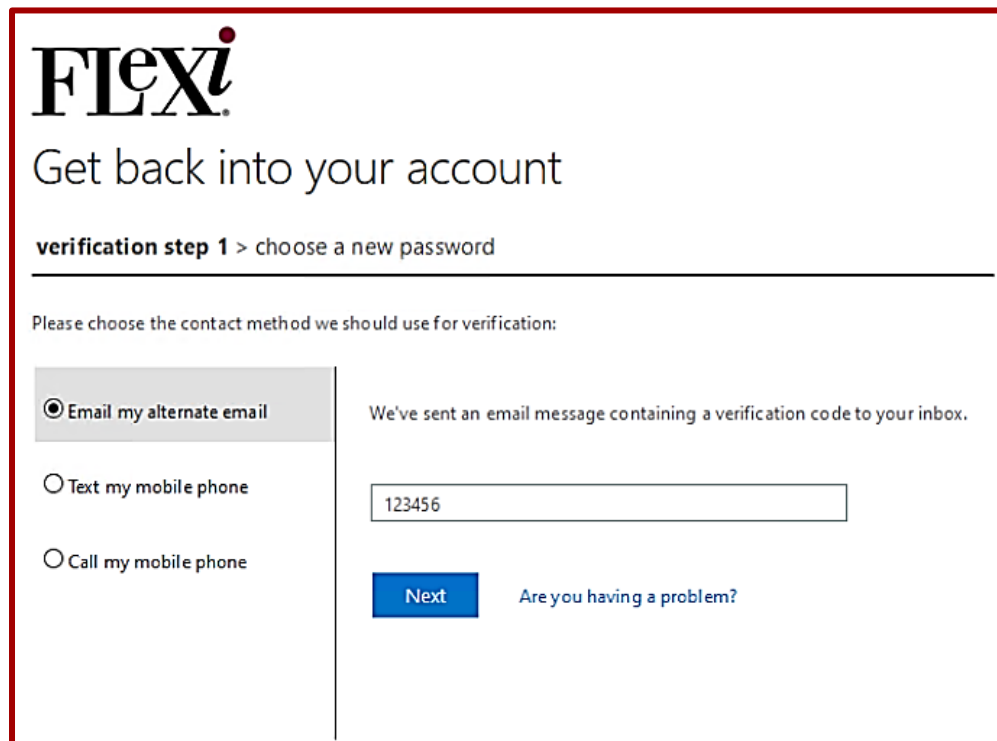
Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

**Next** Cancel

4. **Select a method** for verification (e.g., alternate email, mobile phone) and **enter the passcode**.



**FLEXi**

## Get back into your account

**verification step 1** > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

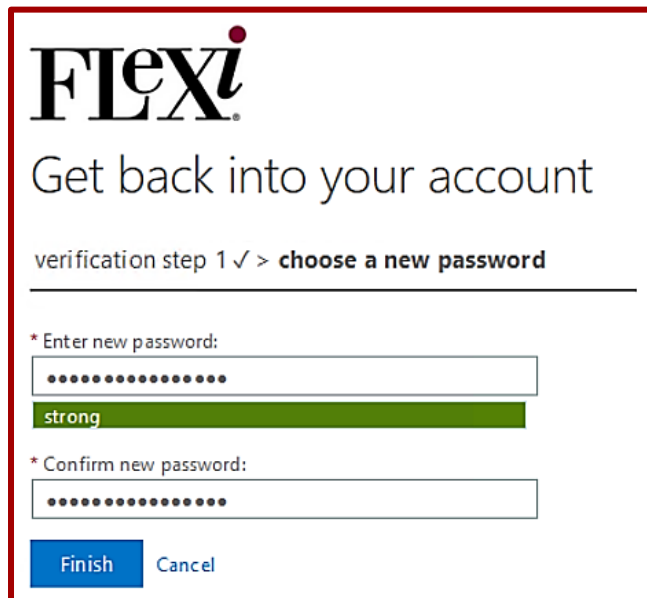
Text my mobile phone

Call my mobile phone

We've sent an email message containing a verification code to your inbox.

**Next** Are you having a problem?

5. Enter your new password and click **Finish**.



6. Your Flexicloud password has now been reset and you can **continue to sign in**.

## IMPORTANT NOTE:

If you saved your previous password in your browser to sign-in automatically, ensure that you **clear your browser's cache to remove any stored passwords** to remove the expired password. If this is not completed, you may get stuck in a sign-in loop when trying to login after you have updated your password.

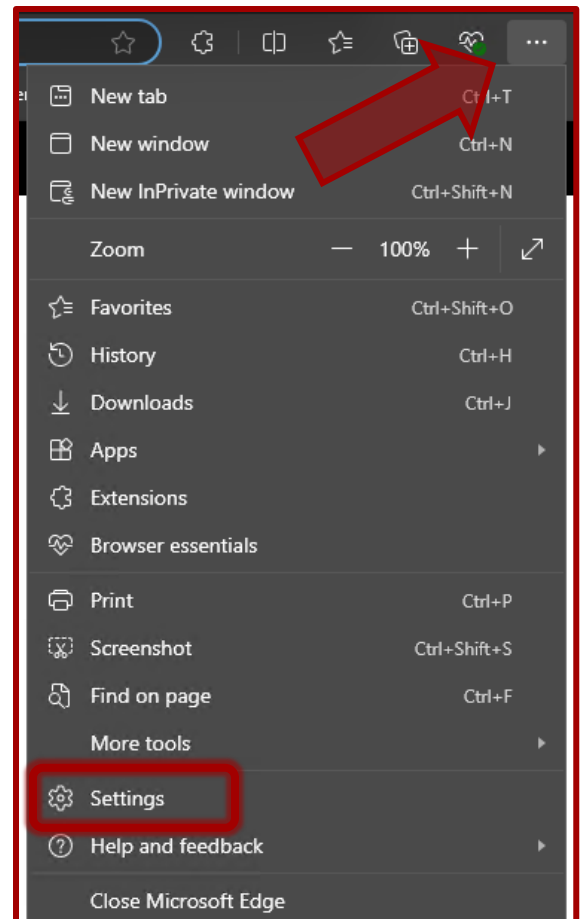
This can be done by clicking on the **ellipses (...)** on the top-right corner of the browser and navigating to **Settings**.

### In Microsoft Edge:

1. Navigate to **Privacy, Search, & Services** in the left pane, then click on **Choose What to Clear** in the **Delete Browsing Data** section.
2. From the drop-down menu, select **All Time**, and ensure the **Passwords** checkbox is checked.

### In Google Chrome:

1. Navigate to **Privacy & Security** in the left pane, then click on **Delete Browsing Data**.
2. From there, choose the **Advanced** tab, ensure that **All Time** is chosen from the drop-down menu, and check the **Passwords and Other Sign-In Data** checkbox.

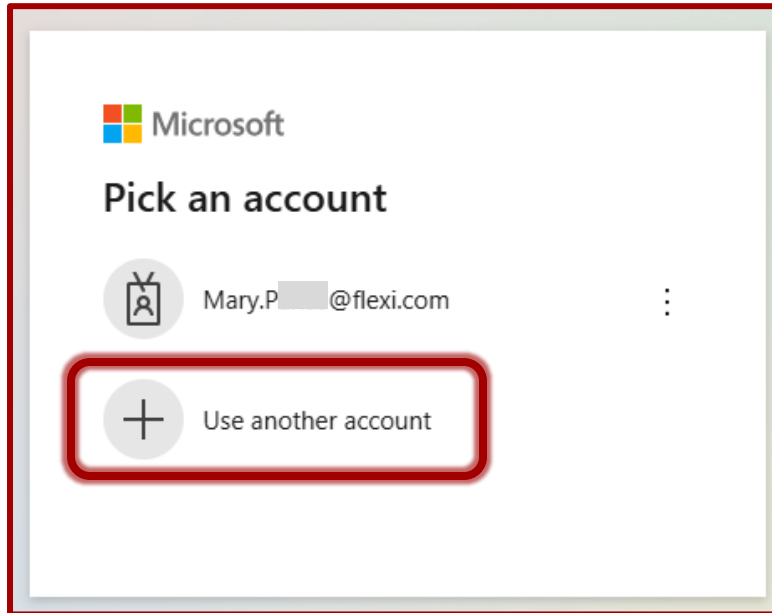


## Managing Multi-Factor Authentication

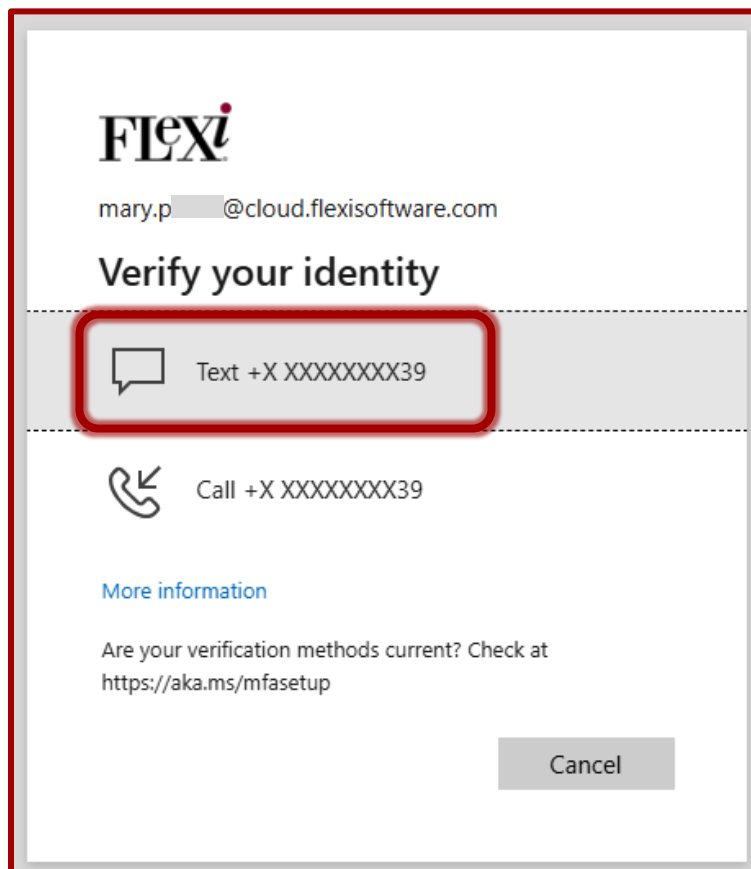
MFA methods can be reviewed and modified by navigating to the following website:

<https://myaccount.microsoft.com>.

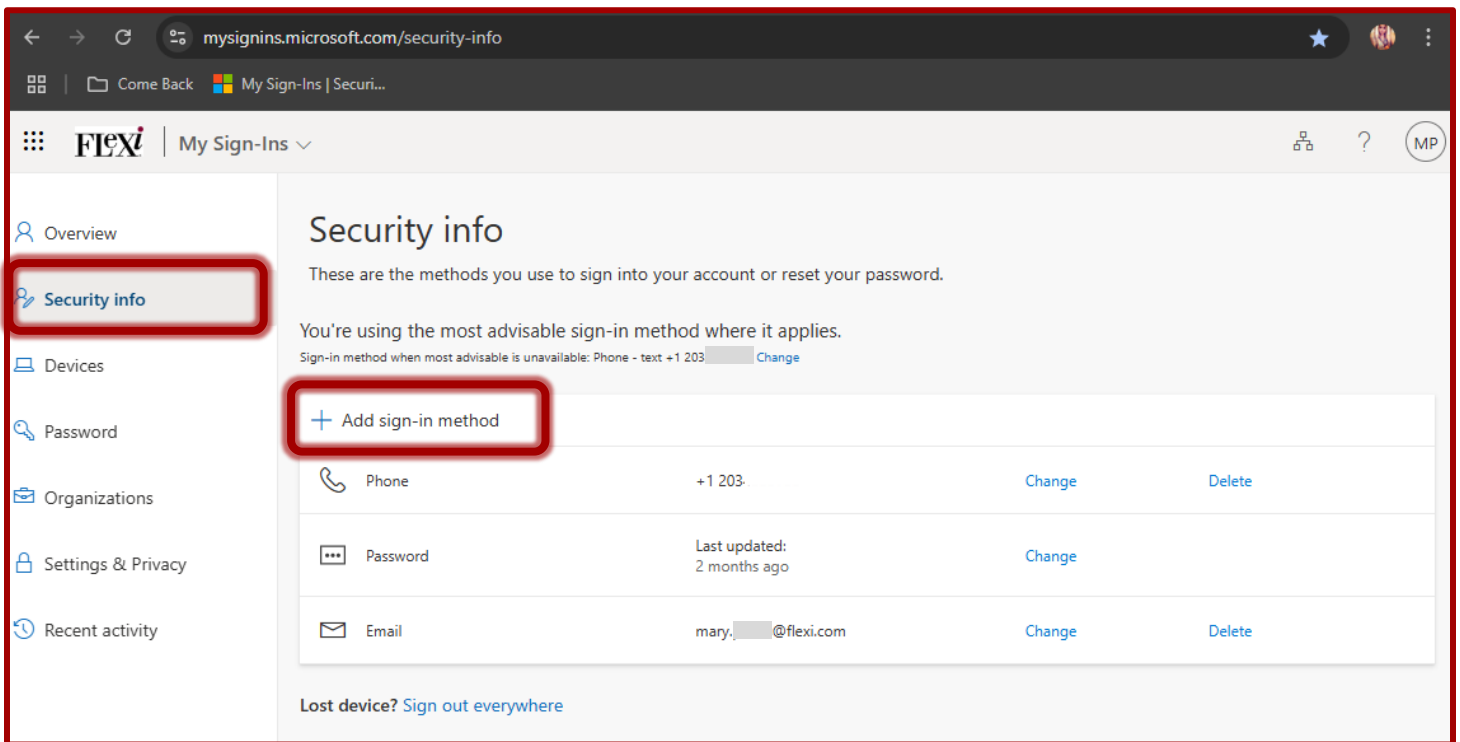
1. When redirected to the login screen, if you don't see your **Flexicloud** account, click **Use Another Account**.



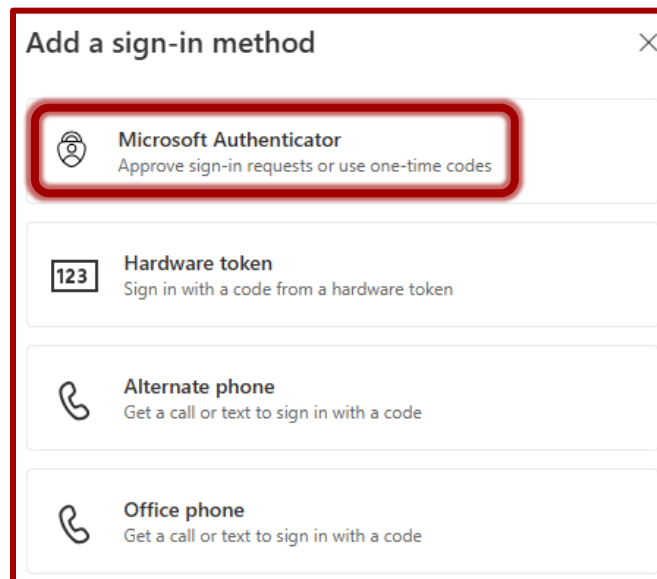
2. You may be prompted to **verify your identity** with a **One-Time Password**. Select the option that is most appropriate for you.



3. Once you are logged in, click the **Security Info** tab on the left to see your sign-in methods. Here, you can **update your phone number, password, and primary email address**. You can also **delete** your contact information if it's out of date.



4. Clicking **+Add Sign-In Method** will allow the setup of the **Microsoft Authenticator App**.



### IMPORTANT NOTE:

If you are **planning to upgrade your cell phone or change your number**, you should update your information on this page **beforehand**. You can add your new phone number and set up the Microsoft Authenticator App on your new device to **prevent potential delays** in your sign-in process.