



## **RAILINC | Two-Factor Authentication FAQs**

### **Why has Railinc introduced two-factor authentication?**

This is part of an effort to enhance security around Railinc data and applications and the Railinc Single Sign-On (SSO) login process. Two-factor authentication will help keep data and applications secure.

### **What is two-factor authentication?**

Two-factor authentication is a type of multi-factor authentication that requires a combination of two different factors before a user can access an asset. Typically, logging into an application requires a user ID and password, with the password being one piece of evidence of identity.

Railinc two-factor authentication will require your password be entered on a computer or mobile device with the IP address and location associated with your account. After two-factor authentication is introduced, you could occasionally be prompted as part of the SSO login process to enter a code Railinc will send to the email address associated with your account.

### **What if I try to access my account from a different machine or use a shared login?**

Logging in from a different machine or using a shared account could trigger the IP address policy, prompting the user to be sent an access code via email that they must verify before being able to access their account. It is possible that a user wouldn't be able to access their applications if they aren't able to verify the access code sent to them.

### **What do I need to do?**

If you are using a shared ID and password, you will need to create your own ID and password and to request permissions to access applications. To create a Railinc SSO ID and password, go to [www.railinc.com](http://www.railinc.com) and click "Need to Register" in the Customer Login box in the top right of the page. If you have trouble creating a new account on [www.railinc.com](http://www.railinc.com) or if you need help with permissions, contact the Railinc Customer Success Center (CSC) by email at [csc@railinc.com](mailto:csc@railinc.com) or by phone at 877-724-5462.

### **I use a shared account. Will my application settings carry over to my new account?**

No. Your new account will have default settings for applications. If you have created custom settings for applications that you access using a shared login, you will need to recreate these settings in your new account. If you have problems recreating those settings, contact the Railinc CSC team.

### **What if I do not share an ID and password?**

After two-factor authentication is introduced, you could occasionally be prompted as part of the SSO login process to enter a code Railinc will send to the email address associated with your account. This is standard practice for user authentication and will help Railinc identify potentially suspicious behavior that could compromise customer data.

**Will this affect web services accounts?**

No. Two-factor authentication will not affect web services accounts.

**When will Railinc deploy two-factor authentication?**

Railinc has already implemented two-factor authentication and will introduce it to customers later this year. We will communicate with customers before this happens. To reduce the impact on customers, we are asking users who share login information to work with Railinc now to create their own IDs and passwords so they can continue to access the data and applications they use.

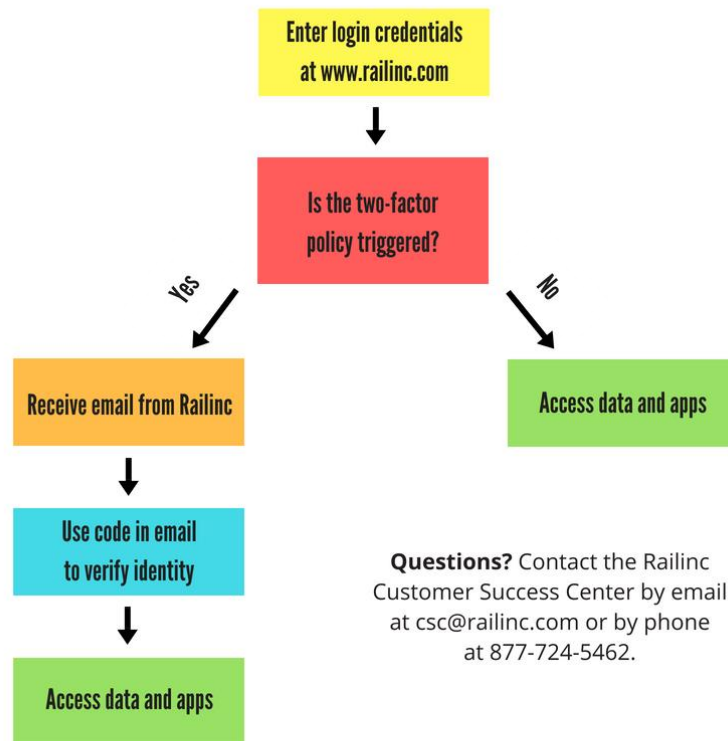
**What if I have questions about two-factor authentication?**

The Railinc CSC team is always available to answer your questions. For more information about two-factor authentication, contact the CSC team at (877) 724-5462 or via email at [csc@railinc.com](mailto:csc@railinc.com).

## TWO-FACTOR AUTHENTICATION AT

# RAILINC

Railinc has introduced two-factor authentication to help keep data and applications secure. Here's how it works:



**Questions?** Contact the Railinc Customer Success Center by email at [csc@railinc.com](mailto:csc@railinc.com) or by phone at 877-724-5462.



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