

# Engage Authentication

Client Guide

September, 2022

# About Authentication

- We are preparing to implement a new authentication method, which provides access into all WTW participant-facing applications and leverages a secure, reliable and a robust platform comprising of industry best practices associated with identity and access management
- A one-time registration process will be mandatory for all Survey Designers and Reporting Users from 17 October 2022
- Multi-Factor Authentication (MFA), which provides an extra layer of security during a system log-in/authentication process will be included as part of the release
- MFA requires the user to present two pieces of information when registering and logging in to an application. This includes both something you know (e.g., a username/email address) and something you have (e.g., a mobile phone)

# FAQs

Q. Why can't I move past the first verification step?

A. *You must be a valid user of Engage. Check you have entered the email address correctly.*

Q. After creating an account for the first time will users have to use multi-factor authentication (MFA) to log in?

A. *MFA is required on each login unless users opt for the system to remember their device. They will then only be prompted to enter a verification code after 30 days on that device. Users are required to have access to a phone to receive a verification code/voice call.*

Q. How long are verification codes valid for?

A. *5 minutes*

Q. What if users don't have a mobile phone?

A. *You can enter a landline number for verification but you will need to select the "Call Me" option rather than the "Send Code" option. Access to the telephone keypad is required as you will need to press the # key when prompted to verify the account.*

Q. What if I choose the "Call Me" verification option and miss the call?

A. *If the user misses the call for MFA phone verification, they can click to have it call them again.*

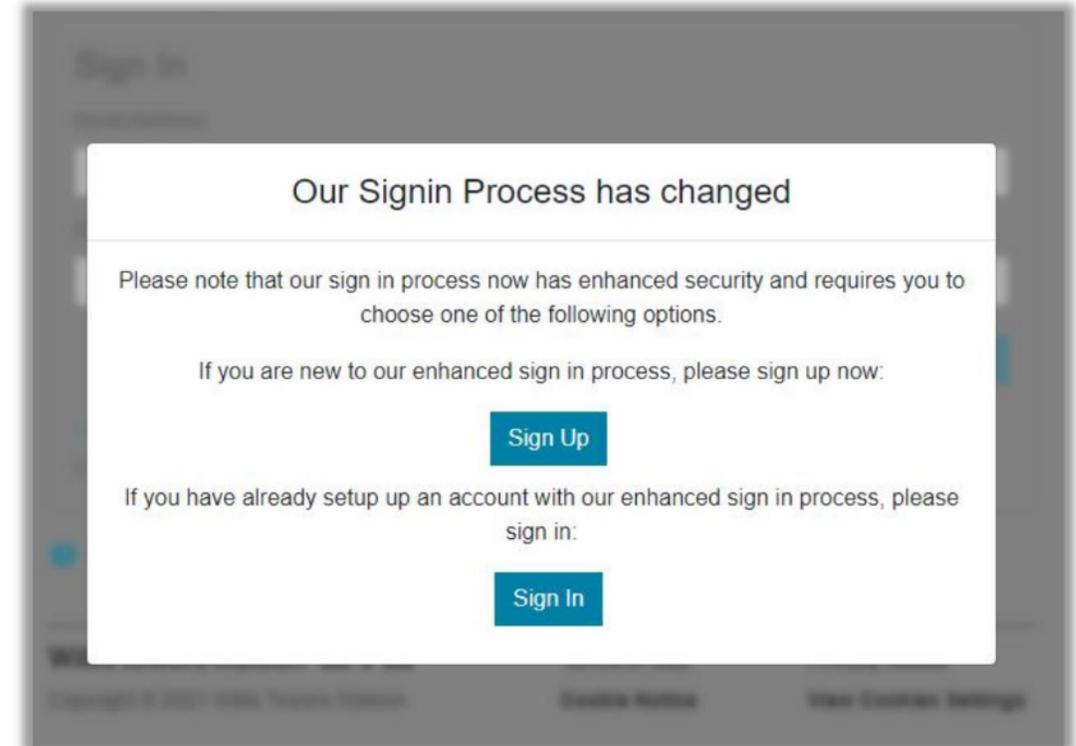
Q. Can a user change their registered details?

A. *Users can change their password and phone number in their profile page.*

# Login Page

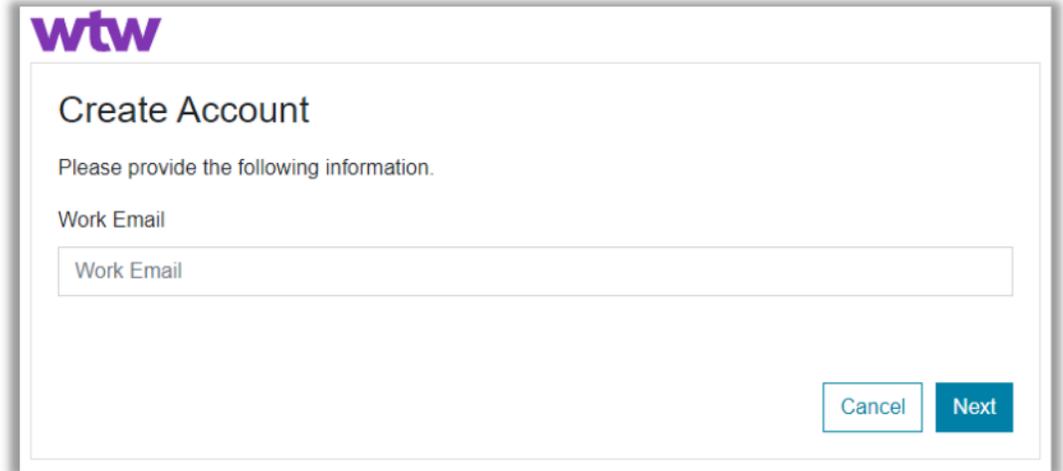
Users will need to click the “Sign Up” link to begin the registration process.

Attempting to sign in with old login criteria will not work.



# Begin Registration

Enter the email address already associated with the account and click "Next"



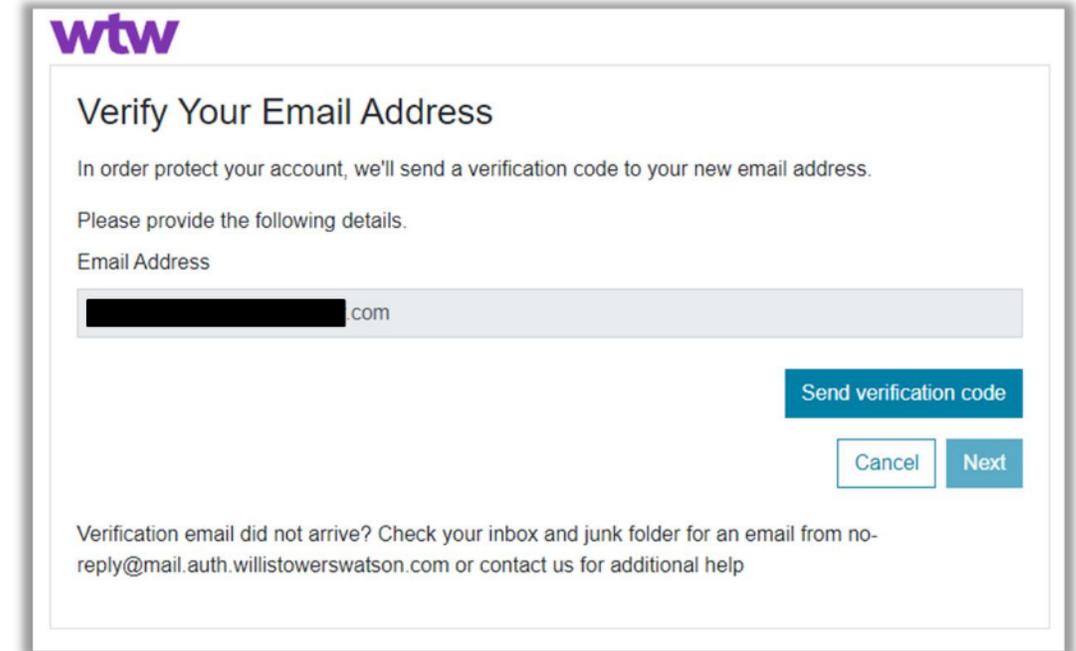
The screenshot shows a web form titled "Create Account" with the WTW logo in the top left. Below the title, it says "Please provide the following information." followed by the label "Work Email". There is a text input field containing the placeholder text "Work Email". At the bottom right of the form, there are two buttons: "Cancel" and "Next".

# Verify Your Email Address

Once the system has confirmed access permissions you must verify your email address.

Email address is pre-populated from previous screen.

Click “Send verification code”



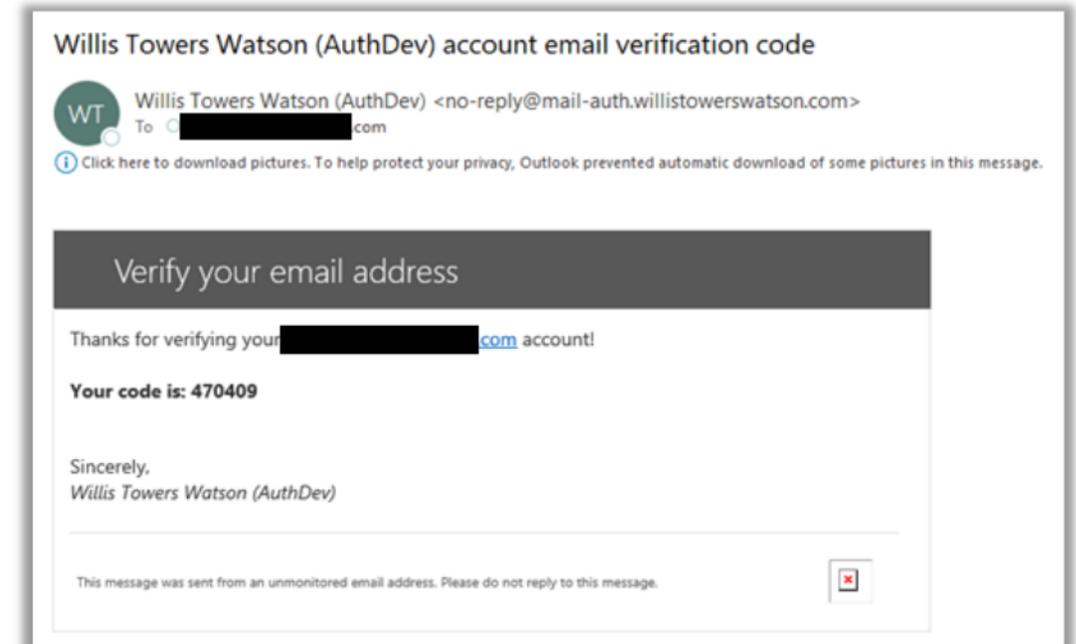
The screenshot shows a web form titled "Verify Your Email Address" with the WTW logo in the top left. The form contains the following elements:

- Header: "Verify Your Email Address"
- Text: "In order protect your account, we'll send a verification code to your new email address."
- Text: "Please provide the following details."
- Text: "Email Address"
- Input field: A text box containing a redacted email address followed by ".com".
- Buttons: "Send verification code" (blue), "Cancel" (white), and "Next" (white).
- Text: "Verification email did not arrive? Check your inbox and junk folder for an email from no-reply@mail.auth.willistowerswatson.com or contact us for additional help"

# Verification Code Email

The verification code is sent immediately to the registered email address and expires after 5 minutes.

Take note of the code.



# Enter Email Code

Enter the code received by email and click “Verify Code”.

If you have lost or deleted the email, click “Send new code”.

The screenshot shows a web form titled "Verify Your Email Address" with the WTW logo in the top left. The form contains the following elements:

- Text: "In order protect your account, we'll send a verification code to your new email address."
- Text: "Please provide the following details."
- Text: "Check your email and enter the verification code that was sent to your inbox."
- Text: "Email Address" above a text input field containing a redacted email address followed by ".com".
- Text: "Verification code" above a text input field.
- Buttons: "Send new code" (light blue), "Verify Code" (dark blue), "Cancel" (light blue), and "Next" (dark blue).
- Text at the bottom: "Verification email did not arrive? Check your inbox and junk folder for an email from no-reply@mail.auth.willistowerswatson.com or contact us for additional help"

# Email Verification Complete

You will receive confirmation that your email address has been successfully verified.



## Verify Your Email Address

In order to protect your account, we'll send a verification code to your new email address.

Please provide the following details.

**Email address verified. You can now continue.**

Email Address

Cancel

Next

Verification email did not arrive? Check your inbox and junk folder for an email from no-reply@mail.auth.willistowerswatson.com or contact us for additional help

# Create Account

Now it's time to create your account.

Agree to the Terms of Use and Privacy Notice to continue.



## Terms of Use and Privacy Policy Acceptance

You'll use your work email to access the site.

By ticking these boxes, I accept and agree to the following:

- I agree to the [Terms of Use](#)
- I agree to the [Privacy Notice](#)

Cancel

Next

# Multi-Factor Authentication (MFA)

For added security users will now be asked to set up multi-factor authentication (MFA) to finalize the registration process.

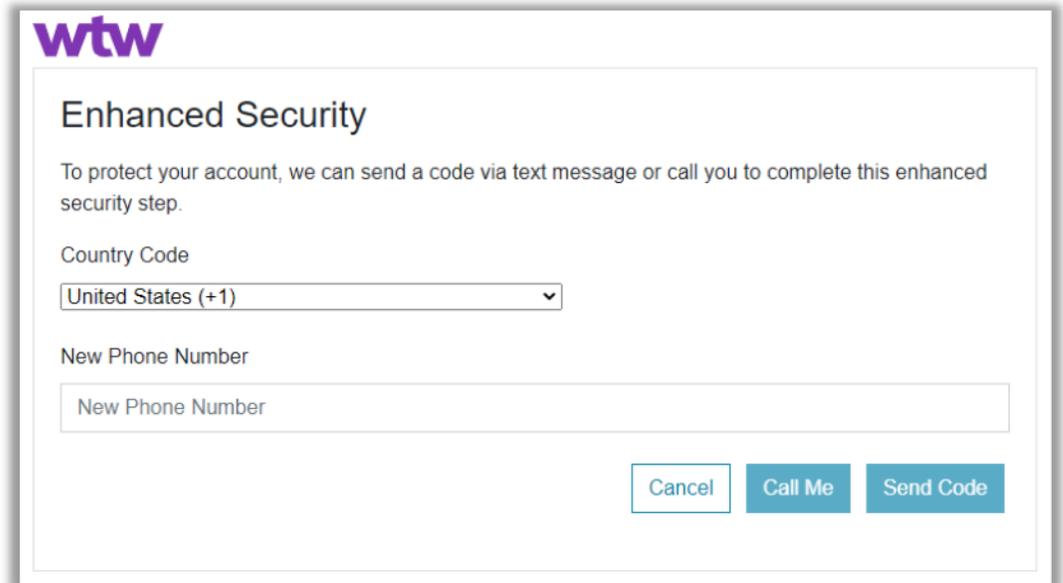
You will need to provide a phone number (this can be a mobile number or landline number) that can receive SMS text messages or phone calls.



# Enter a Phone Number

Select your country and enter your phone number.

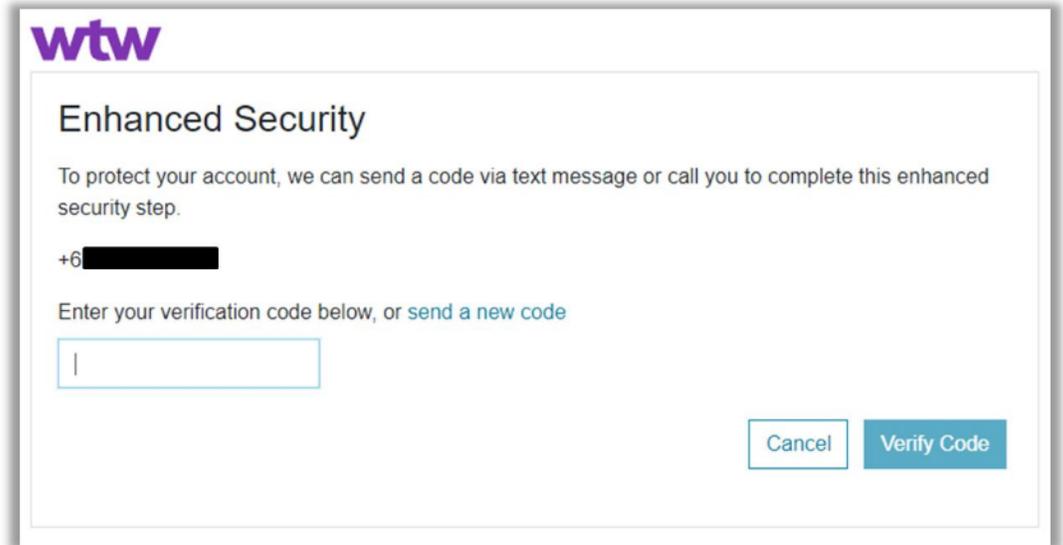
Choose “Call Me” if you would like to receive a phone call (you will be required to press # on your telephone keypad when prompted) or “Send Code” to receive an SMS text message with a code.



The screenshot shows a web form titled "Enhanced Security" with the WTW logo in the top left. Below the title is a message: "To protect your account, we can send a code via text message or call you to complete this enhanced security step." The form contains a "Country Code" dropdown menu currently set to "United States (+1)". Below that is a "New Phone Number" text input field with the placeholder text "New Phone Number". At the bottom right of the form are three buttons: "Cancel", "Call Me", and "Send Code".

# Verify Code if Using SMS Text Option

If you selected “Send Code” enter the code received by SMS and click “Verify Code”.



The screenshot shows a mobile application interface for WTW. At the top left is the WTW logo. Below it is the heading "Enhanced Security". A message reads: "To protect your account, we can send a code via text message or call you to complete this enhanced security step." Below this is a phone number starting with "+6" followed by a redacted area. A text input field is provided with the instruction "Enter your verification code below, or [send a new code](#)". At the bottom right are two buttons: "Cancel" and "Verify Code".

# Set Password

Create a password and click “Create Account” to finish setup.

You will then be logged in to Engage automatically.



## Set Your Password

Please provide the following details.

Password must be at least 8 characters long and contain at least 3 of the following:

- uppercase letters
- lowercase letters
- numbers
- symbols

Password

Confirm password

# Appendix

Subsequent logins

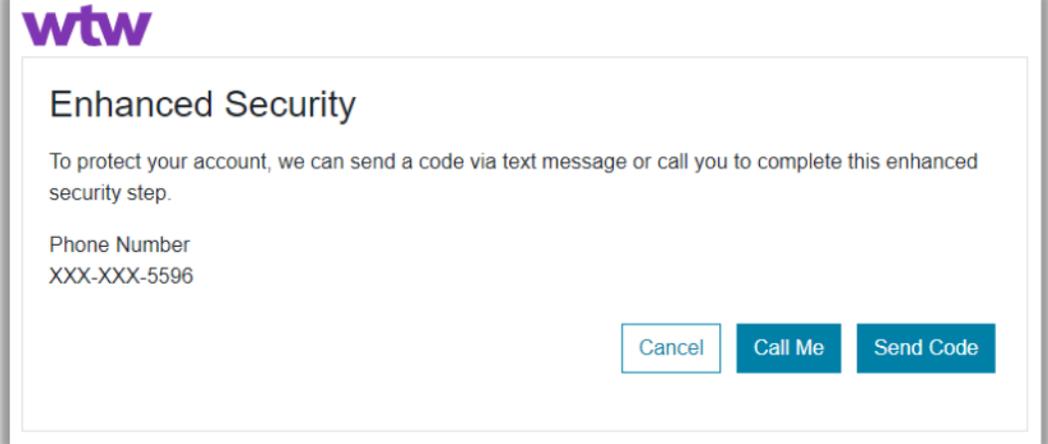
Remember device

Error messages and how to rectify



# Subsequent Logins

Upon each login you will be required to verify your account using MFA, unless you choose for the system to remember your device (see next slide).



The screenshot shows a dialog box with the wtw logo in the top left corner. The title is "Enhanced Security". Below the title is a message: "To protect your account, we can send a code via text message or call you to complete this enhanced security step." Underneath this message, it says "Phone Number" followed by "XXX-XXX-5596". At the bottom right of the dialog box, there are three buttons: "Cancel" (white with a blue border), "Call Me" (solid blue), and "Send Code" (solid blue).

# Remember My Device

After logging in and verifying your account you will be given the option for the system to remember your device. This means you will not need to enter a verification code for 30 days.

**wtw**

## Remember this Device?

- By choosing to remember this device, you will not be asked for a verification code anytime you sign in within the next 30 days.

Cancel

Continue

# Invalid Email Address

This error message will appear if the email address entered does not have permission to access Engage.

Check the email address is correct. If you have several variations of your work email address only 1 will be registered.

If the error continues contact your local HR team for further advice.

### Create Account

Provide the following information so that we can find you in our records.

The input information does not match the information provided by your employer. Please correct the information and try again. If you believe you are seeing this message in error, please connect with your employer's human resources department to verify the information on file and whether you should have online access.

Work Email

# Email Code is Incorrect

Check you have entered the code correctly.

Codes are valid for 5 minutes.

If you have lost or deleted the email, or waited longer than 5 minutes to enter the code, click “Send new code”.

### Verify Your Email Address

Enter the email address you'll use to access the site.

Please provide the following details.

**That code is incorrect. Please try again.**

Email Address

# SMS Text Code is Incorrect

Check you have entered the code correctly.

Codes are valid for 5 minutes.

If you have lost or deleted the SMS, or waited longer than 5 minutes to enter the code, click "Send a new code".

## Enhanced Security

To protect your account, we can send a code via text message or call you to complete this enhanced security step.

+61 [REDACTED]

Enter your verification code below, or [send a new code](#)

The verification code you have entered does not match our records. Please try again, or request a new code.

Cancel

Verify Code