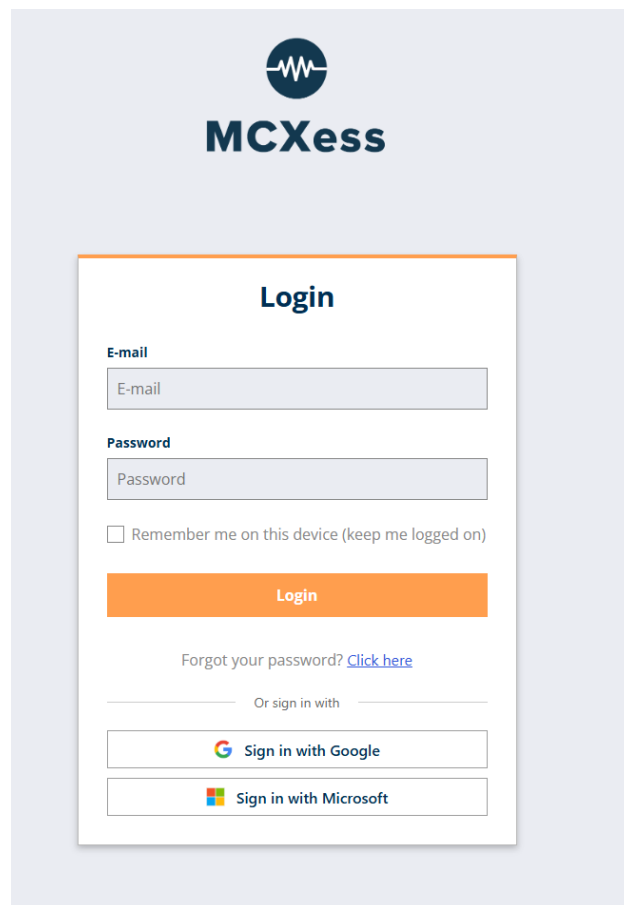


MCXess

User guide for SSO, two-factor authentication and account settings

For customers who want to log in to the MCXess platform securely and easily.

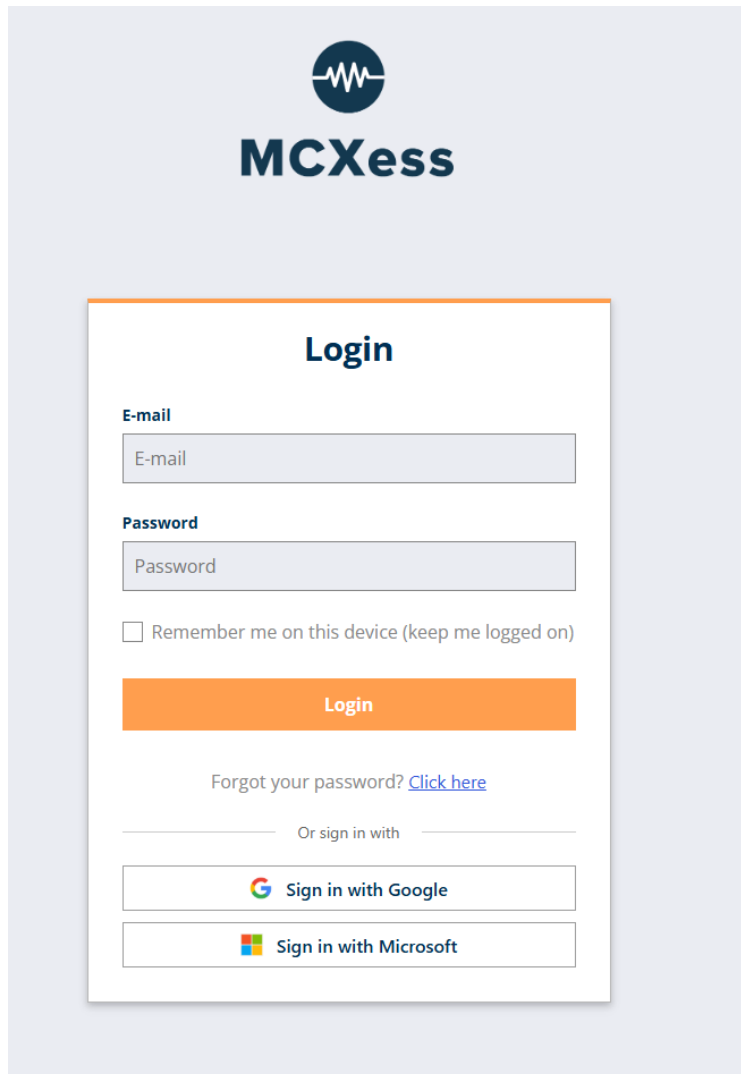


The image shows a login form for the MCXess platform. At the top, there is a logo consisting of a circle with a white waveform inside, followed by the text "MCXess". Below the logo, the word "Login" is centered. The form contains two input fields: "E-mail" and "Password". Below the "Password" field, there is a checkbox labeled "Remember me on this device (keep me logged on)". A large orange button labeled "Login" is positioned below the checkbox. Underneath the button, there is a link: "Forgot your password? [Click here](#)". Below this link, there is a separator line with the text "Or sign in with". Under the separator, there are two buttons: "Sign in with Google" (with the Google logo) and "Sign in with Microsoft" (with the Microsoft logo).

Important: Always use your full business email address. Never share your password, QR code or verification code with anyone.

1. Logging in and Single Sign-On (SSO)

You can log in with your MCXess password or with a linked Google or Microsoft account.



The image shows the MCXess login interface. At the top is the MCXess logo, which consists of a dark blue circle with a white heartbeat line inside, followed by the text 'MCXess' in a bold, dark blue sans-serif font. Below the logo is a white rectangular login form with an orange border. The form has a title 'Login' in bold dark blue text. It contains two input fields: 'E-mail' and 'Password', both with placeholder text. Below these fields is a checkbox labeled 'Remember me on this device (keep me logged on)'. An orange 'Login' button is positioned below the checkbox. Underneath the button is a link: 'Forgot your password? [Click here](#)'. At the bottom of the form, there is a section titled 'Or sign in with' with two buttons: 'Sign in with Google' (featuring the Google logo) and 'Sign in with Microsoft' (featuring the Microsoft logo).

Choose your login method

Use one of the following options:

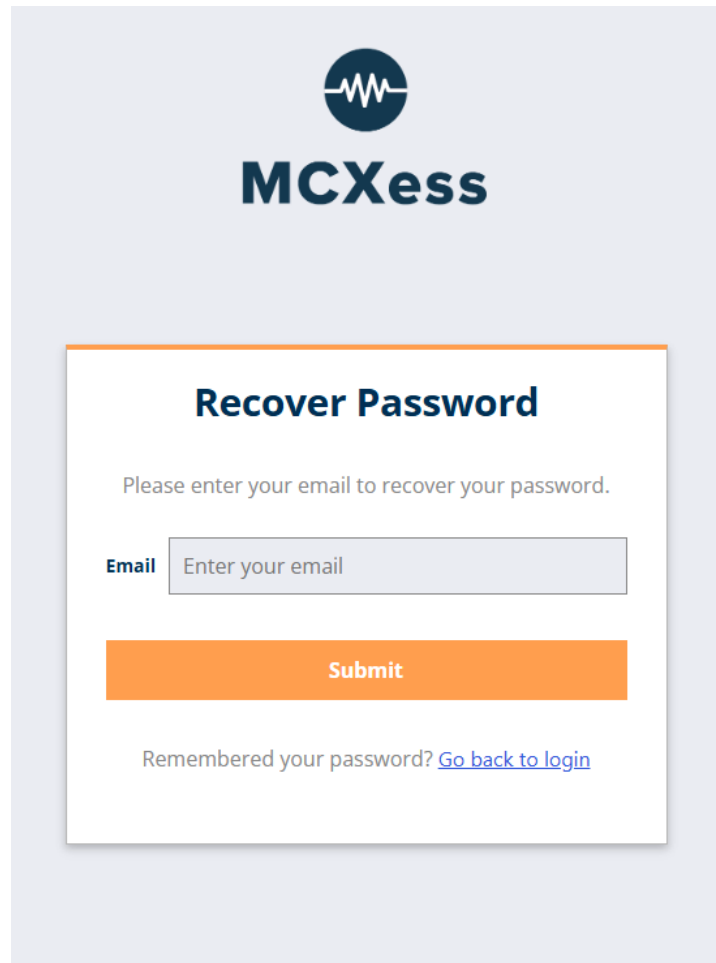
- Standard login: enter your full email address and MCXess password and click Login.
- SSO with Google: click Sign in with Google.
- SSO with Microsoft: click Sign in with Microsoft.

SSO only works after the relevant Google or Microsoft account has been linked to your MCXess account via the Security tab.

1

2. Resetting your password

Follow these steps if you have forgotten your MCXess password.



The image shows a screenshot of the MCXess 'Recover Password' form. At the top is the MCXess logo, which consists of a dark blue circle containing a white heartbeat line, with the word 'MCXess' in a bold, dark blue sans-serif font below it. The form itself is a white rectangular box with an orange border. Inside the box, the title 'Recover Password' is centered in bold. Below the title is a line of text: 'Please enter your email to recover your password.' This is followed by a label 'Email' and a text input field with the placeholder text 'Enter your email'. Below the input field is a wide orange button with the word 'Submit' in white. At the bottom of the form, there is a line of text: 'Remembered your password? [Go back to login](#)'.

2

Request a new password

On the login screen, click Click here next to Forgot your password?. Then enter your full email address and click Submit.



MCXess

Reset Password

New Password

Confirm Password

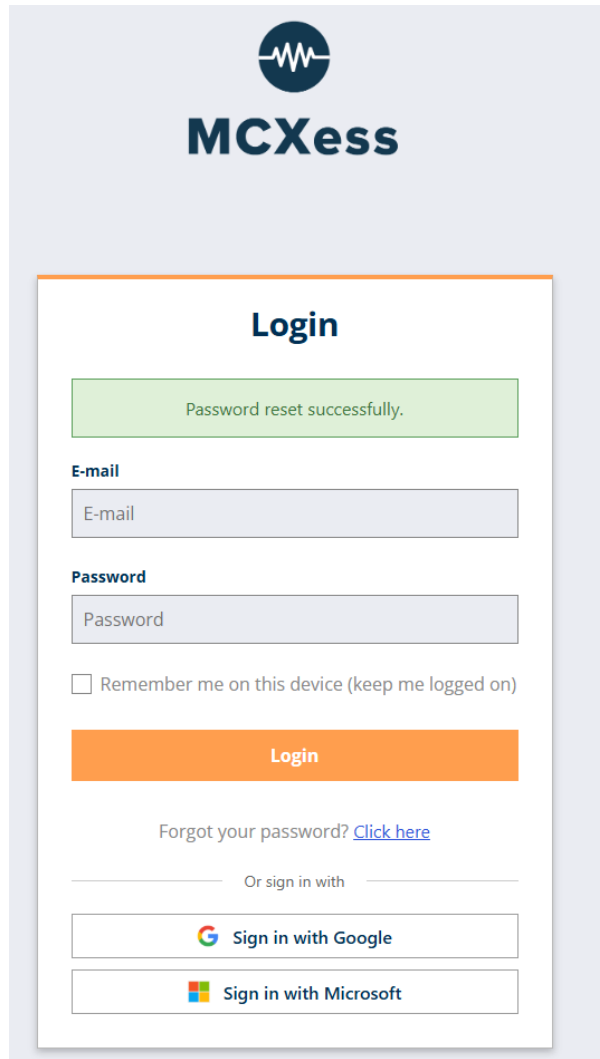
Reset Password

Open the unique reset link

3

You will receive an email containing a personal, one-time URL. Open this link and enter the same new password twice.

Didn't receive an email? Also check your Junk Email or Spam folder. Only then request a new reset link.



The screenshot shows the MCXess login interface. At the top is the MCXess logo, which consists of a dark blue circle with a white heartbeat line and the text "MCXess" below it. The main content area is titled "Login". Below the title is a green message box that says "Password reset successfully.". Underneath this are two input fields: "E-mail" and "Password". Below the password field is a checkbox labeled "Remember me on this device (keep me logged on)". An orange "Login" button is positioned below the checkbox. Further down, there is a link that says "Forgot your password? [Click here](#)". Below this link is a horizontal line with the text "Or sign in with" in the center. Underneath this line are two buttons: "Sign in with Google" (with the Google logo) and "Sign in with Microsoft" (with the Microsoft logo).

4

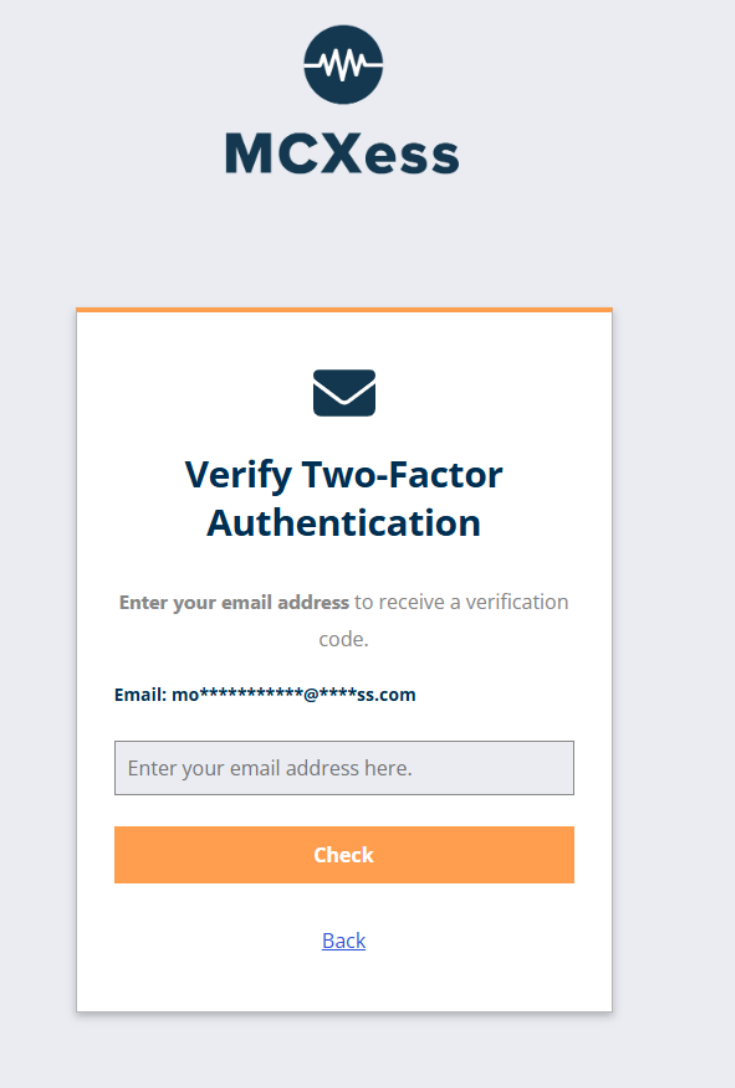
Confirm the new password

Click Reset Password. After a successful change, the message Password reset successfully will appear. You can then log in immediately using the new password.

Secure password: Use a unique password that you do not use for other services. A longer passphrase is usually easier to remember and harder to guess.

3. Logging in with email verification

For some sign-ins, MCXess verifies your identity using a verification code sent by email.

The image shows a mobile app interface for MCXess. At the top is the MCXess logo, which consists of a dark blue circle with a white heartbeat line inside, and the word "MCXess" in a bold, dark blue sans-serif font below it. Below the logo is a white rectangular card with a thin orange border. Inside the card, at the top, is a dark blue envelope icon. Below the icon is the title "Verify Two-Factor Authentication" in a bold, dark blue font. Underneath the title is a line of text: "Enter your email address to receive a verification code." Below this is a text input field containing the email "mo*****@****ss.com". Below the input field is an orange button with the word "Check" in white. At the bottom of the card is a blue link labeled "Back".

5

Confirm your full email address

Enter your full email address on the verification screen. The address must exactly match the email address associated with your MCXess account. Then click Check.

6

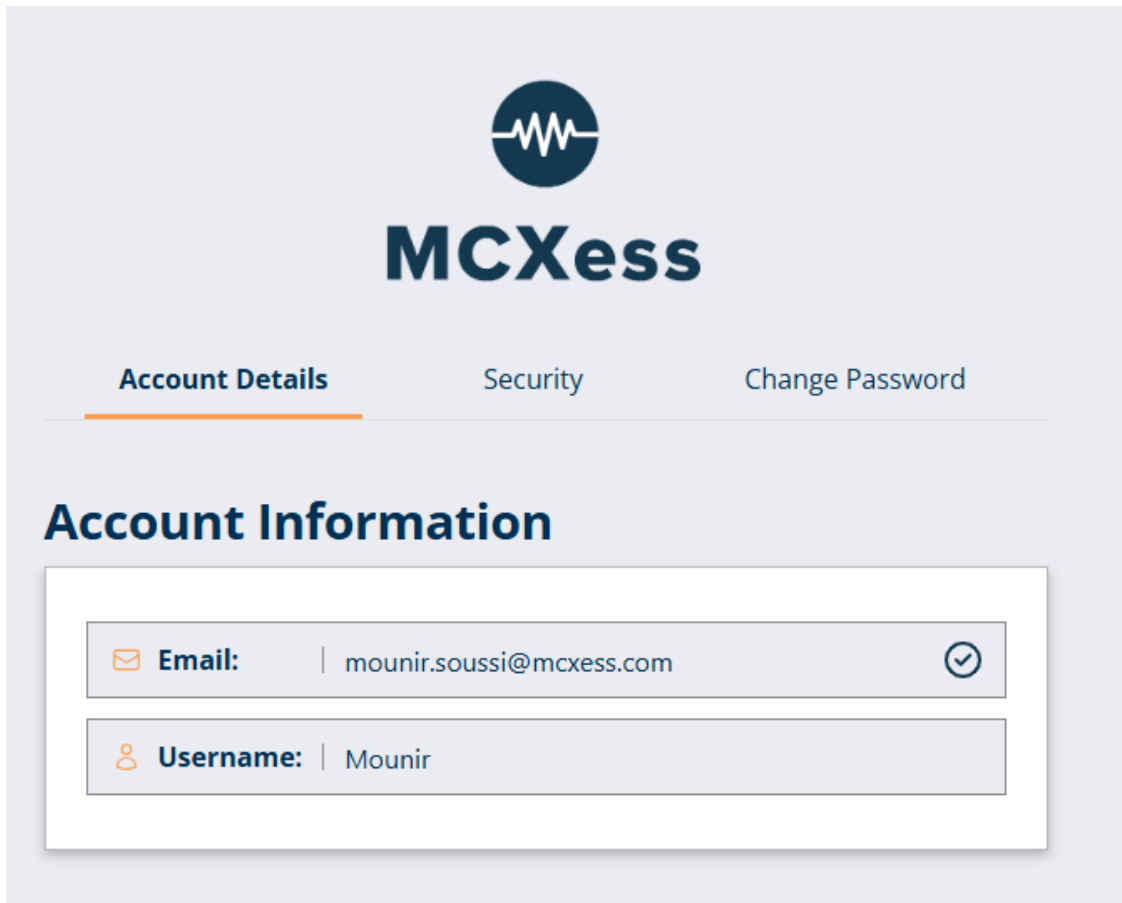
Enter the code you received

MCXess sends a temporary verification code to your email address. Open the message, enter the code on the verification screen and click Verify. After successful verification, you will be logged in.

A verification code is valid for a limited time. Request a new code if the previous code is no longer accepted.

4. Viewing account details

After logging in, you can review your registered account details.



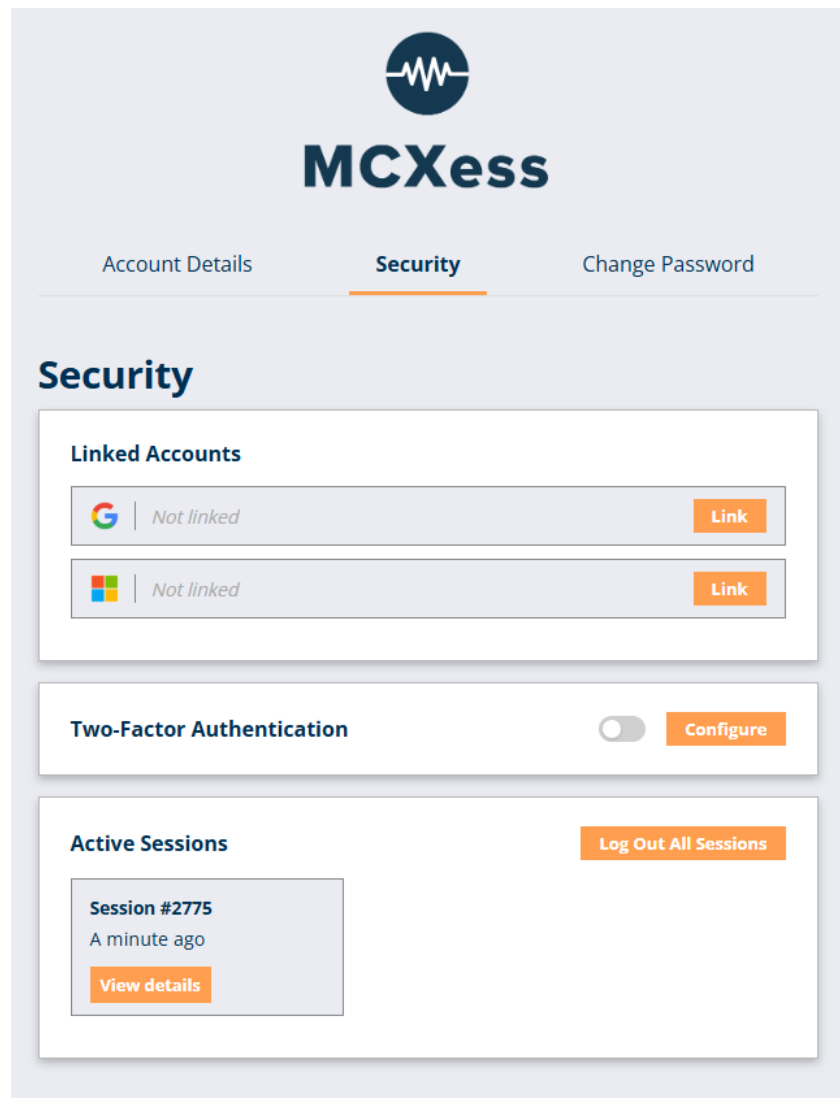
7

Open Account Details

In the Account Details tab, you can see the email address and username linked to your MCXess account. Check these details before configuring SSO or 2FA.

5. Linking Google or Microsoft for SSO

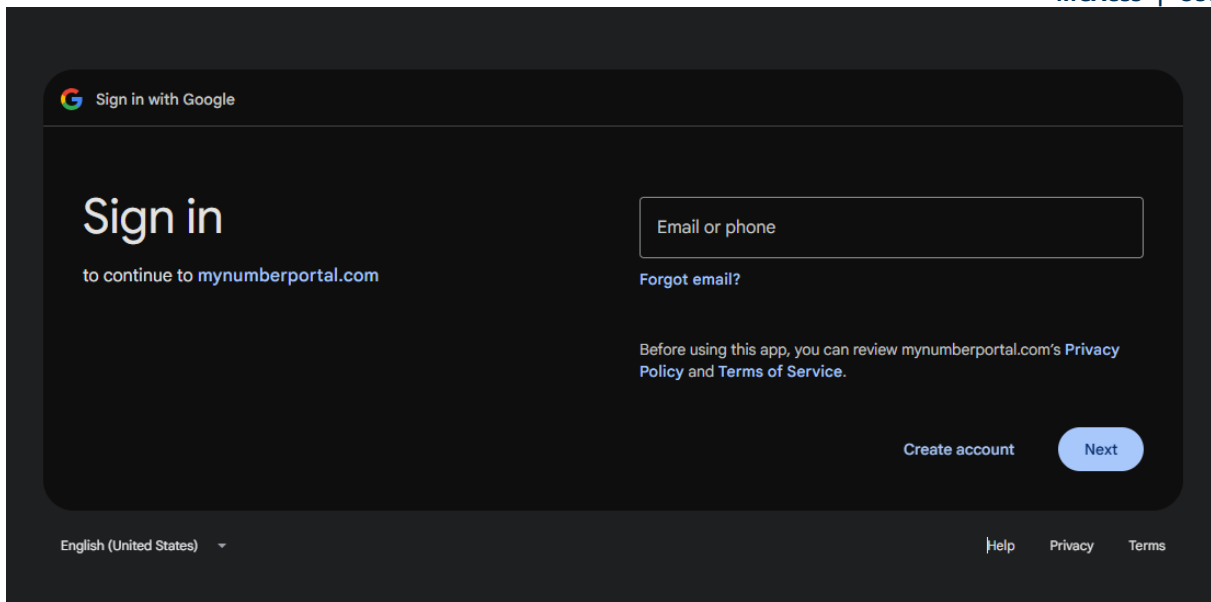
Use the Security tab to link an external account to MCXess. You can then use the corresponding SSO button on the login screen.



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Start linking the account

Click Link next to Google or Microsoft. You will be redirected to the secure sign-in page of the selected provider.



Sign in with Google

Sign in

to continue to mynumberportal.com

Email or phone

[Forgot email?](#)

Before using this app, you can review mynumberportal.com's [Privacy Policy](#) and [Terms of Service](#).

[Create account](#) [Next](#)

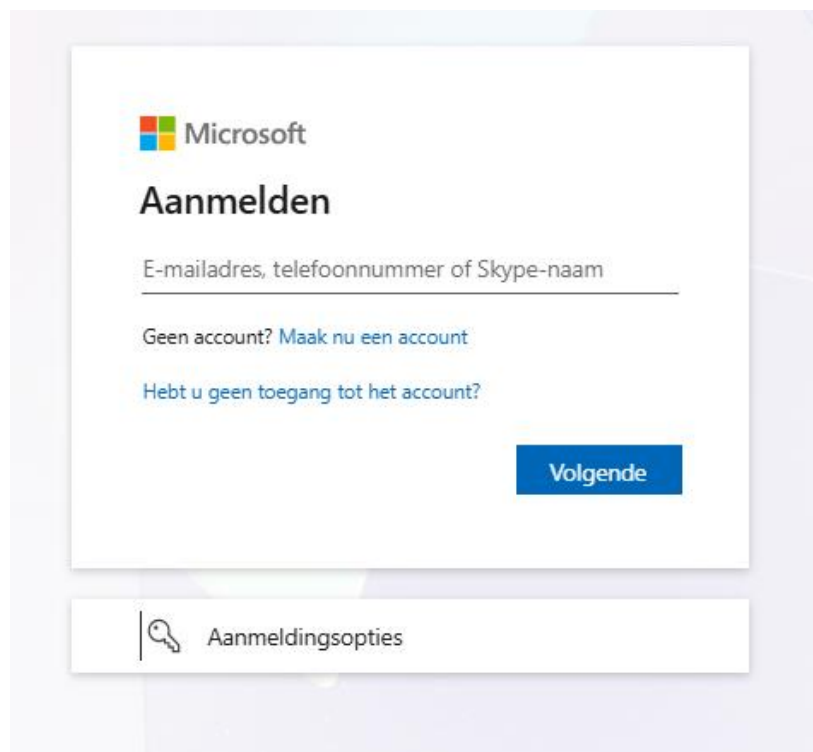
English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)

Link a Google account

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On the Google page, enter your email address or phone number and click Next. Then enter your Google password and complete any additional security checks. After granting permission, you will be redirected back to MCXess.



Microsoft

Aanmelden

E-mailadres, telefoonnummer of Skype-naam

Geen account? [Maak nu een account](#)

Hebt u geen toegang tot het account?

[Volgende](#)

 Aanmeldingsopties

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Link a Microsoft account

On the Microsoft page, enter your email address and click Next. Then enter your Microsoft password and complete any additional security checks. After granting permission, you will be redirected back to MCXess.

Check: In the Linked Accounts section, the status should change from Not linked to a linked status after the account has been linked successfully.

6. Setting up two-factor authentication (2FA)

With 2FA, a temporary code from an authenticator app is required in addition to your password. This reduces the risk of unauthorized access.

Two-Factor Authentication

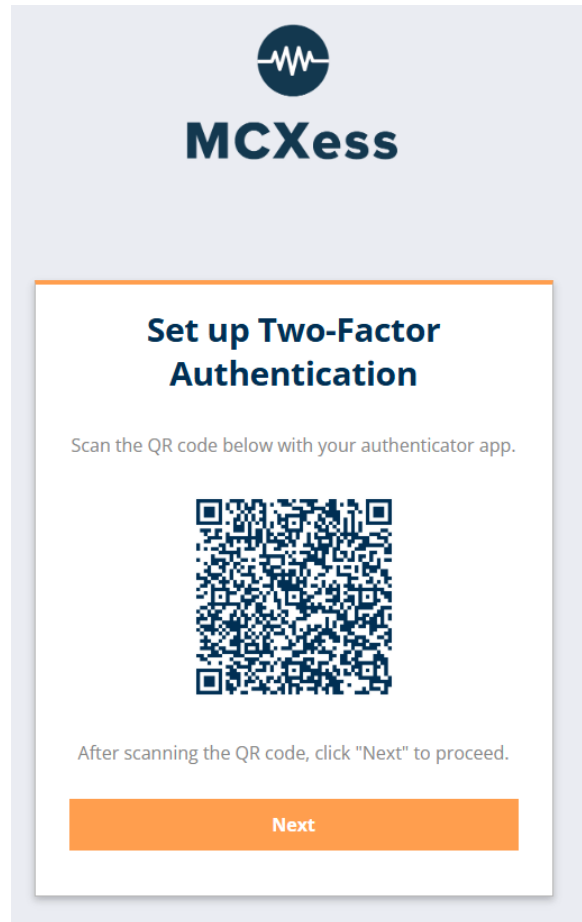


Configure

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Open the 2FA configuration

Go to Security and click Configure next to Two-Factor Authentication.



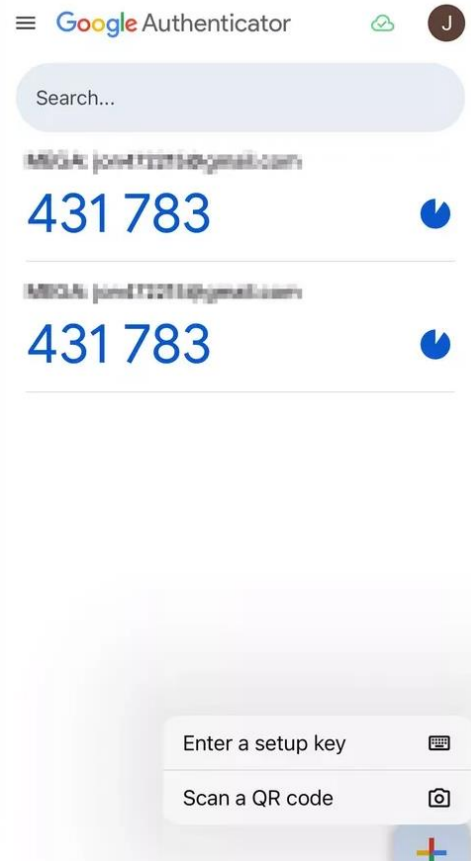
Display the QR code in MCXess

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After clicking Configure, a unique QR code will appear. Keep this screen open while setting up the authenticator app on your phone.

The QR code provides access to your 2FA configuration. Do not share the QR code or take a photo of it.

Google Authenticator

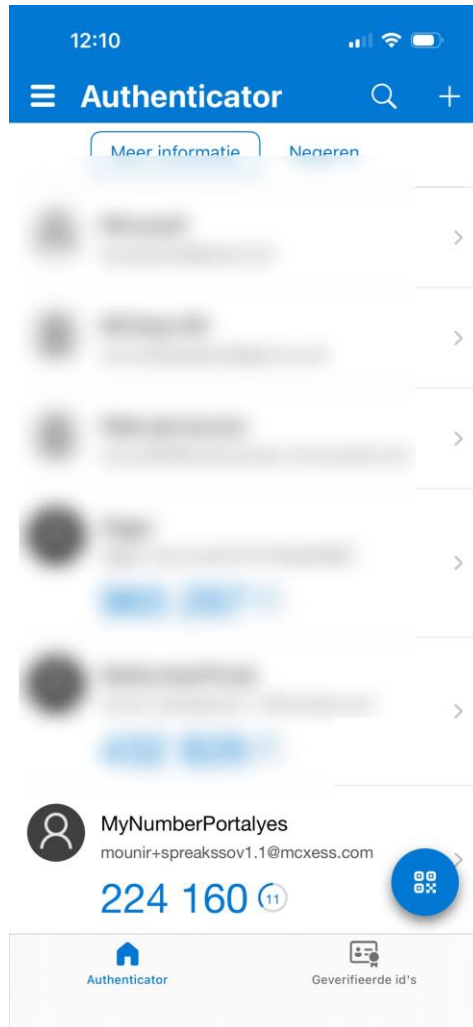


Add the QR code in Google Authenticator

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Open Google Authenticator, tap + at the bottom right and select Scan a QR code. Point the camera at the QR code in MCXess. The MCXess verification code will then be added automatically.

Microsoft Authenticator



Add the QR code in Microsoft Authenticator

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Open Microsoft Authenticator and tap + at the top right. Choose Other account or Work or school account and select Scan QR code. Point the camera at the QR code in MCXess. The new MCXess account will then appear in the app.

The account names and verification codes in the image have been obscured for privacy. The blue QR button at the bottom right can also be used to scan a QR code.

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Confirm the temporary code

The authenticator app displays a six-digit code that is refreshed regularly. Enter the current code in MCXess and confirm the configuration. When 2FA is active, this will be shown in the Security tab.

At your next sign-in: Open your authenticator app, enter the current six-digit code and confirm the sign-in before the code expires.

7. Other security settings

You can also review active sessions in the Security tab.

Review active sessions

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Under Active Sessions, you can see where your account is currently signed in. Click View details to see additional information about a session.

Log out all sessions

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Use Log Out All Sessions if you suspect that your account is signed in on an unknown or lost device. You will then be logged out on all devices and will need to sign in again.

Change password

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Open the Change Password tab when you want to replace your current password as a precaution. Again, use a unique password and preferably store it in a trusted password manager.

Support: Contact support@mcxess.com if you can no longer access your account.