FLORES MULTI-FACTOR AUTHENTICATION REQUIREMENT

Effective June 3, 2024, Flores will implement multi-factor authentication (MFA) as a requirement for all participant accounts. MFA has been an available option for Flores participants since 2018, and many participants are already using this feature. However, effective Monday, June 3rd it will be required for all accounts. **It is important that all Flores participants log in to www.flores247.com and visit the 'Settings' page prior to June 3rd to ensure an active email address and/or mobile number are on file to prevent issues accessing your account in the future.**

What is Multi-Factor Authentication (MFA)? Multi-factor authentication is a two-step verification process for accessing a secure site like www.flores247.com that adds an extra layer of security to your account.

How Does MFA Secure My Information? You will receive an email or text message notification each time you log in to your account from a new device or browser with a six-digit code that must be entered in addition to your Username and Password to gain access to the site. Once a browser or device is verified, you can choose to remember it for up to 30 days by selecting the "Remember My Browser" box.

Why Require MFA? We are implementing this requirement as a proactive measure to provide an additional layer of protection for participant accounts to prevent fraudulent activity. We are committed to delivering an exceptional experience to our participants and employers, and proactive account security is an important part of delivering on that commitment.

How Do I Setup MFA For My Account Prior To June 3rd? Participants should log in to the Flores247 Web Portal at www.flores247.com using their Username and Password. Multi-factor authentication can be elected under the 'Settings' tab. **Please be sure to review and verify your contact information in the 'Settings' tab to ensure that an active email address and/or mobile phone number are on file.**

How Can I Get Help Logging In to Flores247? If you need assistance logging in, please visit www.flores247.com/login-help.vbhtml or call our password reset line at 800.840.7684 (available Monday-Friday from 8:30 AM to 5:00 PM ET).