



Virtual Front Office (VFO) Security Requirements Job Aid

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Frontier Wholesale

Jurisdiction: All

Effective Date: 07/21/2019

Revised Date: 07/23/2019

Security Requirements Overview

Effective July 21, 2019, Frontier Communications will implement additional security measures allowing VFO users to have better control of their VFO login credentials. The security measures will also allow Users to retrieve forgotten user names and reset passwords.



The screenshot shows a web-based login interface titled "Login" with a padlock icon. Below the title is a "Please Login" prompt. The form contains four fields: "User Name" with a text input box and a "Forget" link; "Password" with a text input box and a "Forget" link; "Module" with a dropdown menu set to "--Select--"; and "Change Password" with a checkbox. A "Login" button is located below the "Change Password" checkbox. At the bottom of the form, it says "Virtual Front OfficeSM Powered by synchronoss" with a logo. Two blue arrows point to the "Forget" links for the User Name and Password fields.

Implementing these security measures will impact all Frontier Communications VFO users, including all existing internal and external users and administrators of the **Access, Local** and **TA** modules. On or after July 21, 2019, every VFO user, upon login, will be prompted to update their user profile with three security questions and answers, and a valid email address. This will be required one time only.

This reference will provide new and existing users information to better understand the VFO security requirements.

Security Requirements Details

From the VFO Login screen:

- Enter User Name
- Enter Password
- Select Module (Access, Local, TA)
- Click Login

Login

Please Login

User Name : [Forgot User Name?](#)

Password : [Forgot Password?](#)

Module : --Select-- ▾

Change Password :

Login

Virtual Front Office™
Powered by synchronoss

Note to First-Time Users:

If this is the user's first logon to VFO, the user will enter the temporary password provided by their company administrator and be prompted to update their new password. This is required prior to the following steps.

See [Appendix A](#) for more information.

Once the user enters their User Name and Password, the user will be presented with the window below to select three security questions and enter their associated answers.

Please select three questions below, then type your answers in the field provided.

1 Question : [Select One]
 Answer : []

2 Question : [Select One]
 Answer : []

3 Question : [Select One]
 Answer : []

Next Step

Tips for Security Questions and Answers

1. All questions are mandatory and must be answered.
2. Answers must have a minimum of two characters.
3. Answers are not case sensitive.

Below are the available security questions to select from, in each section. All users must select one question from each of the 3 sections and provide the answer.

Please select three questions below, then type your answers in the field provided.

1 Question : [Select One]
 Answer : []

2 Question : [Select One]
 Answer : []

3 Question : [Select One]
 Answer : []

Next Step

Tips for Security Questions and Answers

1. All questions are mandatory and must be answered.
2. Answers must have a minimum of two characters.
3. Answers are not case sensitive.

Once a question has been selected in each of the 3 sections, and the associated answer provided in the field directly below the question selected, user should click Next.

(Note: Answers must be at least 2 characters in length and are not case sensitive.)

Please select three questions below, then type your answers in the field provided.

1	Question :	In what city does your nearest sibling live?	▼
	Answer :	<input type="text" value="***"/>	
2	Question :	What is the name of your first pet?	▼
	Answer :	<input type="text" value="***"/>	
3	Question :	What was your favorite food as a child?	▼
	Answer :	<input type="text" value="***"/>	

Tips for Security Questions and Answers

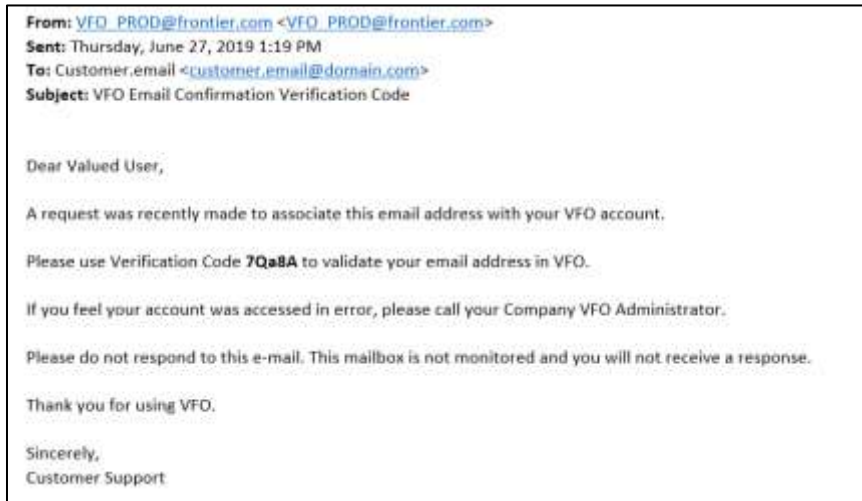
1. All questions are mandatory and must be answered.
2. Answers must have a minimum of two characters.
3. Answers are not case sensitive.

Users will next be presented with a screen requiring an email address to associate with the user's account. User should enter their email address and click the Send Verification Code button. The email address format will be validated, and a verification code will be sent to the email address provided. (Note: User should check Junk E-mail folder if not received in inbox.)

Please enter or update your email address

Email Address :

The following is an example of the email that will be received:



User shall enter the verification code, received in the email, into the field labeled “Verification Code” and click Next.



Should the user need another verification code, user shall click “Resend Verification Code.”

Once the verification code is confirmed, the established email address and security questions and answers will be utilized when users request forgotten user names and to reset a forgotten password.

If Verification Code email is not received, please contact the Frontier Connectivity Manager for assistance by email at frontier.connectivity.management@ftr.com.

New User Profile Details Screen

Once the email has been established for the user's account, the user will be able to once again access VFO with the same settings established from the last session.

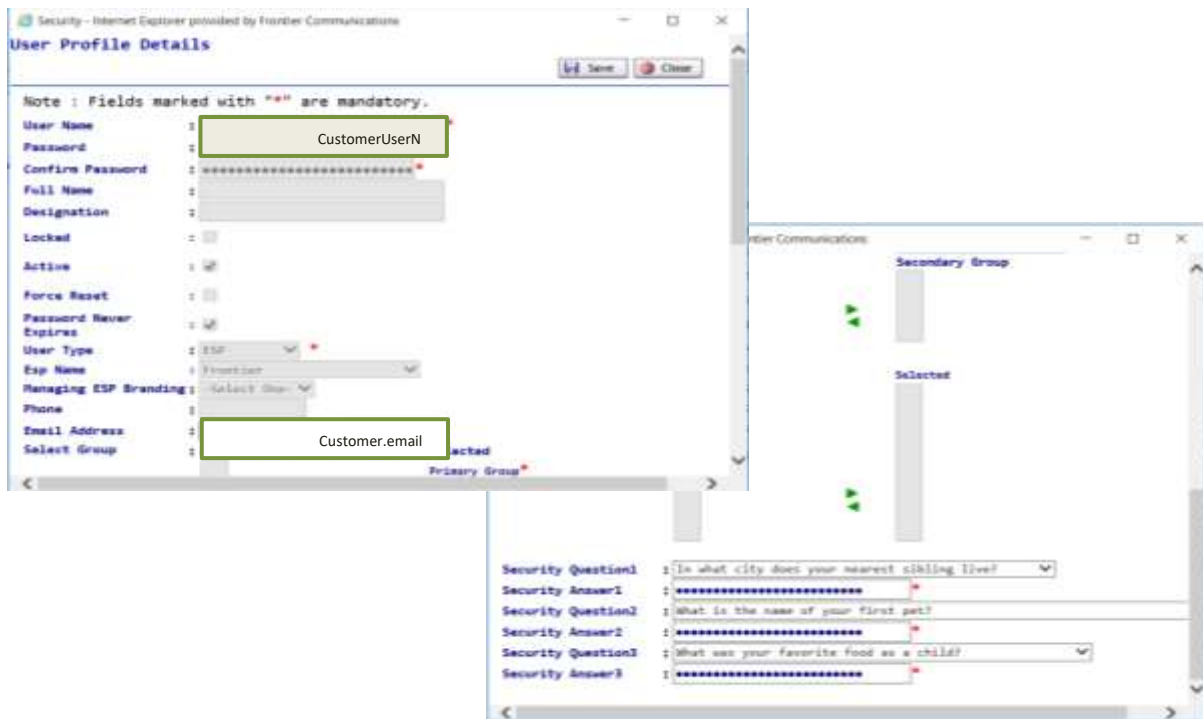
Users will now see an additional action icon on the top of the Order List screen allowing the user to access their profile.



From the User Profile Details screen, customers may only manage:

- Email address associated with user's account
- Security Questions and Answers

All other changes must be requested via your company VFO administrators.



Note to Administrators:

Administrators will no longer be able to configure, add or update user email addresses for users.

Administrators will not be able to establish security questions or answers for users.

What happens if a user forgets their User Name?

From the Login screen, click the hyperlink “Forgot User Name?” Next the user will be prompted to enter the email address associated with the user’s account.



The screenshot shows the 'Login' page with the title 'Please Login'. It features four input fields: 'User Name' with a '(Forgot User Name?)' link, 'Password' with a '(Forgot Password?)' link, 'Module' with a '-Select-' dropdown menu, and 'Change Password' with a checkbox. A 'Login' button is at the bottom. The footer includes 'Virtual Front Office™ Powered by synchronoss'.



The screenshot shows the 'Security' page with the title 'Please enter the email address associated with your profile. You will receive an email with your User Name(s)'. It has an 'Email Address' input field and 'Cancel' and 'Send' buttons. The footer includes 'Virtual Front Office™ Powered by synchronoss'.

Upon inputting a valid email address, If the email address entered is associated with the user profile in the system, an email will be sent with all corresponding user name(s). If an invalid email address is entered or the user does not receive an email within 10 minutes, please contact your company VFO administrator for assistance retrieving your User Name.

What happens if a user forgets their password?

Click the "Forgot Password" link on the VFO Login Page to trigger a four-step password reset process.

1. User will be prompted to enter the User Name.



The screenshot shows a web browser window titled "Security". The main heading is "Please enter your User Name". Below this is a text input field labeled "User Name :". At the bottom of the form are two buttons: "Cancel" and "Next". The footer of the page features the "Virtual Front Office" logo and the text "Powered by synchronoss".

2. User will be prompted to answer one of the 3 security questions associated with the user profile. Providing the correct security answer will generate an email to the associated email address with a random verification code. If the user answers the question incorrectly, another question will be provided.



The screenshot shows a web browser window titled "Security". The main heading is "Please answer the security question below". The question displayed is "What is your favorite mode of transport?". Below the question is a text input field labeled "Answer :". At the bottom of the form are two buttons: "Cancel" and "Next". The footer of the page features the "Virtual Front Office" logo and the text "Powered by synchronoss".

VFO will send an email with the verification code, which the user will use to access VFO either in the same session or in a new one, if that session has timed out.

- 3. User will enter the Verification Code and click Next.



- 4. User will enter the new password twice and click "Update Password."



APPENDIX A: First-Time Users

A first-time user logging into VFO will use the temporary password provided by their company administrator and be prompted to update their new password. This requirement will occur prior to selecting security questions and establishing the email associated with the user’s account.

Note: Users must have their initial password to successfully complete this step. If you do not know the initial password assigned to your new User account, please contact your company administrator.

Enter the initial password in the “Old Password” field.

Select a new password* and enter in the field labeled “New Password”.

Re-enter the new password in the field labeled “Confirm New Password”.

Click the Update Password button.

*“Password Rules” link will open a new window and explain the Password Rules.

Once the user has changed the password, the user will be presented with the Login screen where they will enter the User Name and the newly selected password. Once user clicks the Login button, the user will be presented with the additional security requirements as provided in this reference.

Change Log

Date	Page Number	Change
07/08/2019	All	New Reference for Security Measures Effective July 21, 2019
07/23/2019	7	Add Frontier Connectivity Manager contact for Verification Code email issues.

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