



**DRIVEN
FOR
COMDATA**

MULTI-FACTOR AUTHENTICATION

Frequently Asked Questions (FAQs)

Q: WHAT IS MULTI-FACTOR AUTHENTICATION (MFA)?

A: MFA is an extra layer of security for your account. This requires additional login steps to verify your identity. For example, in addition to signing in with a password, a user will need to provide a six-digit code that is sent to their mobile device via text.

Q: WHY ARE WE REQUIRING MFA?

A: MFA provides another layer of security and helps in protecting your DRIVEN FOR COMDATA account from fraudulent or malicious activities by other parties. MFA assists in ensuring that you are the one who is actually logging into your account.

Q: WHO IS IMPACTED?

A: MFA is required for all DRIVEN FOR COMDATA account holders.

Q: WHAT DO I NEED TO DO?

A: When MFA becomes available for your account, you will need to enroll your mobile phone as a factor. You'll be taken through the enrollment process after you log into the app. You will receive an email with a one-time use numeric code, to be entered into the space provided in the app. Once you have confirmed the email code, enter your mobile phone number to receive a text message with a one-time use numeric code, which is to be entered in the space provided in the app. Once done, your enrollment is complete!

Q: WHAT DO I DO IF I DO NOT HAVE ACCESS TO THE EMAIL ADDRESS ON MY ACCOUNT?

A: Please contact customer support by calling the phone number on the back of your card for assistance. Customer support will be able to help you change your email address.

Q: WHAT SHOULD I EXPECT MOVING FORWARD?

A: After you have completed enrollment, each time you log in, you will be asked to enter an MFA code that will be sent to the phone number you set up during the enrollment process.

Q: CAN I USE FACE ID/TOUCH ID WITH MFA?

A: Yes, you can use Face ID/Touch ID with MFA. If you enable Face ID/Touch ID, you will be able to skip entering an MFA code upon login.

Q: HOW DO I CHANGE MY MFA MOBILE PHONE NUMBER?

- A:** If you have access to your old phone number: Once you log in to the Driven app, go to Settings and select "Change Phone Number." Follow the screen instructions to change your phone number.
- A:** If you do not have access to your old phone number: Please contact customer support by calling the phone number on the back of your card for assistance. Customer support will be able to help you reset your MFA enrollment factors.