# LCB0

## **Introducing Two-Factor Authentication**

As part of our ongoing efforts to modernize our systems and protect you and the LCBO against cybersecurity risks, we are launching Two-Factor Authentication (2FA) on the Vintages Shop Online (VSO) and New Item Submission System (NISS) platforms.

Starting October 2025 when you login to your account with your user ID/email address and password, you will be prompted to authenticate yourself using multi-factor authentication.

#### What is Two-Factor Authentication?

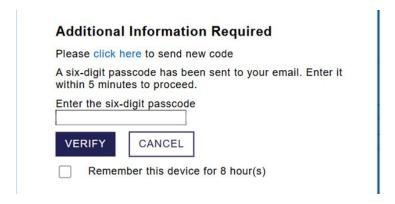
Two-Factor Authentication, referred to as 2FA, enhances the security of your account by using a secondary device to verify your identity when you sign into your account and ensures that you, and only you, are the person signing into your account.

It uses two "factors" – something you know (your PIN or password) and something you have (your email) to verify your identity via a one-time authentication code at login. This prevents anyone but you from accessing your account, even if they know your password.

## Signing in using 2FA

#### Step One

When signing in, you will receive an email with a **one-time passcode** which will need to be entered into the following the popup box to complete the authentication process:



If you see an option to select the 'Remember Me' checkbox then you do not have to complete the multi-factor authentication again for several hours. If using the same device and browser to login.

Please note, you will have only 5 minutes to use the one-time password code.

#### Step 2

You will receive the following email from either <u>admin@vintagesshoponline.com</u> OR <u>NISS.Application@qlogitek.com.</u> Please note, these inboxes are not monitored and should not be responded to.

To: John Doe
Subject: Your MFA Passcode - Vintages Shop Online

CAUTION: [EXTERNAL EMAIL] Do not click links or attachments unless you recognize the sender and know the content is safe.

Hi John Doe,
Your verification code is:

123456

This code will expire in 5 minutes.

Please use it to complete your sign-in.

#### Step 3

Once you enter your six-digit code correctly, you will be prompted to continue your sign-in process.

If you are unsuccessful in logging in, you will have **5 attempts** to use the one-time code. In the event you attempt to login unsuccessfully after 5 attempts you will be logged out for **30 minutes.** After which, you will be able to restart the sign-in process with an additional five attempts.

Please click here to send new code  A six-digit passcode has been sent to your email. Enter it within 10 minutes to proceed.  Enter the six-digit passcode  1111111	Incorrect passcode. You have 2 attempts remaining before your account is temporarily locked.  Please click here to send new code	
minutes to proceed.  Enter the six-digit passcode		
111111	Enter the six	c-digit passcode
	111111	

#### **Frequently Asked Questions**

#### When do I have to start using Two-Factor Authentication?

2FA is being implemented in October 2025 for VSO and NISS applications.

#### How often will I be prompted to use Two-Factor Authentication?

Each time you sign in with your username and password you'll receive a popup that will notify you that a one-time passcode has been sent to your mailbox. Once you receive your one-time passcode, you will enter it into the popup and continue with the login process.

#### What happens if I don't register for Two-Factor Authentication before October 5, 2025?

Users are not required to register for Two-Factor Authentication. However, you will be prompted to complete 2FA starting October 5, 2025.

#### Do I need to download an App for Two-Factor Authentication to work?

No, an app is not needed for Two-Factor Authentication.

#### How many chances do I get to input a code?

You will have five sign-in attempts before your account will be temporarily locked for 30 minutes.

### What happens if I input the code incorrectly? Will I get locked out of my account?

You will be temporarily locked out of your account for 30 minutes. After which, you will be able to restart the sign-on process with an additional five attempts.

### Who do I contact if I'm having trouble signing into my account?

If you need assistance with your Vintages Shop Online (VSO) account, please contact techsupport@vintagesshoponline.com

If you need assistance with your New Item Submission System (NISS) account, please contact <a href="mailto:merchandisingsupport@lcbo.com">merchandisingsupport@lcbo.com</a>