

## Two-factor Authentication login process

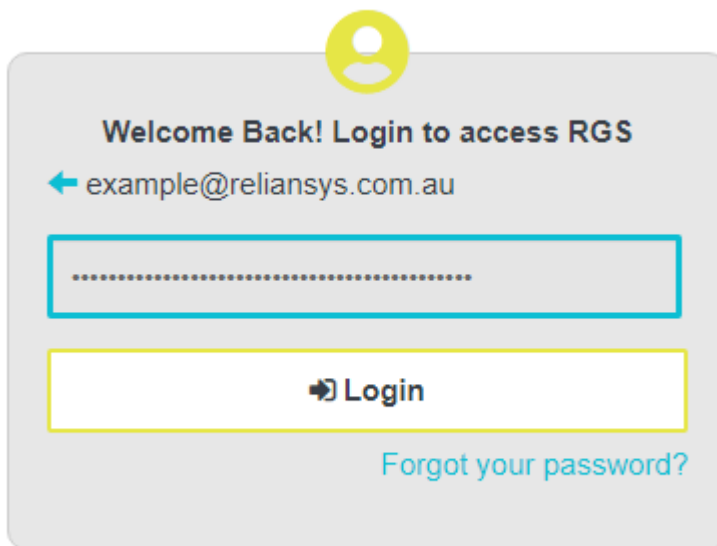
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Logging in to RGS when multifactor authentication is enabled works similarly to how you already login.

The only difference is that an additional verification code (which is sent to your email address) must also be entered before you can login.

### LOGIN STEPS

- 1) Go to <https://reliansysonline.com.au/>
- 2) Enter your username/ (Email- if Email is the username) and then click Next
- 3) Enter your password and then click Login



The screenshot shows a login form with the following elements:

- A yellow circular icon with a white person silhouette at the top center.
- The text "Welcome Back! Login to access RGS" in bold black font.
- A blue left-pointing arrow followed by the email address "example@reliansys.com.au".
- A blue-outlined rectangular input field containing a series of dots, representing a password.
- A yellow-outlined rectangular button with a right-pointing arrow and the text "Login".
- The text "Forgot your password?" in blue font at the bottom right.

- 4) You should then be redirected to a page asking for a verification code

## Verify your identity

Enter the code that we've sent to  
example@reliansys.com.au

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(5:00) [Resend Code](#)

[Verify](#)

[Sign in to a different account](#)

- 5) Open your email (e.g., Microsoft Outlook/Gmail)
- 6) You should see an email in your Inbox with the subject "RelianSys® Governance Suite Verification code"

noreply@reliansys.com.au

**RelianSys® Governance Suite Verification code**

**2:56 PM**

## 7) Open the Verification code email



Your verification code is:

**123456**

Your account can't be accessed without this verification code, even if you didn't submit this request.

RelianSys® Account Access two-factor authentication makes signing into your account secure.

Best Regards,

**The RelianSys® Team**

- 8) Enter the six digit verification code from the email into the webpage and then click Verify

Verify your identity

Enter the code that we've sent to  
example@reliansys.com.au

1 2 3 4 5 6

(4:09) [Resend Code](#)

[Verify](#)

[Sign in to a different account](#)

- 9) You should now be able to access RGS
- 10) Click on "**Sign in to a different account**" if the email address you have entered is incorrect.

## LOGIN ISSUES

**NOTE:** verification codes expire after 5 minutes, which is represented by the countdown timer on the webpage.

If the verification code you enter is not accepted by RGS, you can force a new verification code to be sent to your email address by either:

- Simply clicking Resend Code.
- Closing and reopening your web browser, then logging in again.