

**Secure User Authentication Guide for Customer**  
Version 1.0



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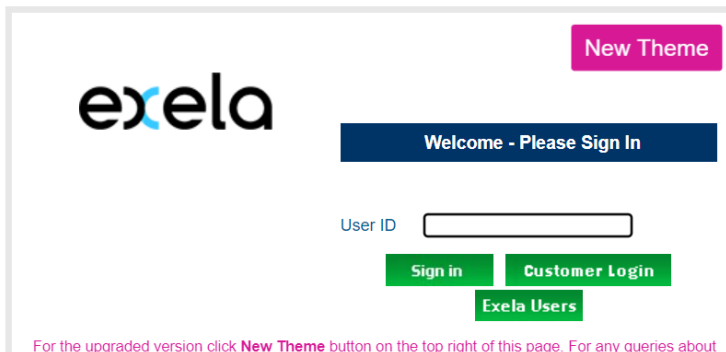
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## 1. Secure User Authentication Guide for Customers

### 1.1. Log in to DocDNA page.

All the non Exela users have to login using their registered email address. If any user's email address is not registered for Secure Authentication, they need to enter their DocDNA user id and click **Sign in** button and login. Once they login, they will be redirected to Profile page where they need to give a valid email address and submit. Now the users will get an Authentication email to their registered email address. Once the user authenticates his/her email address, they need to login again and update their password. From next time, they need to login using their registered email id and the new password.

User not having registered email id, enter DocDNA user id and click next



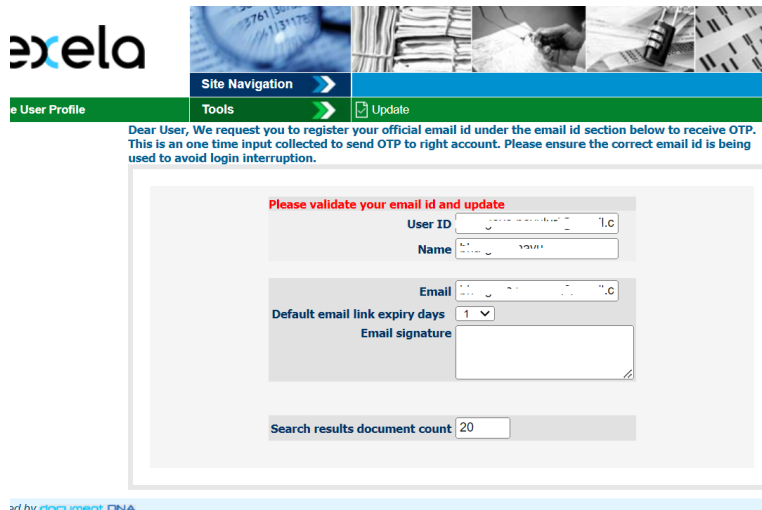
The screenshot shows the Exela login interface. At the top right is a pink 'New Theme' button. The Exela logo is on the left. A dark blue banner reads 'Welcome - Please Sign In'. Below it is a 'User ID' label and an empty text input field. Under the input field are two green buttons: 'Sign in' and 'Customer Login'. At the bottom center is a green 'Exela Users' button. A pink footer note says: 'For the upgraded version click **New Theme** button on the top right of this page. For any queries about

Enter DocDNA User id and password:



This screenshot shows the Exela login page with an additional 'Password' field. It includes the 'New Theme' button, the Exela logo, the 'Welcome - Please Sign In' banner, the 'User ID' input field, and a 'Password' input field. Below the password field is a checkbox labeled 'Keep me signed in'. The 'Sign in' and 'Customer Login' buttons are present, along with the 'Exela Users' button at the bottom. The same pink footer note is visible.

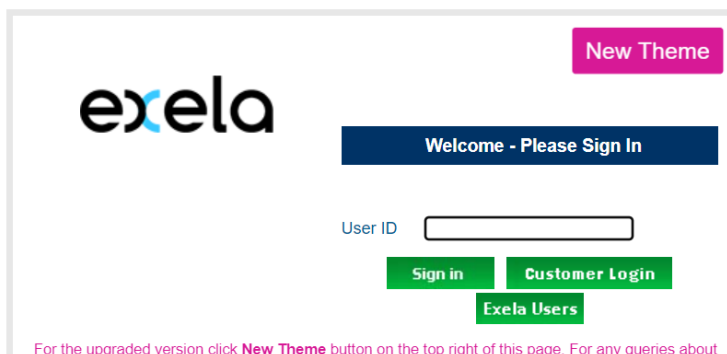
## 1.2. Update the email and password



The screenshot shows the Exela user profile update interface. At the top, there's a navigation bar with 'Site Navigation' and 'Tools' (containing an 'Update' button). Below the navigation bar, a message reads: 'Dear User, We request you to register your official email id under the email id section below to receive OTP. This is an one time input collected to send OTP to right account. Please ensure the correct email id is being used to avoid login interruption.' The main form area is titled 'Please validate your email id and update'. It contains fields for 'User ID' (with a dropdown menu), 'Name', 'Email' (with a dropdown menu), 'Default email link expiry days' (a dropdown menu set to '1'), and 'Email signature' (a text area). At the bottom of the form, there's a 'Search results document count' field showing '20'.


Correct the email address and click Update. User should be receiving an email for authentication. Once user authenticates, they need to login again and see the below message asking to change the password.

Enter DocDNA user id and click Next.



The screenshot shows the Exela login page. At the top right, there's a 'New Theme' button. The Exela logo is on the left. In the center, there's a dark blue button that says 'Welcome - Please Sign In'. Below this, there's a 'User ID' field. Underneath the field are two green buttons: 'Sign in' and 'Customer Login'. At the bottom, there's a green button that says 'Exela Users'. A footer note reads: 'For the upgraded version click New Theme button on the top right of this page. For any queries about'.

Enter DocDNA user id and password and click login.



This screenshot is similar to the previous one, showing the Exela login page. It includes the 'New Theme' button, the Exela logo, and the 'Welcome - Please Sign In' button. The 'User ID' field is present, and below it is a 'Password' field. Under the password field is a checkbox labeled 'Keep me signed in'. At the bottom, there are two green buttons: 'Sign in' and 'Customer Login', and a green button labeled 'Exela Users'. The same footer note is present: 'For the upgraded version click New Theme button on the top right of this page. For any queries about'.

Once logged in, user is asked to change their password. Password length should be minimum 8 and maximum 12. Password should have at least one upper case, one lower case, one numeric and one special character. Enter old and new password and click Update.

Site Navigation

« Back

Tools

Update Cancel

Dear User, We request you to register your official email id under the email id section below to receive OTP. This is an one time input collected to send OTP to right account. Please ensure the correct email id is being used to avoid login interruption.

Your password has expired. Please select a new password.

User ID

Name

Email

Default email link expiry days

1

Email signature

Search results document count

20

Current password \*

New password

Confirm password

Upon clicking Update, the user is requested to login with their email address and new password from next time.

exela

Logout

Site Navigation

» Login

Tools

Password updated for the user ( ' ' ) . Please logout and login again.

User has to logout and login again. Click either Customer Login button directly or give email address as user id and click Sign in.

exela

New Theme

Welcome - Please Sign In

User ID

Sign in

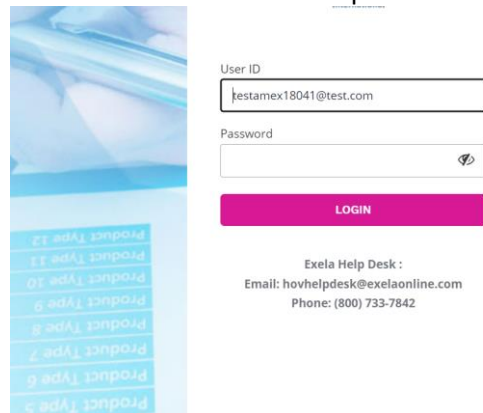
Customer Login

Exela Users

For the upgraded version click **New Theme** button on the top right of this page. For any queries about

### 1.3. Login

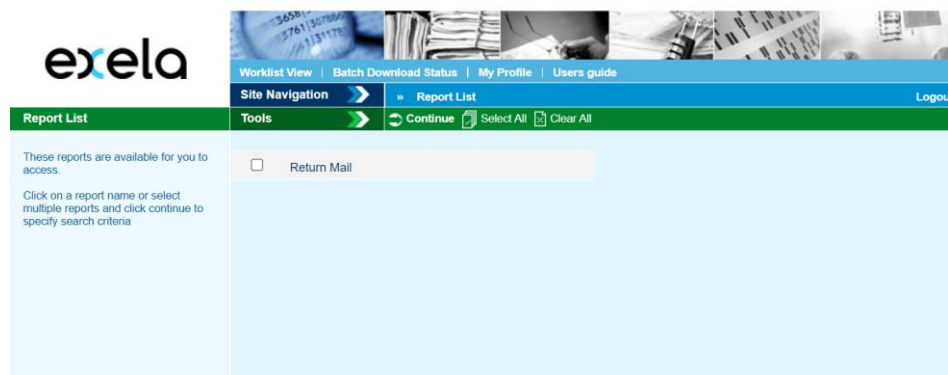
Enter the email address and password to login.



The login form is displayed on a light blue background. On the left, there is a vertical list of product types: Product Type 5, Product Type 6, Product Type 7, Product Type 8, Product Type 9, Product Type 10, Product Type 11, and Product Type 12. The main form area contains a 'User ID' field with the text 'testamex18041@test.com', a 'Password' field with a toggle icon, and a pink 'LOGIN' button. Below the button, the 'Exela Help Desk' contact information is provided: Email: hovhelpdesk@exelaonline.com and Phone: (800) 733-7842.

### 1.4. Access the files.

Once logged in successfully, user should be able to see the reports.



The dashboard features the 'exela' logo on the left. The top navigation bar includes links for 'Worklist View', 'Batch Download', 'Status', 'My Profile', and 'Users guide'. Below this, a blue bar shows 'Site Navigation' with a right arrow and 'Report List' with a left arrow, and a 'Logout' link on the far right. A green bar contains 'Tools' with a right arrow, 'Continue' with a refresh icon, 'Select All' with a checkmark icon, and 'Clear All' with an eraser icon. The main content area is light blue and contains a message: 'These reports are available for you to access. Click on a report name or select multiple reports and click continue to specify search criteria'. Below this message is a list item 'Return Mail' with an unchecked checkbox.