

**Secure User Authentication Guide for Customer**  
Version 1.0

PREPARED BY:



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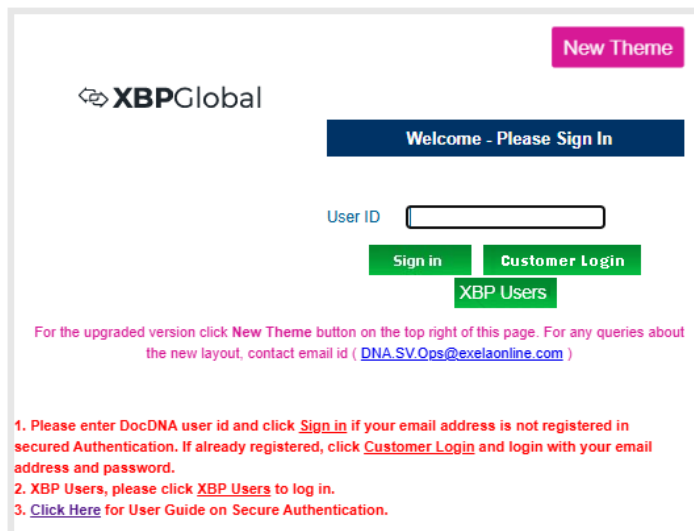
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## 1. Secure User Authentication Guide for Customers

### 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



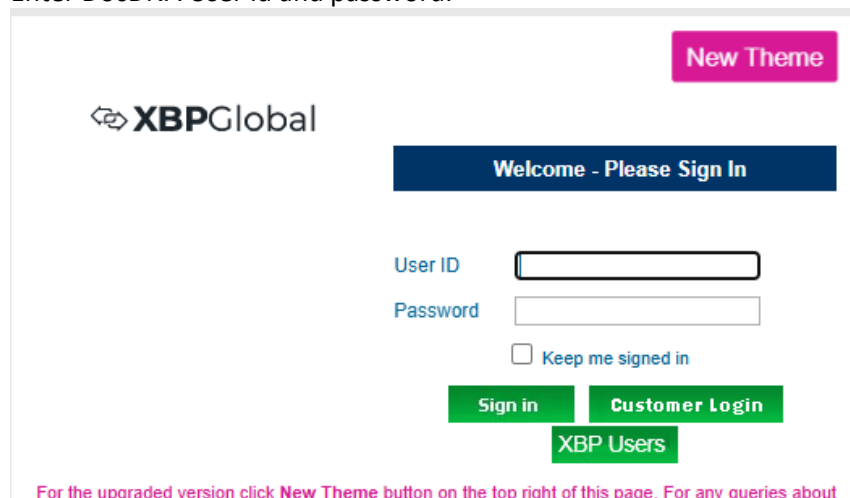
The screenshot shows the XBP Global login interface. At the top right is a pink 'New Theme' button. Below the XBP Global logo is a dark blue banner that says 'Welcome - Please Sign In'. There is a 'User ID' label next to a text input field. Below the input field are three green buttons: 'Sign in', 'Customer Login', and 'XBP Users'. A pink note at the bottom states: '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](mailto:DNA.SV.Ops@exelaonline.com) )'. At the very bottom, there are three numbered instructions in red text.

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:



This screenshot shows the same XBP Global login page as the previous one, but with the 'Password' field now visible below the 'User ID' field. There is also a checkbox labeled 'Keep me signed in' below the password field. The 'Sign in', 'Customer Login', and 'XBP Users' buttons remain. The pink note about the 'New Theme' button is still present at the bottom.

## 1.2. Update the email and password

Site Navigation

User Profile Tools Update

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.

Please validate your email id and update

User ID: 1,6

Name: [Text Field]

Email: [Text Field]

Default email link expiry days: 1

Email signature: [Text Area]

Search results document count: 20

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.

New Theme

XBP Global

Welcome - Please Sign In

User ID: [Text Field]

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](mailto: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 and click login.

New Theme

XBP Global

Welcome - Please Sign In

User ID: [Text Field]

Password: [Text Field]

☐ 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

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.

The screenshot shows a web interface for updating a password. At the top, there is a blue navigation bar with 'Site Navigation' and a 'Back' button, and a green bar with 'Tools' and 'Update' and 'Cancel' buttons. Below the navigation bar, a message reads: '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.' The main form area has a red header: 'Your password has expired. Please select a new password.' The form includes fields for 'User ID', 'Name', 'Email', 'Default email link expiry days' (a dropdown menu), 'Email signature', 'Search results document count' (a text input with '20'), 'Current password', 'New password', and 'Confirm password'.

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

The screenshot shows a login screen. At the top, there is a blue navigation bar with 'Site Navigation' and a 'Login' button, and a green bar with 'Tools' and a 'Login' button. Below the navigation bar, a message reads: 'Password updated for the user ( [User ID] ), 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.

The screenshot shows the XBP Global login page. At the top right, there is a 'New Theme' button. The main heading is 'Welcome - Please Sign In'. Below this, there is a 'User ID' input field, a 'Sign in' button, and a 'Customer Login' button. Below the buttons, there is a link 'XBP Users'. At the bottom, there is a message: '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](mailto:DNA.SV.Ops@exelaonline.com) )'. Below this, there are three numbered instructions: 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.

### 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.

