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Upcoming Multi-Factor Authentication (MFA) Launch for Matrix Login – October 30, 3:30 AM

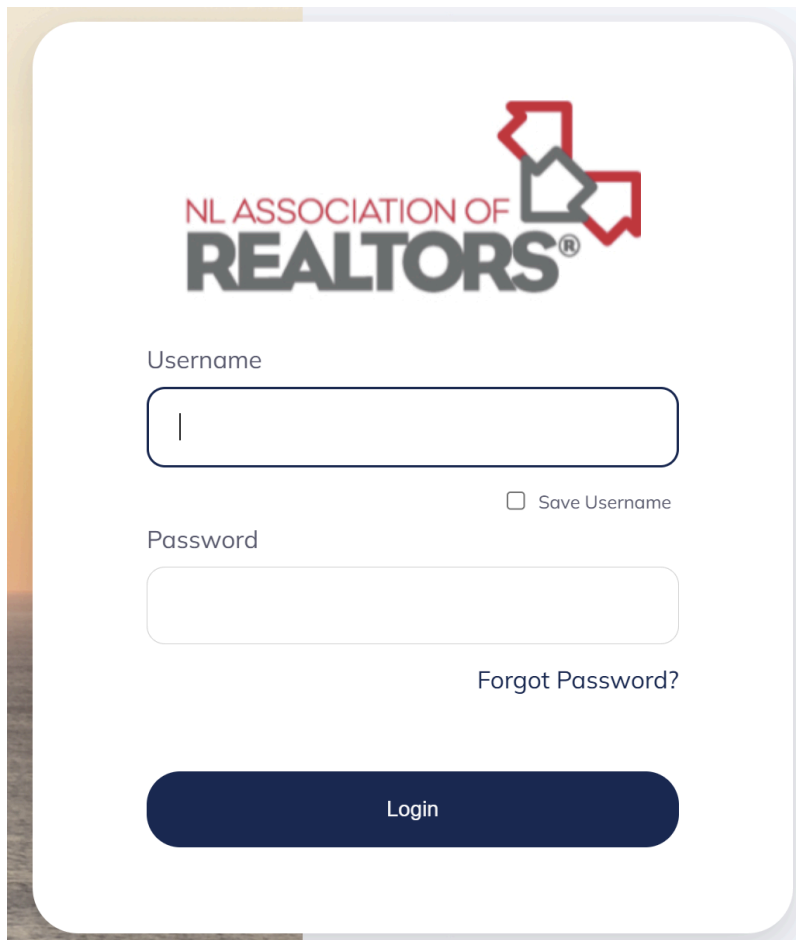
Dear Members,

As part of our ongoing commitment to protecting your data and enhancing account security, **Multi-Factor Authentication (MFA)** will launch on **October 30 at 2:00 AM EST**— that's **3:30 AM (local time)**.

 **Important:** From **3:30 AM to 5:30 AM**, Matrix will be **temporarily unavailable** while the update is being applied. If you're working in the system during that time, you'll be automatically logged out. Please make sure to **save all your edits before 3:30 AM**.

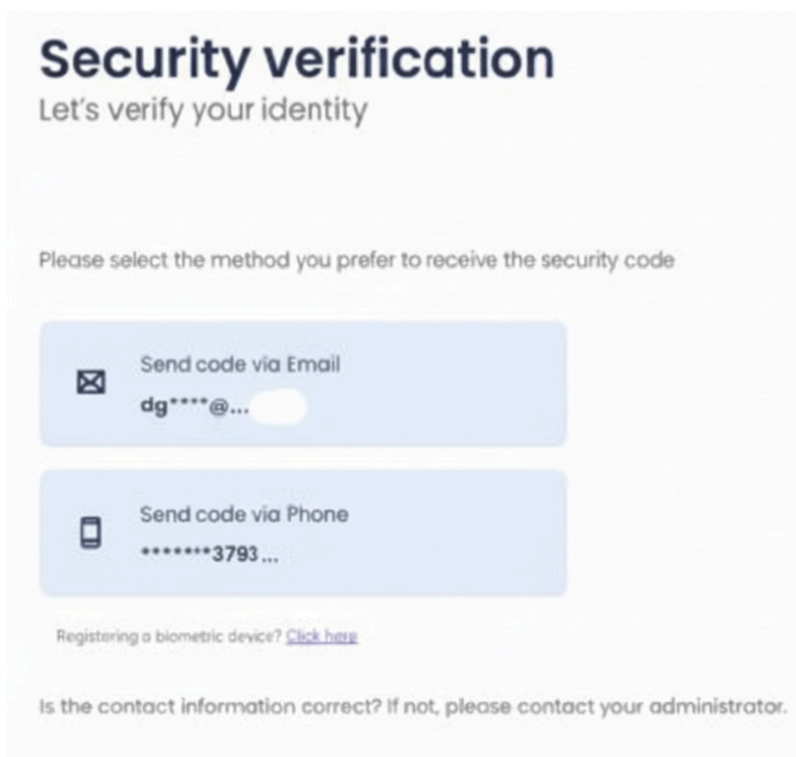
What to Expect After Launch

1. **Log in as usual** using your username and password.



The image shows a login form for the NL Association of Realtors. At the top is the logo, which consists of the text "NL ASSOCIATION OF REALTORS" in a sans-serif font, with "NL ASSOCIATION OF" in red and "REALTORS" in dark grey. To the right of the text is a stylized house icon made of red and grey outlines. Below the logo are two input fields: "Username" and "Password". The "Username" field contains a single vertical bar character. To the right of the "Username" field is a checkbox labeled "Save Username". Below the "Password" field is a link that says "Forgot Password?". At the bottom of the form is a dark blue rounded rectangular button with the word "Login" in white text.

2. You'll then see a new **security verification screen** asking how you'd like to receive your verification code — by **email** or **phone**.

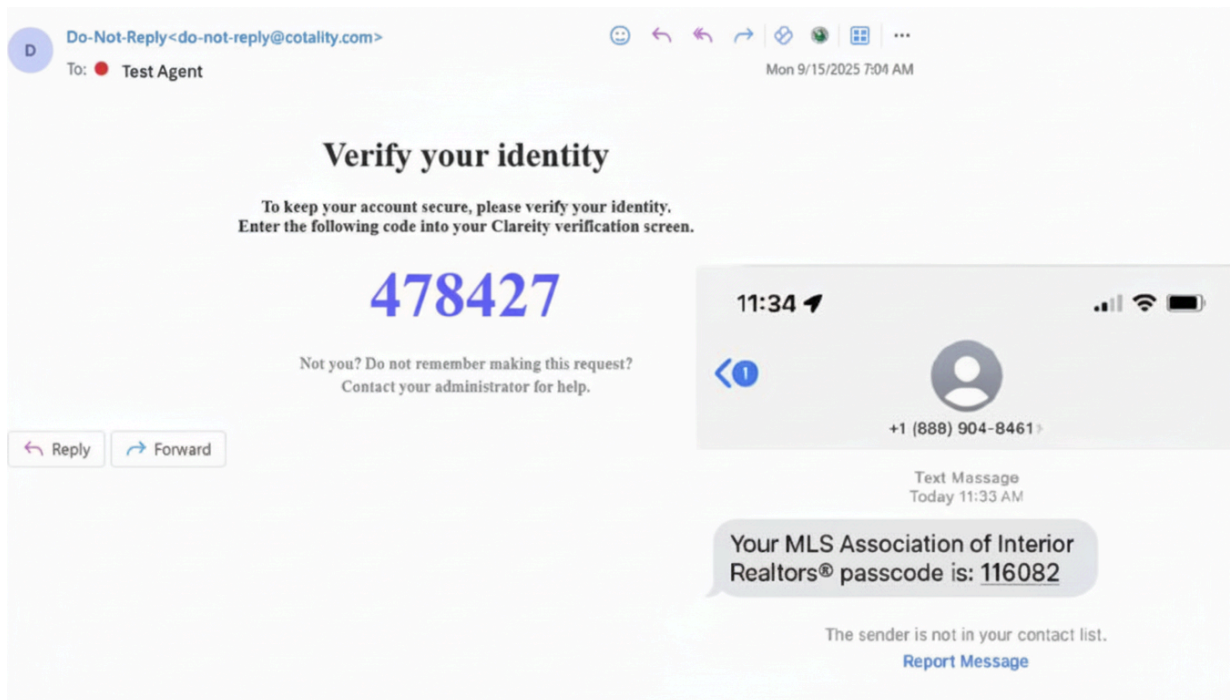


The image shows a "Security verification" screen. The title "Security verification" is in a large, bold, dark blue font. Below it is the subtitle "Let's verify your identity" in a smaller, grey font. The main instruction is "Please select the method you prefer to receive the security code". There are two options, each in a light blue rounded rectangular button. The first option is "Send code via Email" with an envelope icon and the email address "dg****@...". The second option is "Send code via Phone" with a phone icon and the phone number "*****3793...". At the bottom, there is a link "Registering a biometric device? [Click here](#)". At the very bottom, there is a note: "Is the contact information correct? If not, please contact your administrator."

If you **don't see a phone option**, it means we don't currently have your mobile number on file.

- If you'd like to activate the phone option, simply **send us your cell number**, and we'll update it for you.

3. Once you receive your verification code (by email or text message), just **enter it in the field and click "Verify."**



4. That's it! You've completed the MFA setup and can continue using Matrix as usual.

Verify your identity

To keep your account secure, we verify your identity. Enter the verification code sent to

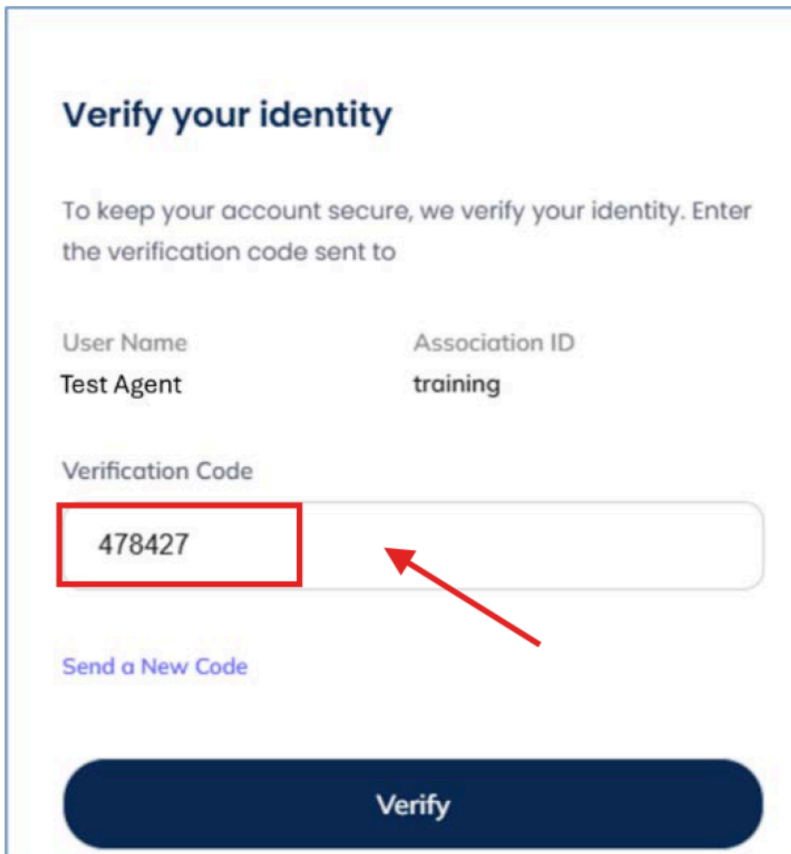
User Name	Association ID
Test Agent	training

Verification Code

478427

[Send a New Code](#)

Verify



Why MFA Matters

MFA adds an extra layer of protection to your account by confirming your identity before granting access. This helps keep your personal and business data secure from unauthorized access.

 Learn more:

- [Why You Need MFA Right Now \(PDF\)](#)
- [Real Estate Cybersecurity Video Series](#)

Thank you for your patience and cooperation as we roll out this important security enhancement.

If you have any questions or need assistance, please don't hesitate to contact us.

Warm regards,
NL Association of REALTORS®



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