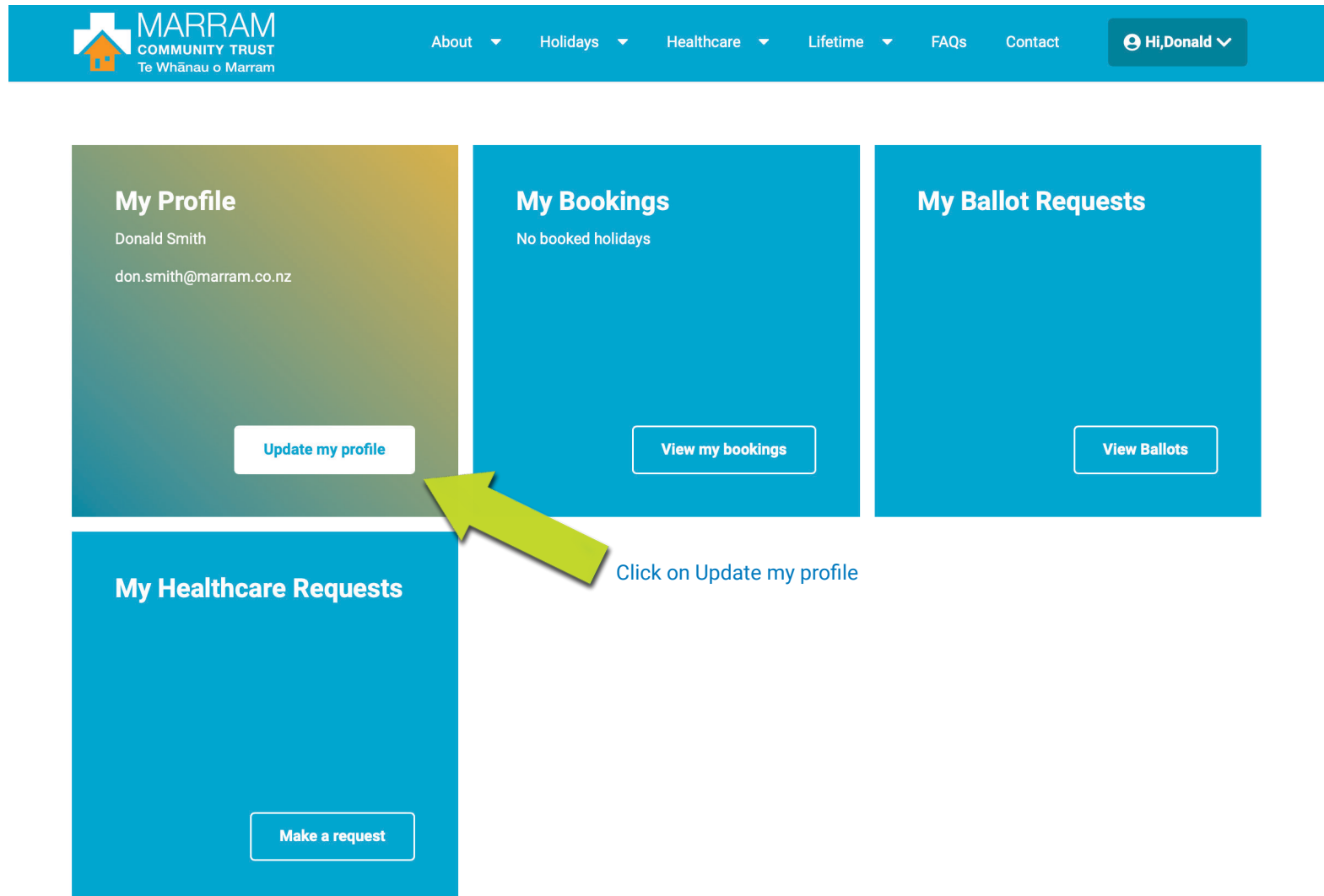


Marram Multi-Factor Authentication (MFA) setup instructions

Before starting the process below, please download a Multi-Factor Authentication App, suggestions on Step 4.

1. Go to the Marram website www.marram.co.nz
2. First log into the website, then on your dashboard, go to the **“Update my Profile”** page.



The screenshot shows the Marram website dashboard. At the top is a blue navigation bar with the Marram logo on the left and a user profile dropdown on the right labeled 'Hi, Donald'. Below the navigation bar are four main content cards: 'My Profile', 'My Bookings', 'My Ballot Requests', and 'My Healthcare Requests'. The 'My Profile' card is highlighted with a green gradient and contains the text 'Donald Smith' and 'don.smith@marram.co.nz', along with an 'Update my profile' button. A green arrow points to this button, with the text 'Click on Update my profile' next to it. The 'My Bookings' card shows 'No booked holidays' and a 'View my bookings' button. The 'My Ballot Requests' card has a 'View Ballots' button. The 'My Healthcare Requests' card has a 'Make a request' button.

3. Click on “Enable Multi-Factor Authentication” button.

My Profile

Enable Multi-Factor Authentication



Click on Enable Multi-Factor Authentication

Home email address

Home Email

don.smith@marram.co.nz

Confirm Email

don.smith@marram.co.nz

Changes to this email address will also update your login and won't change your password

- This is my preferred email address
 Use my home email address as my Marram Online Login

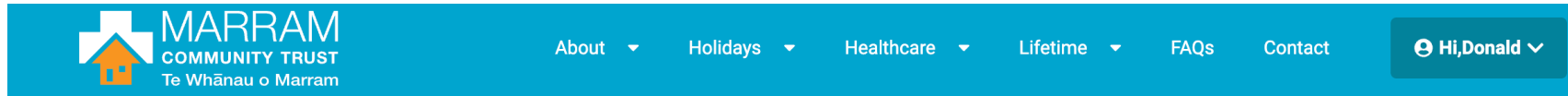
Work email address

Work Email Address

Confirm work email address

Confirm Work Email Address

4. You'll be taken to the screen below to set up your Multi-Factor Authenticator.**
 - a. If you're setting up your MFA on your desktop, scan the QR code with your authenticator app.
 - b. If you're setting up your MFA using your cell phone, you'll need to copy and paste the secret key into your authenticator app.



Multi-Factor Authentication Setup



To ensure the security of your account, please set up multi-factor authentication. Use your authenticator app to scan the QR code provided (or manually enter the secret key) to complete the setup process. Please do not share this key.

Secret key: VWB6DXA3ZPQ7DOYWIDLFL6RM706N32B * ← see note below

If you do not have an authenticator app, you can download one from the App Store or Google Play Store. Some popular options include:

- Google Authenticator: [Android](#) | [iOS](#)
- Microsoft Authenticator: [Android](#) | [iOS](#)

To complete the process, please enter the one-time passcode (OTP) that was generated after scanning the QR code.

Enter 6 digit code here

← Type in the six digit number and press submit

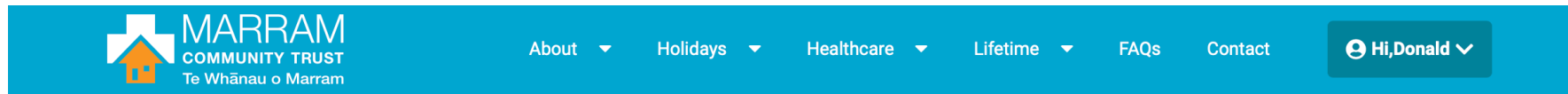
If now is not the right time for you to set up MFA, you can cancel this using the button below. You can always set up MFA in the future, if you wish.

** ← see note below

5. Once you've opened the Authenticator app on your phone, hover the camera lens over the QR code.
6. Type the six digit number where it says '**Enter 6 digit code here**' and press submit.
Note: you have approximately 30 seconds to type in the six digit number. If you don't type it in, another number will appear, until you hit the submit button.
7. Every time you now login in to Marram www.marram.co.nz, you'll be prompted to enter the MFA code from your authenticator app.

- * Do not copy Secret key from these instructions - get this from your Multi-Factor Authentication app.
- ** Use cancel button if you don't want to proceed at this time.

8. You can disable MFA on the “Update my Profile” page too:



My Profile

[Remove Multi-Factor Authentication](#)



Click on Remove Multi-Factor Authentication

Home email address

Home Email

don.smith@marram.co.nz

Confirm Email

don.smith@marram.co.nz

Changes to this email address will also update your login and won't change your password

- This is my preferred email address
- Use my home email address as my Marram Online Login

Work email address

Work Email Address

Confirm work email address

Confirm Work Email Address

- This is my preferred email address
- Use my work email address as my Marram Online Login

NOTE: We don't recommend disabling your MFA. The only reason to do this would be:

- **You're getting a new phone and need to change your details for the MFA.**

- An alert popup will confirm you want to remove MFA, you'll then be logged out upon removing this from your account and need to log back into Marram as per usual.
- If you need help to reset your MFA account, please call us on 04 801 2920 during office hours.

Thank you for making your changes, we have received them. Should you have any questions please contact us.

My Profile

Remove Multi-Factor Authentication

Home email address

Home Email

don.smith@marram.co.nz

www.marram.co.nz says

Are you sure you want to remove Multi-Factor Authentication from your account? You will also be logged out of your account.

Cancel OK



Click OK to remove MFA