

Employee Login Journeys:

Online Process

Scenario: Existing user - ongoing access



User Risk Assessment **User Inputs User's Next Steps** (not visible to user) Application If risk analysis Possible additional identifies challenge login steps: required: OTP to validated • PIN reset Validates phone or email Device binding • If phone or email • Updated user profile • Enters valid User ID • Profile data is not validated or Enters valid personal password • User inputs Decision unavailable, OTP Device info to validated postal • Other data address Validated data not available, or user unable to complete direct to employer