

Secure User Authentication Guide for Customer

Version 1.0

PREPARED BY:



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1. Secure User Authentication Guide for Customers

1.1. Log in to DocDNA page.

All the non XBP users have to login using their registered email address. If any user's email address is not registered for Secure Authentication, they need to enter their DocDNA user id and click **Sign in** button and login. Once they login, they will be redirected to Profile page where they need to give a valid email address and submit. Now the users will get an Authentication email to their registered email address. Once the user authenticates his/her email address, they need to login again and update their password. From next time, they need to login using their registered email id and the new password.

User not having registered email id, enter DocDNA user id and click next

New Theme

XBPGlobal

Welcome - Please Sign In

User ID

Sign in Customer Login

XBP Users

For the upgraded version click **New Theme** button on the top right of this page. For any queries about the new layout, contact email id (DNA.SV.Ops@exelaonline.com)

1. Please enter DocDNA user id and click **Sign in** if your email address is not registered in secured Authentication. If already registered, click **Customer Login** and login with your email address and password.
2. XBP Users, please click **XBP Users** to log in.
3. [Click Here](#) for User Guide on Secure Authentication.

Enter DocDNA User id and password:

New Theme

XBPGlobal

Welcome - Please Sign In

User ID

Password

Keep me signed in

Sign in Customer Login

XBP Users

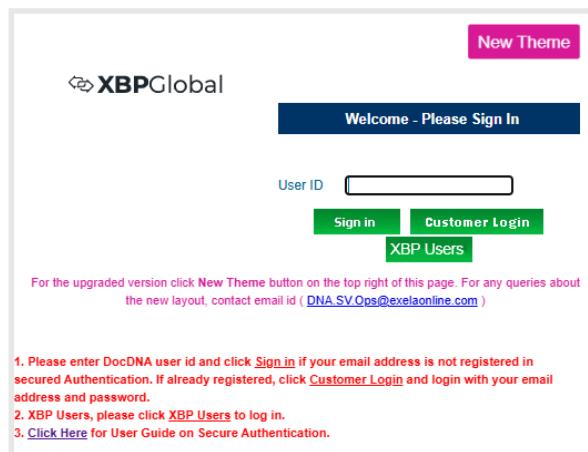
For the upgraded version click **New Theme** button on the top right of this page. For any queries about

1.2. Update the email and password

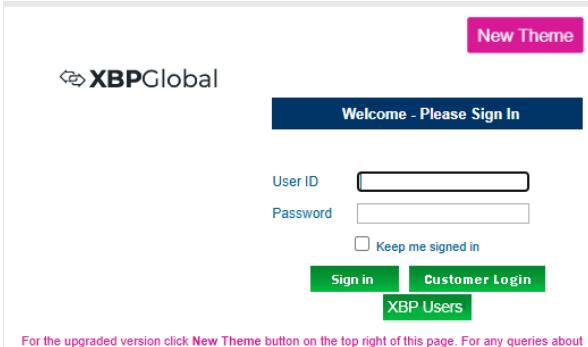


Correct the email address and click Update. User should be receiving an email for authentication. Once user authenticates, they need to login again and see the below message asking to change the password.

Enter DocDNA user id and click Next.



Enter DocDNA user id and password and click login.



Once logged in, user is asked to change their password. Password length should be minimum 8 and maximum 12. Password should have at least one upper case, one lower case, one numeric and one special character. Enter old and new password and click Update.

Site Navigation Back Tools Update Cancel

Dear User, We request you to register your official email id under the email id section below to receive OTP. This is an one time input collected to send OTP to right account. Please ensure the correct email id is being used to avoid login interruption.

Your password has expired. Please select a new password.

User ID

Name

Email

Default email link expiry days

Email signature

Search results document count: 20

Current password

New password

Confirm password

Upon clicking Update, the user is requested to login with their email address and new password from next time.

Site Navigation Login

ation Tools

Password updated for the user ([REDACTED]) . Please logout and login again.

User has to logout and login again. Click either Customer Login button directly or give email address as user id and click Sign in.

New Theme

XBPGlobal

Welcome - Please Sign In

User ID

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1.3. Login

Enter the email address and password to login.

DOCDNA

User ID

Password

LOGIN

XBP Global Help Desk :

1.4. Access the files.

Once logged in successfully, user should be able to see the reports.



The screenshot shows a web-based application interface for managing reports. At the top, there is a navigation bar with links for 'Site Navigation', 'Report List', and 'Logout'. Below the navigation bar, a green header bar displays the text 'Report List' and includes buttons for 'Tools', 'Continue', 'Select All', and 'Clear All'. A message in the center of the page states: 'There are no reports available for you to access.' Below this message, there is a link 'Return Mail' and a note: 'Click on a report name or select multiple reports and click continue to specify search criteria.'