January 22, 2024

New Multi-Factor Authentication Login Process

Kinetica Energy Express (KEE) is implementing a new multi-factor authentication ("MFA") login process for Velocity (QuickNom).  This will be mandatory as part of our security policy, and users may not "opt out".

Effective January 22, 2024, at 9:00 AM CT, users will be prompted to create an MFA "Set Up" before they will be allowed to log in to the system.

When opening a new instance of Velocity (QuickNom), users will be asked to verify their identity.   Select "Verify" to move to the next step and select an MFA method.

Users will have the option to select MFA via Email or Google Authenticator.  Selecting Google Authenticator will require users to download the App.  The email option will not require downloading Google Authenticator App.

Once the account is verified and an MFA option is selected, users should follow the onscreen prompts to complete the selected MFA process.  Once the MFA setup is complete, users will be required to complete authentication when logging into Velocity (QuickNom).

If, during the verification/MFA login process, the process "stalls" or otherwise does not move to the next step, a password reset and clearing of the web browser's cache may be required.  It is recommended for greatest functionality in Velocity (QuickNom) to use Chrome as the default browser.

Users can trigger a password reset via the screen by clicking "Forgot your password?" or contact a Scheduling Rep for assistance.

**Tips for a smooth MFA set up:**

All previously opened Velocity (QuickNom) instances should be logged out via the "Logout" option on the left navigation menu of the active session.

- Upon opening a new web browser, users are strongly encouraged to clear browser cookies and cache prior to initiating a new Velocity (QuickNom) session.
- Use Chrome for the best user experience.
- Users can ensure a smooth MFA set up by triggering a password reset ahead of Monday, January 22, 2024.
- Reminder that account login/password sharing is strictly **prohibited**.   Each individual user is required to have a valid e-mail address specific to their own personal use, and a unique username and password.

Please contact the Scheduling team at Scheduling@Kineticallc.com if you have any question or concerns.