



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:

Additional Information Required

Please [click here](#) to send new code

A six-digit passcode has been sent to your email. Enter it within 5 minutes to proceed.

Enter the six-digit passcode

☐ Remember this device for 8 hour(s)

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 admin@vintageshoponline.com OR NISS.Application@qlogitek.com. 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.

Additional Information Required

Incorrect passcode. You have 2 attempts remaining before your account is temporarily locked.

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

VerifyCancel

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 merchandisingsupport@lcbo.com