



FIS Integrated Payables

Enhanced Vendor Site Login Process Guide

May 2022

Copyright Notice

2022 FIS. This document and the software described within are copyrighted with all rights reserved.

No part of this document may be reproduced, transcribed, transmitted, stored in an electronic retrieval system, or translated into any language in any form by any means without prior written permission of FIS. FIS makes no warranties, expressed or implied, in this document. In no event, shall FIS be liable for damages of any kind arising out of the use of this document or the information contained within.

Confidentiality Statement

This document contains information that is confidential or proprietary to FIS (or its direct or indirect subsidiaries). By accepting this document, you agree that: (1) if there is a pre-existing contract containing the disclosure and use restrictions between your company and FIS, you and your company will use this information in reliance on and submit to the terms of any such pre-existing context; or (2) if there is not a contractual relationship between you or your company and FIS, you and your company agree to protect this information and not reproduce, disclose or use the information in any way, except as may be required by law.

Disclaimer

The material in this document is for the information only and is subject to change without notice. FIS reserves the right to make changes in the product design and installation software without reservation and without notice to users.

Registered Trademarks and Proprietary Names

FIS and the FIS logo are trademarks or registered trademarks of Fidelity Information Services or its subsidiaries in the U.S. and other countries. All other trade names are trademarks or registered trademarks of their respective holders.

Contents

Overview	1
Audience	1
Infinity Identity Provider (IdP) Service	1
FIS Authenticator App (Recommended)	2
Install and Prepare the FIS Authenticator App	2
Enhanced Vendor Site Login Process	3
Login Process for New Users	3
Trouble Signing in?	12
I Forgot my Password	12
I Forgot my Username	17
I Think my Account is Locked	19
I Have Problems with the One-Time PIN	21
I Don't Know my One-Time-PIN Device	22
I Want to Reset my One-Time-PIN Device	24
Troubleshooting Tips	30
Why am I receiving an Invalid Credentials error?	30
Your Account may be Suspended due to Delayed Logon	30
You may be Mistyping your Credentials	31
Your Account may be Suspended for Credential Issues	31
Why am I not Receiving the Messages?	32
Your Emails may be Blocked	32
Your Account may be Suspended	32

Overview

The FIS Integrated Payables Vendor Site is a website that provides robust tools for you to manage your payments and maintain full visibility and security of your information, via the website. The website allows you to:

- View and download payment information, including reports, to help you reconcile
- Search and view payments in an online archive
- Set up and manage vendor permissions

Audience

This document is intended for vendors using the enhanced FIS Integrated Payables Vendor Site.

Infinity Identity Provider (IdP) Service

The Vendor Site is enhanced with **Infinity Identity Provider (IdP)** single sign-on (SSO) and single log-off (SLO) services. Multiple FIS applications, including the Vendor Site, leverage IdP for authenticating and authorizing users.

Additionally, IdP provides support for Multi-factor Authentication.

Multi-factor Authentication (MFA) enhances Web transaction security by requiring more than just your username/password – you also enter a One-time PIN (OTP) that can be received over an out-of-band device (Email / SMS on mobile).

FIS Authenticator App (Recommended)

The enhanced Vendor Site requires a One-time PIN (OTP) Code in addition to username and password.

To obtain this required OTP Code, FIS recommends that users leverage the **FIS Authenticator** app, which generates a unique, time-sensitive code on demand and streamlines the login process. The FIS Authenticator app provides MFA for registered users and is an RFC-6238-compliant, time-based one-time PIN (TOTP) application, like Google Authenticator, branded as FIS.

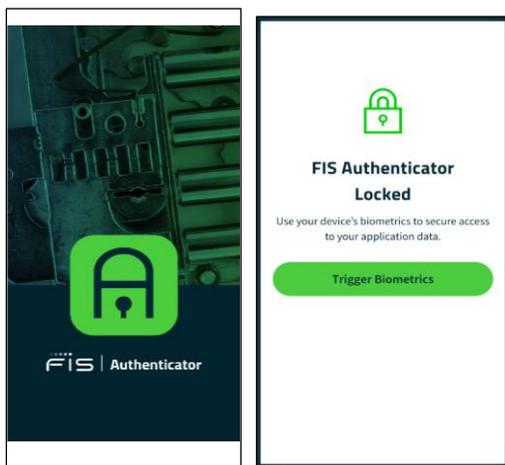
The FIS Authenticator app works on iOS, Android, Mac, and Windows – 7, 8, and 10 platforms, and is free to download using the following options:

- Directly download from iTunes or Google Play Store.
- First-time users of the enhanced Vendor Site are presented with a prompt during login that includes the option to receive a download link through email.
- The FIS Authenticator app can work on Windows; however, it is not recommended to have a Windows version on the same machine as the Web application you are logging into, as that blurs the definition of “out-of-band”. A mobile version should be used for logging into desktop applications. For cases where mobile use is not available, we have a Windows version to download from a hidden link on the public www.fisglobal.com website. Users can contact the Infinity IdP team via ServiceNow to get access to the link.

Install and Prepare the FIS Authenticator App

Once the FIS Authenticator app is installed on your smart device, complete the following steps.

1. Launch the app.
2. Select the ‘Trigger Biometrics’ button to set up the app with biometric authentication. Enable the biometrics to securely access the application.



The FIS Authenticator app is now ready to use during the enhanced Vendor Site login process.

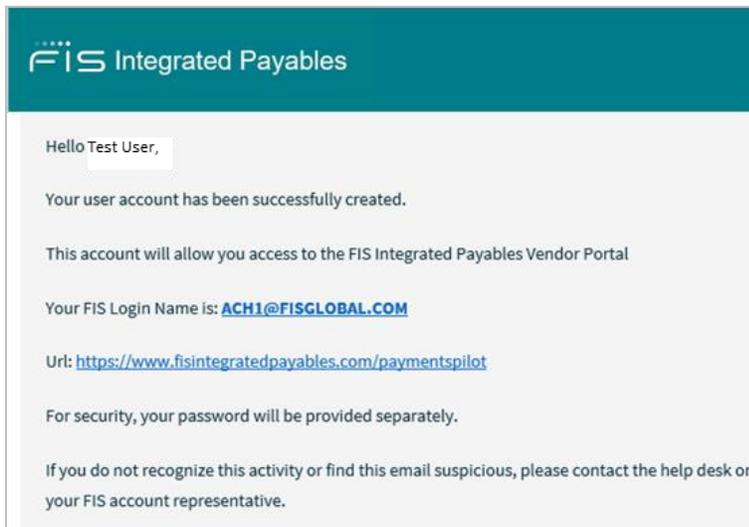
Enhanced Vendor Site Login Process

The enhanced Vendor Site requires a One-time PIN (OTP) Code in addition to the username and password. To obtain this required OTP Code FIS recommends leveraging the **FIS Authenticator** app, or you may select the alternative option to receive the OTP by email. Refer to the [FIS Authenticator App](#) section for more information.

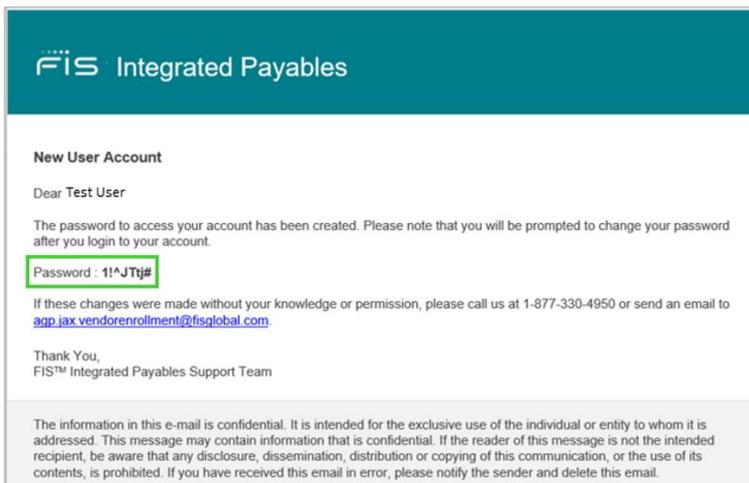
Login Process for New Users

1. Ensure that you received your two credential emails from the FIS Integrated Payables User Administrator. The first email provides you with your Login Name and the URL to access the site.

NOTE: The emails are sent from ldp-noreply@fisglobal.com. Ensure that this sender is listed as a valid address with your organization to prevent blocked messages or redirects to junk mail folders.

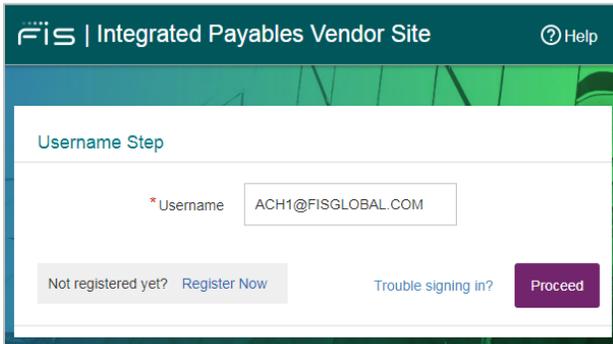


For security reasons, the second email arrives separately and provides you with your temporary Password.



2. Access the enhanced Vendor Site using the hyperlink provided in the first email.

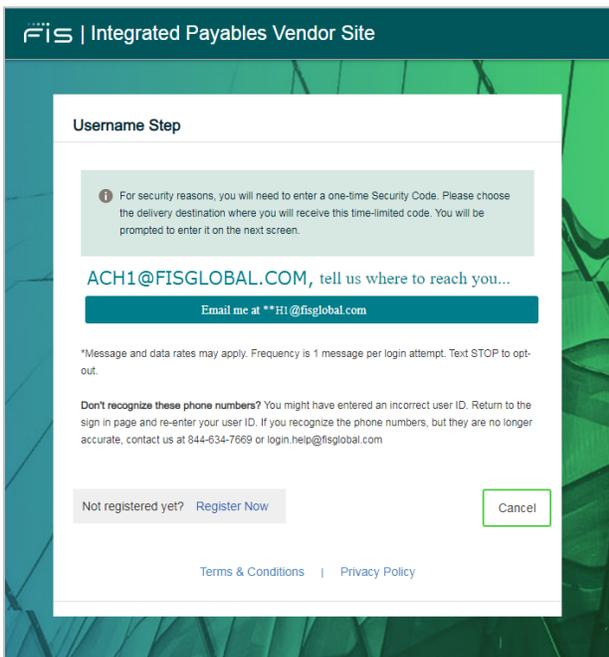
- In the Username field, enter the FIS Login Name provided in your first automated email and click 'Proceed'.



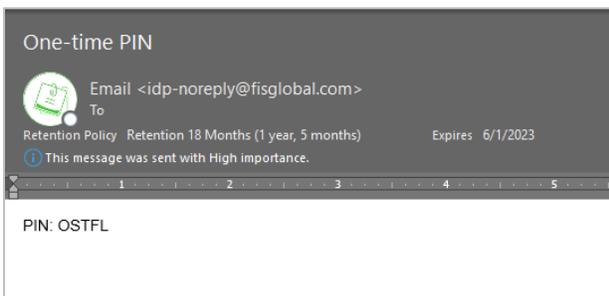
NOTE: If you receive an [Invalid Credentials error](#), refer to the Troubleshooting Tips section of this guide.

- An initial OTP Code is required. Select the 'Email me at...' button to generate an email with the code to the displayed email address.

NOTE: This information may be referred to as a Security Code, PIN Code, or One-time PIN (OTP).



- The *One-time PIN* email provides the required code.



6. Refer to the temporary password provided in your second automated email and enter it in the Password field. This is the email mentioned in Step 1.

Refer to the PIN provided in your *One-time PIN* email and enter it into the PIN Code field. This is the code discussed in Step 5.

Choose a Device Registration option and enter a Device Name, if applicable. Then click 'Sign in'.

The screenshot shows the 'Username Step' of the FIS Integrated Payables Vendor Site login process. At the top, there is a header with the FIS logo and the text 'Integrated Payables Vendor Site'. Below the header, the form is titled 'Username Step'. A message box at the top of the form reads: 'Please check your One-Time-PIN device to get the PIN code to use below'. The form contains the following fields and options: 'User ID / Alias' with the value 'ACH1@FISGLOBAL.COM'; a 'Password' field with masked characters; a 'PIN Code' field with masked characters; 'Device Registration' options with radio buttons: 'No, this is not my computer or mobile device.' (unselected) and 'Yes, this is my computer or mobile device that I use regularly.' (selected); and a 'Device Name' field with the placeholder text 'Enter nickname'. At the bottom of the form, there is a note: 'If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location). Providing a device name will enable you to identify this registration uniquely.' At the very bottom, there are four buttons: 'Not registered yet?', 'Register Now', 'Trouble signing in?', and 'Sign in'.

7. Complete the password fields on the next **Username Step** screen. Enter your temporary password in the Old Password field.

Enter your own password into the New Password and Confirm New Password fields, then click 'Proceed'.

NOTE: The page states the requirements for a compliant password and includes an indicator confirming the password strength.

The screenshot shows the 'Username Step' of the FIS Integrated Payables Vendor Site login process, specifically the password update screen. At the top, there is a header with the FIS logo and the text 'Integrated Payables Vendor Site'. Below the header, the form is titled 'Username Step'. A message box at the top of the form reads: 'This page allows you to update your password. The following rules apply when changing passwords: The new password must contain at least 8 characters. The new password must be different from the last 2 previously created password or passwords.' The form contains the following fields and options: 'Old Password:' field with masked characters; 'New Password:' field with masked characters and a green indicator that says 'Very Strong'; and 'Confirm New Password:' field with masked characters. At the bottom of the form, there are four buttons: 'Not registered yet?', 'Register Now', 'Cancel', and 'Proceed'.

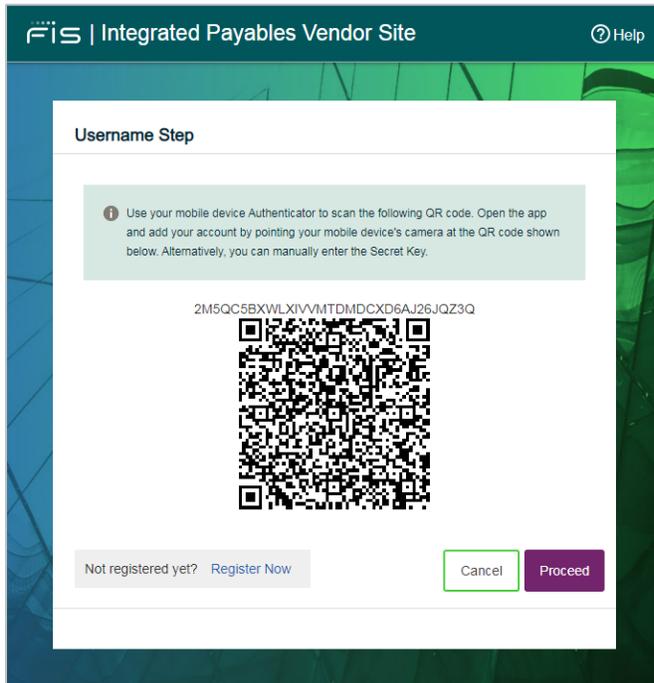
8. You are prompted by a series of OTP options for login sessions moving forward.

- a. The first option is 'Send a PIN to my email or phone'. Click the radio button to choose this option if you do not want to leverage the [FIS Authenticator app](#) to obtain your OTP Code for subsequent login sessions.
- i. Choose your Out-of-Band PIN device option, which applies for subsequent logins, and click 'Proceed'. Skip to step 12 of this procedure.

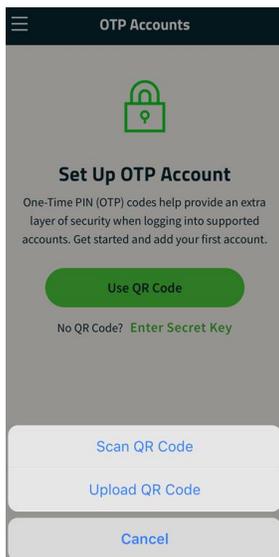
- b. The second option is 'Let me use a software app'. Click the radio button to choose this option if you want to leverage the FIS Authenticator app for subsequent login sessions.
 - i. Select the 'I've already installed the app' if this option applies, then click 'Proceed'.
 - ii. Select the 'Email me a download link' option to trigger an email to you with a link to an app store to install the FIS Authenticator app. Click 'Proceed.' See the [Install and Prepare the FIS Authenticator App](#) section for more details about the initial steps for the app, then return to this section and perform the remaining steps.

The screenshot shows the 'Username Step' of the FIS Integrated Payables Vendor Site login process. At the top, there is a header with the FIS logo and the text 'Integrated Payables Vendor Site', along with a 'Help' icon. Below the header is a white form box with a light green background. The form contains an information icon and a paragraph explaining that an Authenticator is a software app installed on a mobile device, which can be downloaded from iTunes or Google Play. It also mentions that the app can be added by pointing the camera at a QR code or by manually entering the Secret Key. Below this text are two sections of radio buttons. The first section, 'Select OTP method', has two options: 'Send a PIN to my email or phone' (unselected) and 'Let me use a software app' (selected). The second section, 'Download mobile app', has two options: 'I've already installed the app' (selected) and 'Email me a download link' (unselected). At the bottom of the form, there is a link 'Not registered yet? Register Now' and two buttons: 'Cancel' and 'Proceed'.

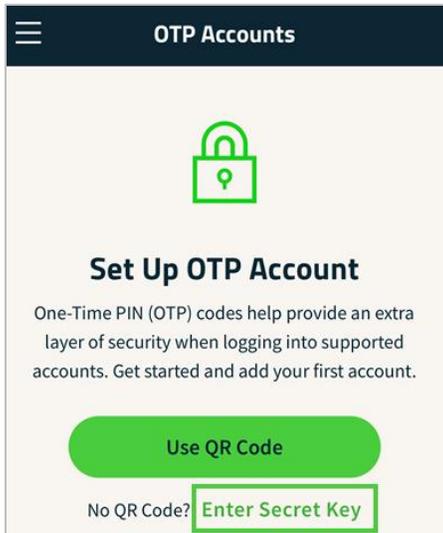
9. The next **Username Step** screen displays both a QR Code and an alphanumeric Secret Key above the QR Code.



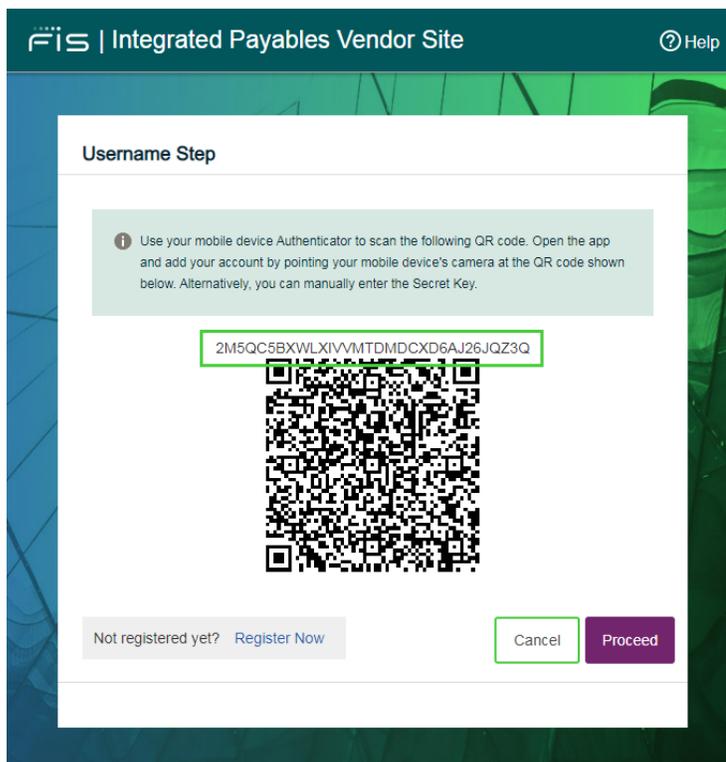
- a. To use the QR Code option, launch the FIS Authenticator app and complete the following steps.
- Navigate to the **OTP Accounts** page in the app.
 - Select 'Use QR Code' in the app.
 - Select 'Scan QR Code' to initiate the mobile device camera.
 - Point the camera to the QR Code of the Vendor Site screen. If the QR Code process is successful, proceed to step 10. If the QR Code process is unsuccessful, proceed to section b of this step.



- b. If scanning the QR Code with your mobile device does not work, use the 'Enter Secret Key' option.
 - i. In the app, click 'Cancel' to return to the [Set Up OTP Account](#) page.
 - ii. Click 'Enter Secret Key'.



- iii. In the app, type in the alphanumeric Secret Key that is displayed above the QR Code on the Vendor Site's [Username Step](#) screen, then click 'Proceed'.



10. The FIS Authenticator app navigates to the [Add Account](#) screen which is the last step of configuration. Complete your registration by selecting the Check icon in the header which adds the account to the FIS Authenticator app.

Add Account ✓

Issuer *
Vendor Rewrite PR

Username *
827B76B2@FISGLOBAL.COM

Key Code *
WBXQPE4TZ7DQSJZZNO63RGGM4E7HBT3D

Group ?
My Accounts

[Manage Group](#)

11. The Authenticator app automatically navigates to the [OTP Accounts](#) screen which displays a time-bound One-time PIN (OTP).

OTP Accounts

Vendor Rewrite PR
S284758D95@FISGLOBAL.COM

035188

Time Remaining **5**

My Accounts ^

Vendor Rewrite PR

12. Enter the OTP from your chosen Out-of-Band PIN Device (phone, email, or Authenticator app) into the OTP Code field on the **Username Step** screen in the Vendor Site, then click 'Validate OTP'.

The screenshot shows the 'Username Step' interface. At the top, it says 'Username Step'. Below that is a red asterisk followed by 'OTP Code' and an empty text input field. Underneath is a note: 'If you did not receive the OTP code, please wait a minute or try reconfiguring your device.' At the bottom, there are four buttons: 'Not registered yet?' (grey), 'Register Now' (blue), 're OTP Device' (blue), 'Cancel' (white), and 'Validate OTP' (purple).

Some users may also be prompted to select a Device Registration option. If this screen appears, make a selection and click 'Proceed'.

The screenshot shows the 'Username Step' interface with a 'Device Registration' section. It has two radio button options: 'No, this is not my computer or mobile device.' (selected) and 'Yes, this is my computer or mobile device that I use regularly.' Below this is a paragraph of explanatory text. At the bottom, there are three buttons: 'Not registered yet?' (grey), 'Register Now' (blue), 'Cancel' (white), and 'Proceed' (purple).

13. Complete the **Challenge Questions** section to finalize your user profile.

The screenshot shows the 'FIS | Integrated Payables Vendor Site' user profile completion page. The page has a 'Sign out' link in the top right. A security notice is at the top: 'We strive to ensure the security, integrity and privacy of information submitted on our sites, and we regularly review and update our security measures. Please take a moment to review your profile below. We now require two secret questions. The information that you provide will be used to confirm your identity should you need to speak with a representative on the telephone.' The form is divided into two main sections. The left section is 'User Account' and contains fields for Username (ACH1@fisglobal.com), Current Password, New Password, Confirm Password, First Name (Sample), Middle Name, Last Name (User), Phone (999-444-5555), Mobile Provider, Mobile (444-899-5555), and Email Address (ACH1@fisglobal.com). The right section is 'Challenge Questions (2 Questions)' and is highlighted with a green box. It contains two rows, each with a dropdown menu for the question and a text input for the answer. To the right of each answer field is the text 'Answer are not case sensitive'.

Trouble Signing in?

Some login issues can be independently addressed through the site by clicking the 'Trouble signing in?' link on the login page and following the prompts. Each of the available options are detailed in this section.

The screenshot shows the 'Username Step' of the login process. It features a text input field for the username, a 'Register Now' link for users who are not yet registered, a 'Trouble signing in?' link highlighted with a green border, and a 'Proceed' button.

I Forgot my Password

1. Click the 'Trouble signing in?' link on the login page.
2. Select the 'I forgot my password' radio button, then click 'Proceed'.

The screenshot shows a dialog box titled 'Problems signing in to your account.' It asks the user to select their issue from four radio button options: 'I forgot my password.' (highlighted with a green border), 'I forgot my username.', 'I think my account is locked.', and 'I have problems with the One-Time-PIN.'. At the bottom right, there are 'Cancel' and 'Proceed' buttons.

3. Enter the email address that is registered to your Vendor Site account and click 'Proceed'.

Problems signing in to your account.

Please select your issue:

- I forgot my password.
- I forgot my username.
- I think my account is locked.
- I have problems with the One-Time-PIN.

To reset your password, enter your email address, username or alias.

4. Select a contact method to receive an OTP Code. This code is necessary in order to reset your password. The contact options are based on the information currently available in your User Profile.

Problems signing in to your account.

i For security reasons, you will need to enter a one-time Security Code. Please choose the delivery destination where you will receive this time-limited code. You will be prompted to enter it on the next screen.

test.user@gmail.com, tell us where to reach you...

*Message and data rates may apply. Frequency is 1 message per login attempt. Text STOP to opt-out.

Don't recognize these phone numbers? You might have entered an incorrect user ID. Return to the sign in page and re-enter your user ID. If you recognize the phone numbers, but they are no longer accurate, contact us at 844-634-7669 or login.help@fisglobal.com

[Terms & Conditions](#) | [Privacy Policy](#)

NOTE: If you select the email option, your email arrives from msg@otp.infinity.com.

5. Refer to the OTP Code you received via your selected method and enter it in the PIN Code field, then click 'Proceed'.

NOTE: If you do not receive the message, refer to the [Why am I not Receiving the Messages](#) topic in the Troubleshooting Tips section for more guidance.

Problems signing in to your account.

Please check your One-Time-PIN device to get the PIN code to use below

* PIN Code

Cancel Proceed

6. An automated email is generated from ldp-noreply@fisglobal.com to provide you with a temporary password. Click 'OK' to return to the login page.

Problems signing in to your account.

A temporary password has been sent to your registered email address. You will be prompted to change this password when you log in.

OK

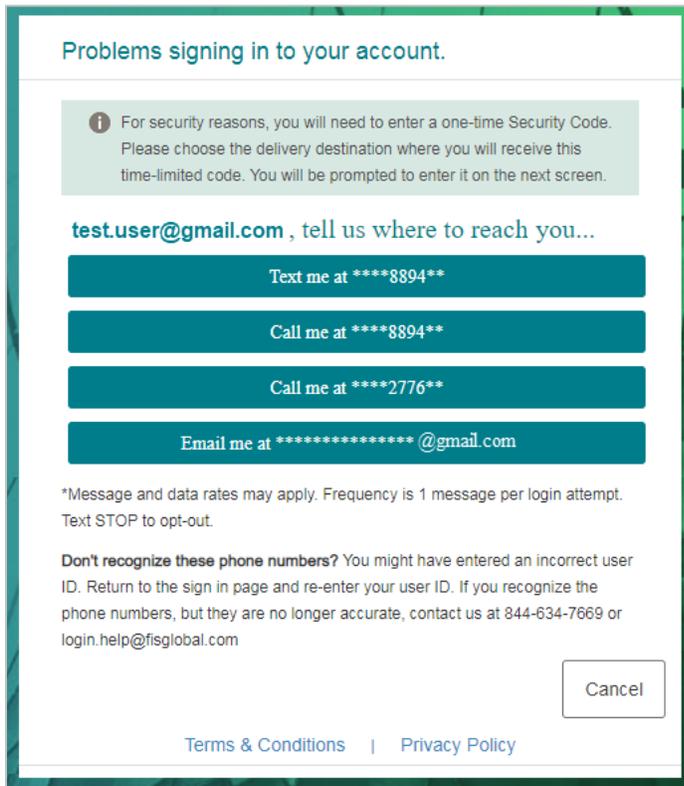
7. Enter your Username again, then click 'Proceed'.

Username Step

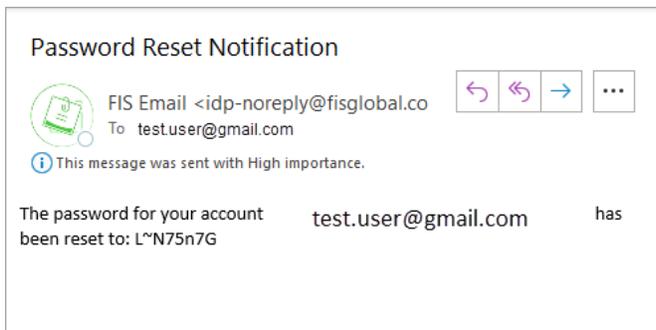
* Username

Not registered yet? Register Now Trouble signing in? Proceed

8. Generate another OTP Code by selecting a contact method. The Vendor Site navigates to the next [User Login](#) page.



9. Refer to your *Password Reset Notification* email to obtain the temporary password. This is the email mentioned in step 6.



10. Enter your temporary password from your email into the Password field.

Refer to the second OTP Code you received via your selected method and enter it in the PIN Code field. This is the code generated in step 8.

Make a selection in the Device Registration field(s), then click 'Sign in'.

Username Step

Please check your One-Time-PIN device to get the PIN code to use below

Username test.user@gmail.com

*Password

*PIN Code

Device Registration No, this is not my computer or mobile device.
 Yes, this is my computer or mobile device that I use regularly.

If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location). Providing a device name will enable you to identify it easily.

Not registered yet? [Register Now](#) [Trouble signing in?](#)

11. Re-enter the temporary password in the Old Password field. Create a new password for your account, per the password specifications, and enter it in the New Password and Confirm New Password fields.

NOTE: The page states the requirements for a compliant password and includes an indicator confirming the password strength.

Click 'Proceed' to successfully log in and navigate to the [Home](#) page.

Username Step

This page allows you to update your password.
The following rules apply when changing passwords:
The new password must contain at least 8 characters.
The new password must be different from the last 10 previously created password or passwords.

*Old Password: [password field]

*New Password: [password field]

*Confirm New Password: [password field]

Not registered yet? [Register Now](#)

I Forgot my Username

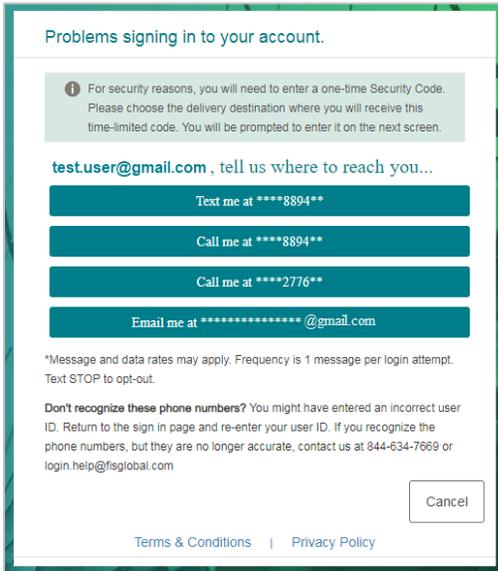
1. Click the 'Trouble signing in?' link on the login page.
2. Select the 'I forgot my username' radio button, then click 'Proceed'.

The screenshot shows a form titled "Problems signing in to your account." Below the title is the instruction "Please select your issue:". There are four radio button options: "I forgot my password.", "I forgot my username.", "I think my account is locked.", and "I have problems with the One-Time-PIN." The "I forgot my username." option is selected and highlighted with a green box. At the bottom right, there are two buttons: "Cancel" and "Proceed".

3. Enter the email address that is registered to your Vendor Site account and click 'Proceed'.

The screenshot shows the same form as above, but now the "I forgot my username." radio button is selected (indicated by a green dot). Below the radio buttons, there is a text input field with the instruction "To recover your username, please provide your registered email address." The input field is highlighted with a green box. At the bottom right, there are two buttons: "Cancel" and "Proceed".

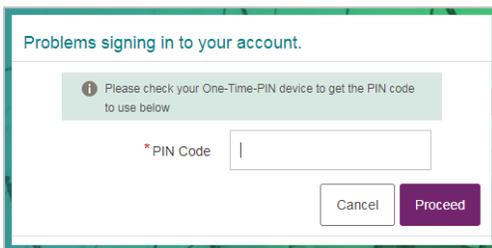
4. Select a contact method to receive an OTP Code. This code is necessary in order to recover your username. The contact options are based on the information currently available in your User Profile.



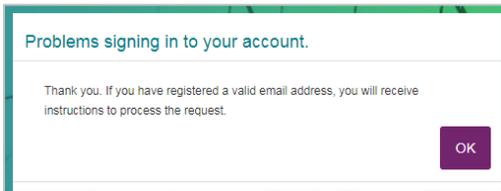
NOTE: If you select the email option, your email arrives from msg@otp.infinity.com.

5. Refer to the OTP Code you received via your selected method and enter it in the PIN Code field, then click 'Proceed'.

NOTE: If you do not receive the message, refer to the [Why am I not Receiving the Messages](#) topic in the Troubleshooting Tips section for more guidance.



6. An automated email is generated to provide you with your Username. Click 'OK' to return to the login page.



NOTE: The email is sent from idp-noreply@fisglobal.com.

I Think my Account is Locked

1. Click the 'Trouble signing in?' link on the login page.
2. If you are unable to log in or [if you believe that you are locked out of your account](#), select the 'I think my account is locked' option.

Problems signing in to your account.

Please select your issue:

- I forgot my password.
- I forgot my username.
- I think my account is locked.
- I have problems with the One-Time-PIN.

3. Enter the email address that is registered to your Vendor Site account and click 'Proceed'.

Problems signing in to your account.

Please select your issue:

- I forgot my password.
- I forgot my username.
- I think my account is locked.
- I have problems with the One-Time-PIN.

To unlock your account, enter your email address, username or alias.

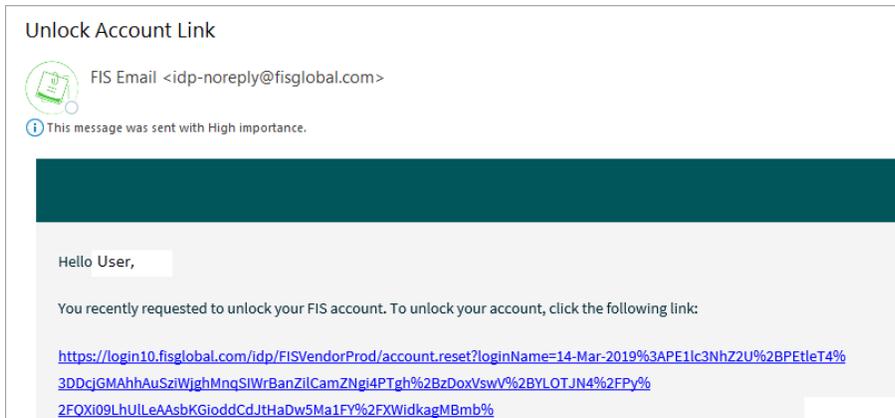
4. An email with a link to unlock your account generates and is sent to the email address tied to your account. Click 'OK' and close the browser window to end the session.

Problems signing in to your account.

Thank you. An email has been sent to your registered email address with instructions to unlock your account.

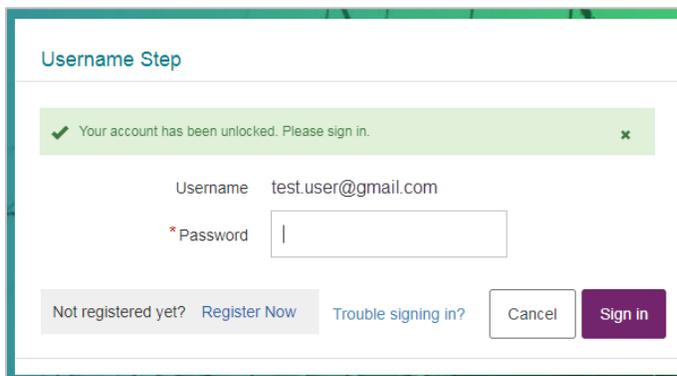
NOTE: The email arrives from ldp-noreply@fisglobal.com and includes a link that **expires after 2 hours**. Take immediate action to avoid additional login issues. If you do not receive the message, refer to the [Why am I not Receiving the Messages](#) topic in the Troubleshooting Tips section for more guidance.

5. Refer to your *Unlock Account Link* email and click the URL provided. The link is **valid for 2 hours**. Clicking the link unlocks your account and opens a new browser session, returning you to the login page.



6. Proceed with your correct credentials to log in to the Vendor Site.

NOTE: Use the 'Trouble signing in?' options if you have Username or Password issues.



I Have Problems with the One-Time PIN

1. Click the 'Trouble signing in?' link on the login page.
2. Select the 'I have problems with the One-Time PIN' option.

Problems signing in to your account.

Please select your issue:

- I forgot my password.
- I forgot my username.
- I think my account is locked.
- I have problems with the One-Time-PIN.

3. Enter the email address that is registered to your Vendor Site account and click 'Proceed'.

Problems signing in to your account.

Please select your issue:

- I forgot my password.
- I forgot my username.
- I think my account is locked.
- I have problems with the One-Time-PIN.

Enter the email address, username or alias that you use to sign in.

4. Select the OTP issue you are experiencing, enter your Password and then click 'Proceed'.

Problems signing in to your account.

Select your problem:

- I don't know my One-Time-PIN device.
- I want to reset my One-Time-PIN device.

Password

For next steps, refer to the specific procedure detailed in this topic to address your OTP issue.

[Procedure for 'I don't know my One-Time-PIN device'.](#)

[Procedure for 'I want to reset my One-Time-PIN device'.](#)

I Don't Know my One-Time-PIN Device

Use this procedure if you are unsure which device you designated for your OTP method when you established your account with the enhanced Vendor Site.

1. After completing the steps for '[I have problems with the One-Time PIN](#)', select the 'I don't know my One-Time-PIN device' option and enter your Password, then click 'Proceed'.

Problems signing in to your account.

Select your problem:

I don't know my One-Time-PIN device.

I want to reset my One-Time-PIN device.

Password

Cancel Proceed

2. An email is sent to inform you of the appropriate device. Click 'OK' to return to the login page.

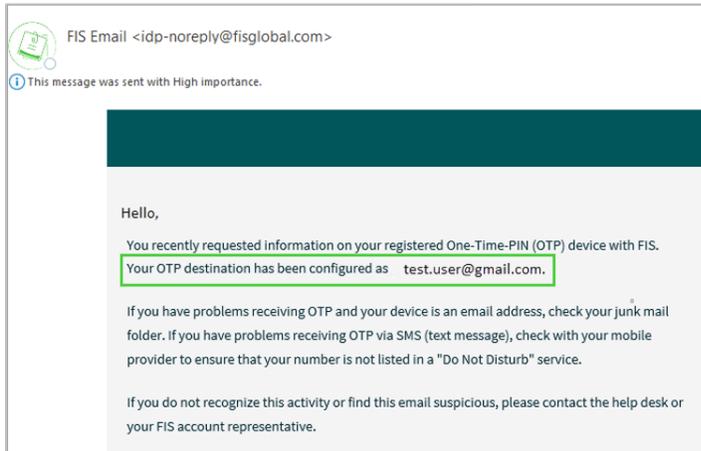
Problems signing in to your account.

Thank you. An email informing you of your One-Time-PIN device has been sent to your registered email address.

OK

- Your email arrives from ldp-noreply@fisglobal.com and provides confirmation regarding your OTP device.

NOTE: If you do not receive the message, refer to the [Why am I not Receiving the Messages](#) topic in the Troubleshooting Tips section for more guidance.



- Proceed with the login process. If the OTP device that has been confirmed for you needs to be changed, follow the procedure for '[I want to reset my One-Time-PIN device](#)'.

I Want to Reset my One-Time-PIN Device

Use this procedure to change from one OTP device to another, or to register your FIS Authenticator app on a new device.

1. After completing the steps for '[I have problems with the One-Time PIN](#)', select the 'I want to reset my One-Time-PIN device' option and enter your Password, then click 'Proceed'.

Problems signing in to your account.

Select your problem:

I don't know my One-Time-PIN device.

I want to reset my One-Time-PIN device.

Password

Cancel Proceed

2. An automated email is generated to provide you with a temporary OTP device reset link. Click 'OK' and close the browser window.

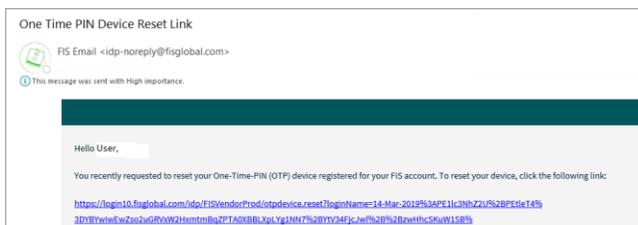
Problems signing in to your account.

Thank you. A temporary One-Time-PIN device reset link has been sent to your registered email address.

OK

3. Refer to your *One Time PIN Device Reset Link* email and click the URL. The link is **valid for 2 hours**. Clicking the link resets your OTP device and opens a new browser session, returning you to the login page.

NOTE: If you do not receive the message, refer to the [Why am I not Receiving the Messages](#) topic in the Troubleshooting Tips section for more guidance.



4. Enter your Password and click 'Sign in'.

Username Step

✓ Your One-Time-PIN device has been reset. You can sign into your account to reconfigure your One-Time-PIN device. ✕

Username test.user@gmail.com

*Password

Not registered yet? [Register Now](#) [Trouble signing in?](#)

5. Choose an OTP option.

- a. The first Select OTP method option is 'Send a PIN to my email or phone'. Click the radio button to choose this option if you do not want to leverage the FIS Authenticator app as your OTP method. If you do wish to use the FIS Authenticator app, proceed to sub-step b.
 - i. Selecting 'Send a PIN to my email or phone' then prompts an Out-of-Band PIN device field with contact options based on information in your User Profile. Click the radio button next to your chosen option to designate your OTP device for login sessions moving forward.

Click 'Proceed', then skip to step 9 of this procedure.

Username Step

ⓘ Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. The same device will also be used for Trouble Signing In. When prompted to enter your PIN, you will use that device to retrieve your PIN.

Select OTP method Send a PIN to my email or phone
 Let me use a software app

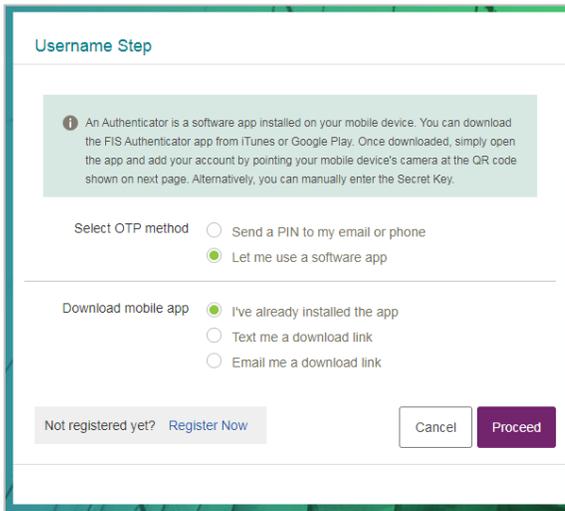
Select your Out-of-Band PIN device
 Default Email (test.user@gmail.com)
 Default Mobile (9994259999)

[Test Device](#) [+ Add a New Device](#)

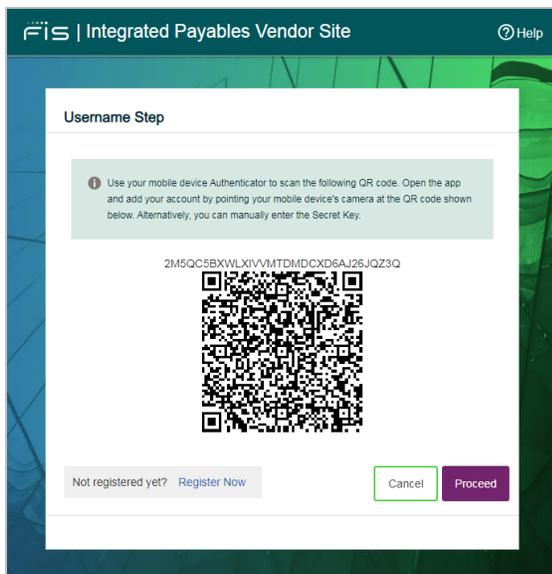
Not registered yet? [Register Now](#)

- b. The second Select OTP method option is 'Let me use a software app'.
 - i. Select the 'I've already installed the app' if this option applies, then click 'Proceed'.
 - ii. Select 'Text me a download link' or the 'Email me a download link' option to trigger a message to you with a link to an app store to install the FIS Authenticator app, then click 'Proceed'.

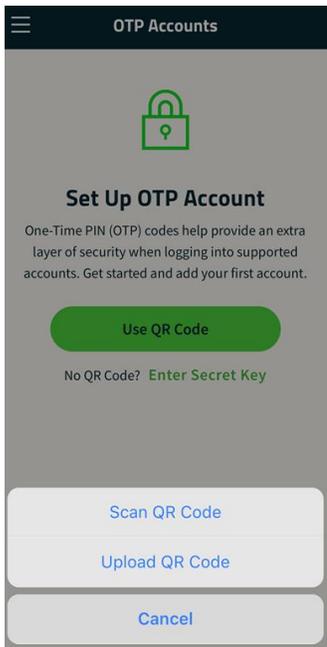
NOTE: The text or email is generated to the phone number or email address already on file for your account. See the [Install and Prepare the FIS Authenticator App](#) section for more details about the initial steps for the app, then return to this section and perform the remaining steps to assign a new OTP device.



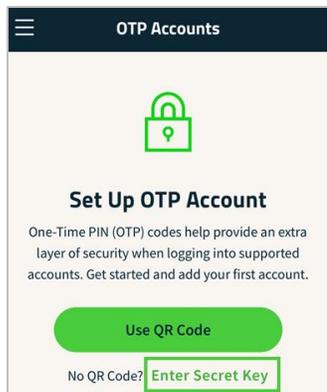
- 6. The next **Username Step** screen displays both a QR Code and an alphanumeric Secret Key above the QR Code.



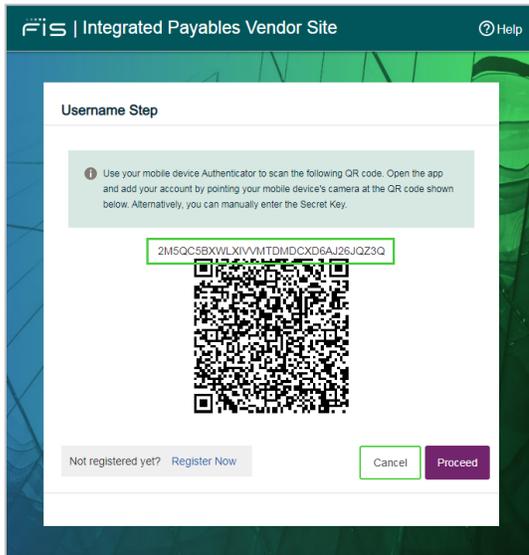
- a. To use the QR Code option, launch the FIS Authenticator app and complete the following steps.
 - i. Navigate to the [OTP Accounts](#) page in the app.
 - ii. Select 'Use QR Code' in the app.
 - iii. Select 'Scan QR Code' to initiate the mobile device camera.
 - iv. Point the camera to the QR Code of the Vendor Site screen. If the QR Code process is successful, proceed to step 6. If the QR Code process is unsuccessful, proceed to section ii of this step to use the 'Enter Secret Key' option.



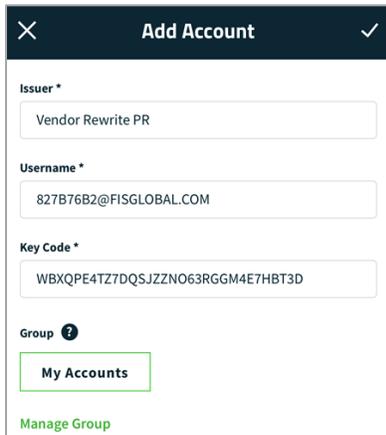
- b. If scanning the QR Code with your mobile device does not work, use the 'Enter Secret Key' option.
 - i. In the app, click 'Cancel' to return to the [Set Up OTP Account](#) page.
 - ii. Click 'Enter Secret Key'.



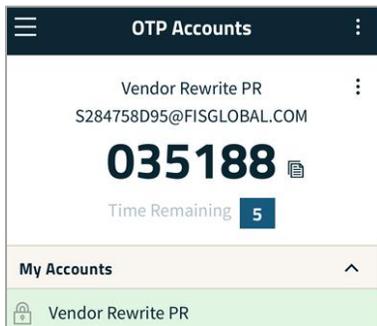
- iii. In the app, type in the alphanumeric Authenticator Secret Key that is displayed above the QR Code on the Vendor Site's **Username Step** screen.



- 7. The FIS Authenticator app navigates to the **Add Account** screen which is the last step of configuration. Complete your registration by selecting the Check icon in the top right corner, which adds the account to the FIS Authenticator app.



- 8. The Authenticator app automatically navigates to the **OTP Accounts** screen and displays a time-bound One-time PIN (OTP).



9. Enter the OTP from your chosen Out-of-Band PIN Device (phone, email, or Authenticator app) into the OTP Code field on the [Username Step](#) screen in the Vendor Site, then click 'Validate OTP'.

The screenshot shows a web form titled "Username Step". It features a text input field labeled "* OTP Code". Below the field is a message: "If you did not receive the OTP code, please wait a minute or try reconfiguring your device." At the bottom of the form, there are four buttons: "Not registered yet?", "Register Now", "re OTP Device", and "Validate OTP". The "Validate OTP" button is highlighted in purple.

10. Some users may also be prompted to select a Device Registration option. If this screen appears, make a selection and click 'Proceed'.

The screenshot shows a web form titled "Username Step". It features two radio button options under the heading "Device Registration":
- No, this is not my computer or mobile device.
- Yes, this is my computer or mobile device that I use regularly.
Below the options is a detailed instruction: "If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location). Providing a device name will enable you to identify it easily." At the bottom of the form, there are four buttons: "Not registered yet?", "Register Now", "Cancel", and "Proceed". The "Proceed" button is highlighted in purple.

This completes the One-time PIN Device reset and navigates you to the Vendor Site [Home](#) page.

Troubleshooting Tips

- Take immediate action when you receive links, passwords or OTP Codes – each expires after a pre-determined period of time, for security reasons.
- If you copy and paste your password or OTP Code, omit any period that may be at the end of the password.
- If you are not receiving your Username, Password or OTP emails, check your Junk folder and email quarantine systems. Ensure that the following email addresses are registered as Safe Senders for your company:
 - ldp-noreply@fisglobal.com
 - msg@otp.infinity.com

Why am I receiving an Invalid Credentials error?

Your Account may be Suspended due to Delayed Logon

New accounts must be accessed within 5 calendar days of creation. After 5 calendar days, if the account is not accessed it is automatically suspended and you receive an “Invalid Credentials” error when attempting to log in.

Solution: Contact your Admin at your organization to confirm the date your account was created. If it has been more than 5 calendar days, you must contact FIS Support at agp.jax.vendorenrollment@fisglobal.com or 877.330.4950 for assistance with getting your account unsuspended.

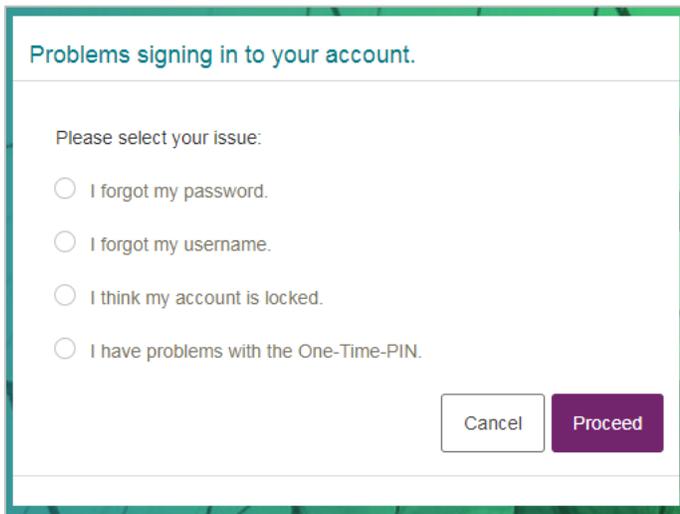
If it has been less than 5 days, ask your Admin to validate your Username for you. If you are experiencing a login issue with your valid Username, follow the “Trouble signing in?” procedure for “I forgot my password.” You should receive an automated email that includes a link that is valid for 2 hours.

You may be Mistyping your Credentials

It is possible that you are using an incorrect Username or Password.

Solution: Contact your organization's Admin to confirm that you are using the correct Username. If the Username is correct, refer again to your *Password Reset* email and ensure that you are entering it correctly and omitting a period if one follows your password.

If you are still experiencing issues, use the ['Trouble signing in?'](#) link and follow the steps for the applicable issue.



The screenshot shows a dialog box titled "Problems signing in to your account." Below the title, it says "Please select your issue:" followed by four radio button options: "I forgot my password.", "I forgot my username.", "I think my account is locked.", and "I have problems with the One-Time-PIN." At the bottom right of the dialog box are two buttons: "Cancel" and "Proceed".

Your Account may be Suspended for Credential Issues

It is possible that your account is suspended due to too many login attempts using an incorrect Username or Password.

Solution: Use to the ['Trouble signing in?'](#) link and follow the steps for the applicable issue.

Select your option and complete the subsequent steps, which prompt an email to assist you with your issue. If you successfully receive the troubleshooting email, your account is not suspended, and you can proceed with the prompts provided in the email and return to the login process.

If you do not receive the troubleshooting email, your account is suspended – which also suspends all automated emails. You must contact FIS Support at agp.jax.vendorenrollment@fisglobal.com or 877.330.4950 for assistance with getting your account unsuspended.

Why am I not Receiving the Messages?

Your Emails may be Blocked

If you are not receiving your Username, Password or OTP emails, it is likely that the emails are being sent to you but getting blocked from your inbox.

Solution: Check your Junk folder and email quarantine systems. Ensure that the following email addresses are registered as Safe Senders for your company:

- idp-noreply@fisglobal.com
- msg@otp.infinity.com

If you confirm that the emails are not in your Junk folder or being blocked by your organization, contact FIS Support at agp.jax.vendorenrollment@fisglobal.com or 877.330.4950 for assistance.

Your Account may be Suspended

When an account is suspended, the system also suspends all automated emails.

Solution: Contact FIS Support at agp.jax.vendorenrollment@fisglobal.com or 877.330.4950 for assistance with getting your account unsuspended.