

2FA User Guide

July 2021

PROPRIETARY INFORMATION

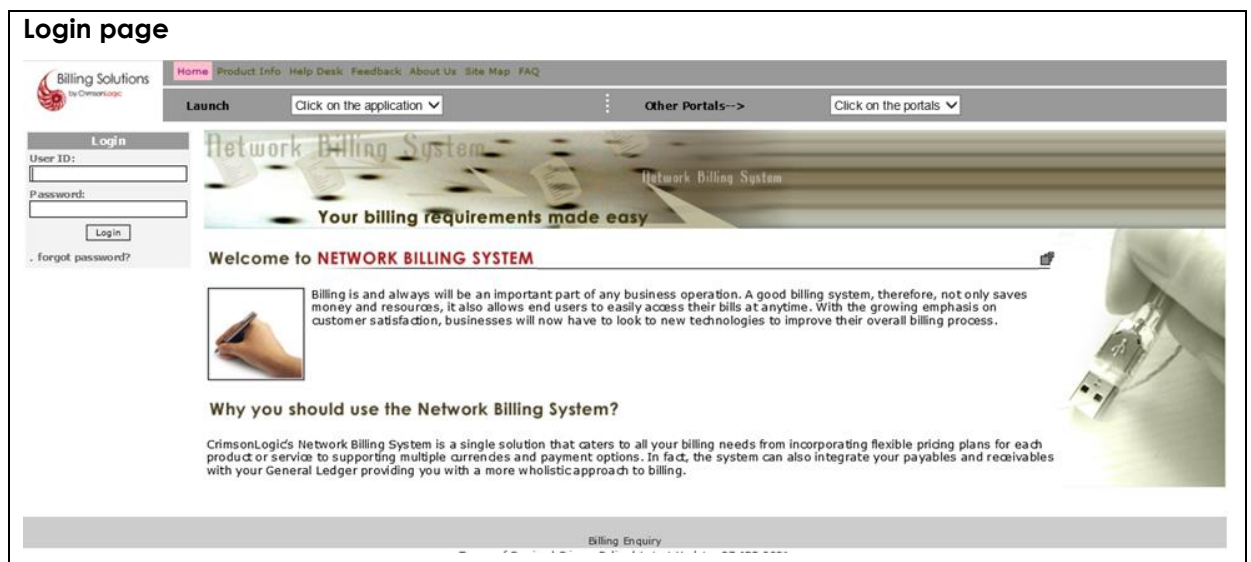
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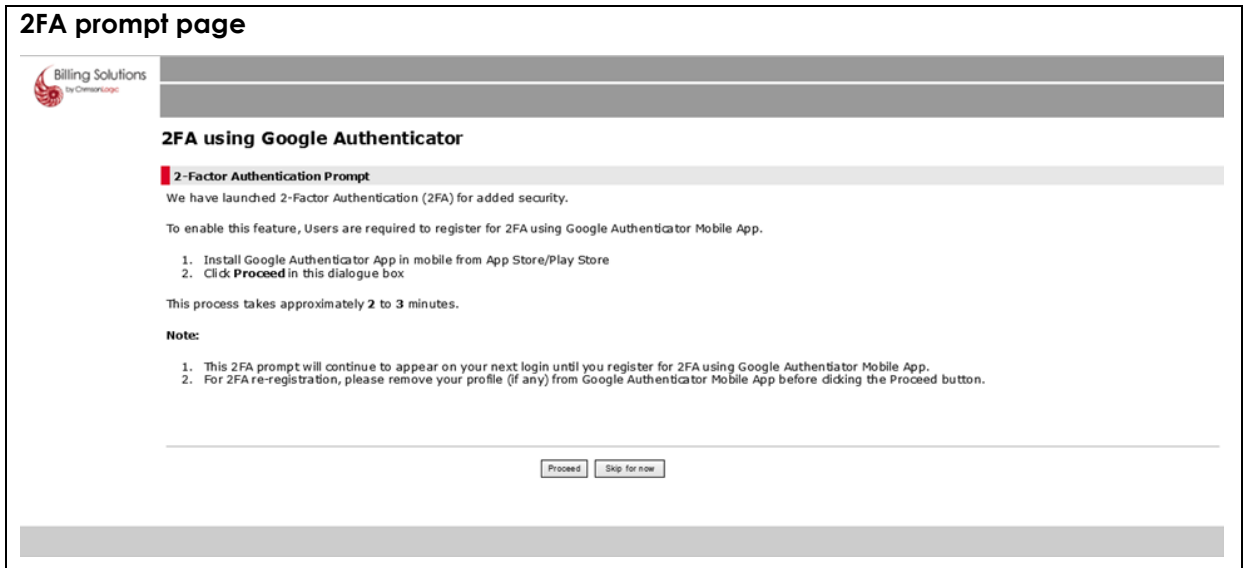
A. 2FA Registration

1. Enter <https://billing.crimsonlogic.com> in your Internet browser to access **Network Billing System** (NBS) home page.
2. Enter your User ID and password to login to the system.
3. Click **Login**. The system goes to the 2FA registration prompt page.



4. Click **Proceed** to register for 2FA.

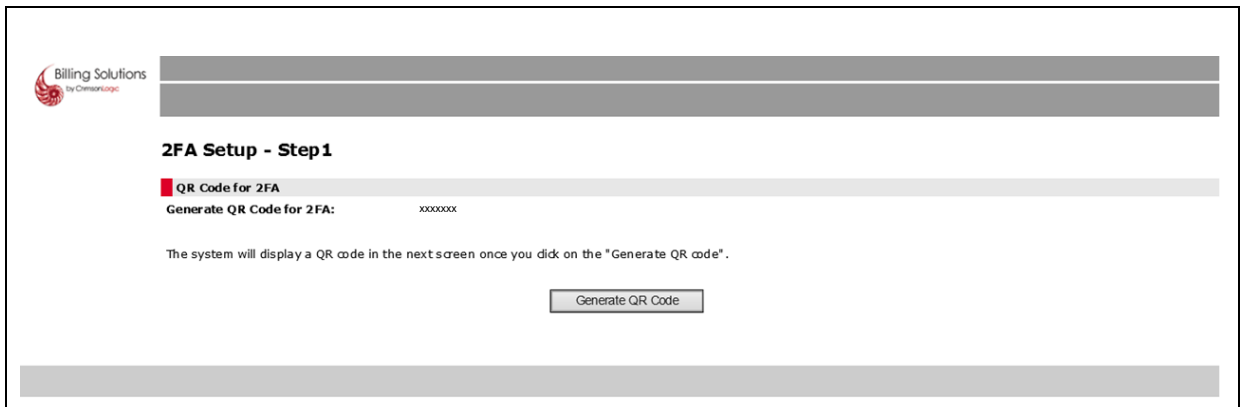
2FA prompt page



The screenshot shows a web page titled "2FA prompt page". At the top left is the "Billing Solutions by CrimsonLogic" logo. The main heading is "2FA using Google Authenticator". Below this is a section titled "2-Factor Authentication Prompt" with the text: "We have launched 2-Factor Authentication (2FA) for added security. To enable this feature, Users are required to register for 2FA using Google Authenticator Mobile App." This is followed by a numbered list: "1. Install Google Authenticator App in mobile from App Store/Play Store" and "2. Click **Proceed** in this dialogue box". Below the list, it says "This process takes approximately 2 to 3 minutes." A "Note:" section contains two points: "1. This 2FA prompt will continue to appear on your next login until you register for 2FA using Google Authenticator Mobile App." and "2. For 2FA re-registration, please remove your profile (if any) from Google Authenticator Mobile App before clicking the Proceed button." At the bottom of the page are two buttons: "Proceed" and "Skip for now".

5. When you click **Proceed**, the system goes to the 2FA setup page. Follow the steps provided.

Step 1: Generate QR code



The screenshot shows a web page titled "2FA Setup - Step 1". At the top left is the "Billing Solutions by CrimsonLogic" logo. The main heading is "2FA Setup - Step 1". Below this is a section titled "QR Code for 2FA" with the text: "Generate QR Code for 2FA: xxxxxxxx". Below this, it says "The system will display a QR code in the next screen once you click on the 'Generate QR code'". At the bottom of the page is a button labeled "Generate QR Code".

Step 2: Scan the QR code using Google Authenticator mobile app



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2FA Setup - Step2

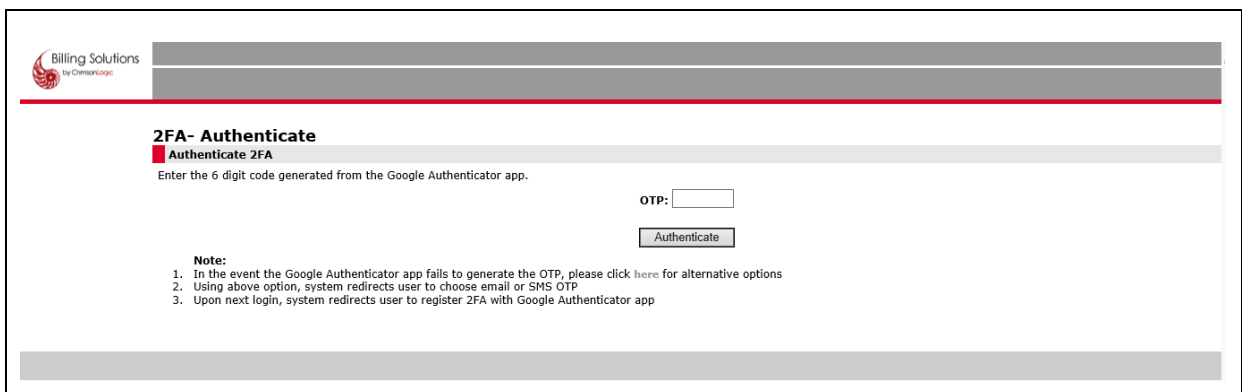
2FA Scan QR Code

- Scan the below QRCode using Google Authenticator App from your mobile.
- After scanning check that there is a new entry [CrimonLogic-NBS] with your user id is added in the Google Authenticator App.
- Next Click on Verify OTP to proceed to the next screen to key in the OTP for authentication.



Verify OTP

Step 3: Enter the 6-digit OTP generated from the Google Authenticator app.
Then click **Authenticate**. Registration confirmation for 2FA will be displayed.



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2FA- Authenticate

Authenticate 2FA

Enter the 6 digit code generated from the Google Authenticator app.

OTP:

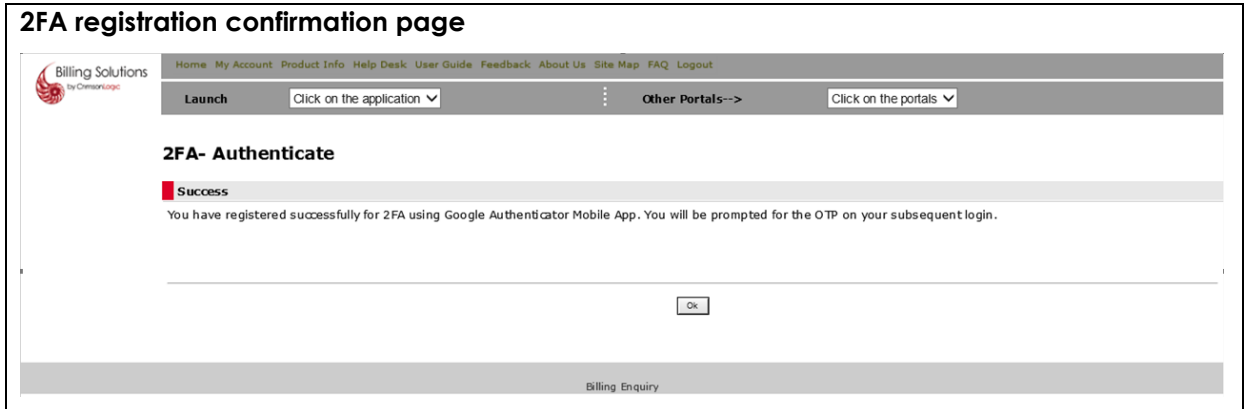
Authenticate

Note:

1. In the event the Google Authenticator app fails to generate the OTP, please click [here](#) for alternative options
2. Using above option, system redirects user to choose email or SMS OTP
3. Upon next login, system redirects user to register 2FA with Google Authenticator app

Step 4: Click **Ok** to login to NBS home page.

2FA registration confirmation page



2FA- Authenticate

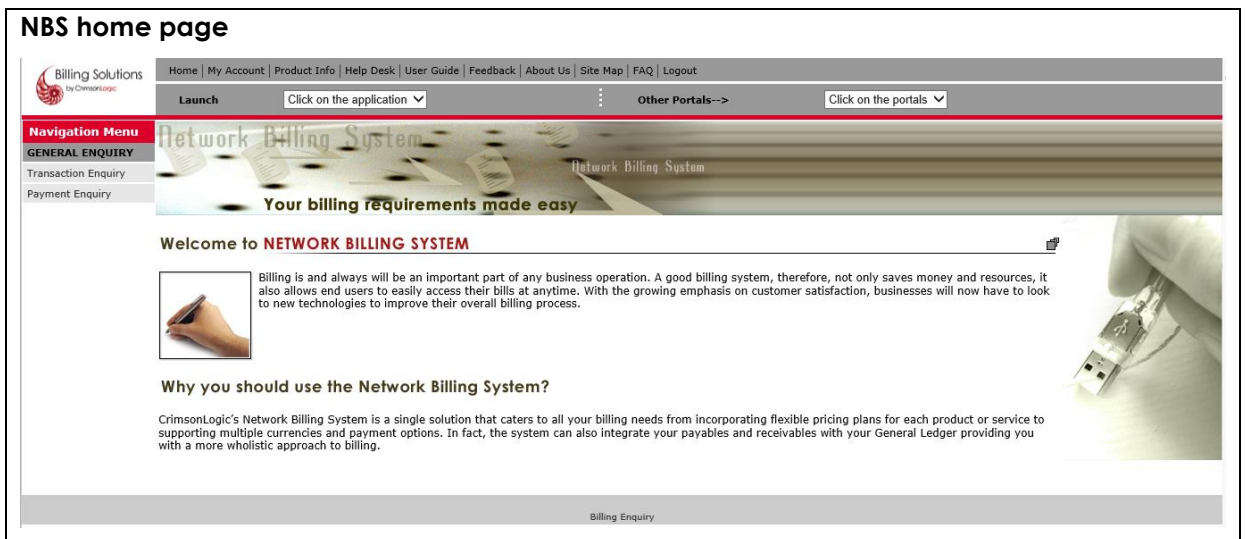
Success

You have registered successfully for 2FA using Google Authenticator Mobile App. You will be prompted for the OTP on your subsequent login.

Ok

Billing Enquiry

NBS home page



Navigation Menu

- GENERAL ENQUIRY
- Transaction Enquiry
- Payment Enquiry

Network Billing System

Your billing requirements made easy

Welcome to NETWORK BILLING SYSTEM

Billing is and always will be an important part of any business operation. A good billing system, therefore, not only saves money and resources, it also allows end users to easily access their bills at anytime. With the growing emphasis on customer satisfaction, businesses will now have to look to new technologies to improve their overall billing process.

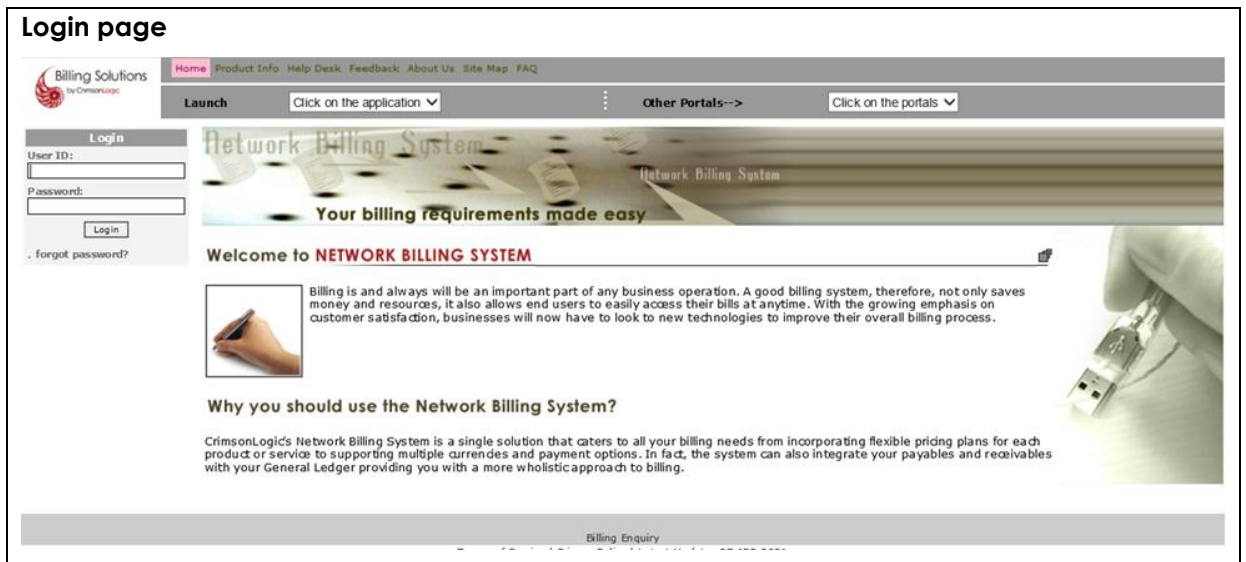
Why you should use the Network Billing System?

CrimsonLogic's Network Billing System is a single solution that caters to all your billing needs from incorporating flexible pricing plans for each product or service to supporting multiple currencies and payment options. In fact, the system can also integrate your payables and receivables with your General Ledger providing you with a more wholistic approach to billing.

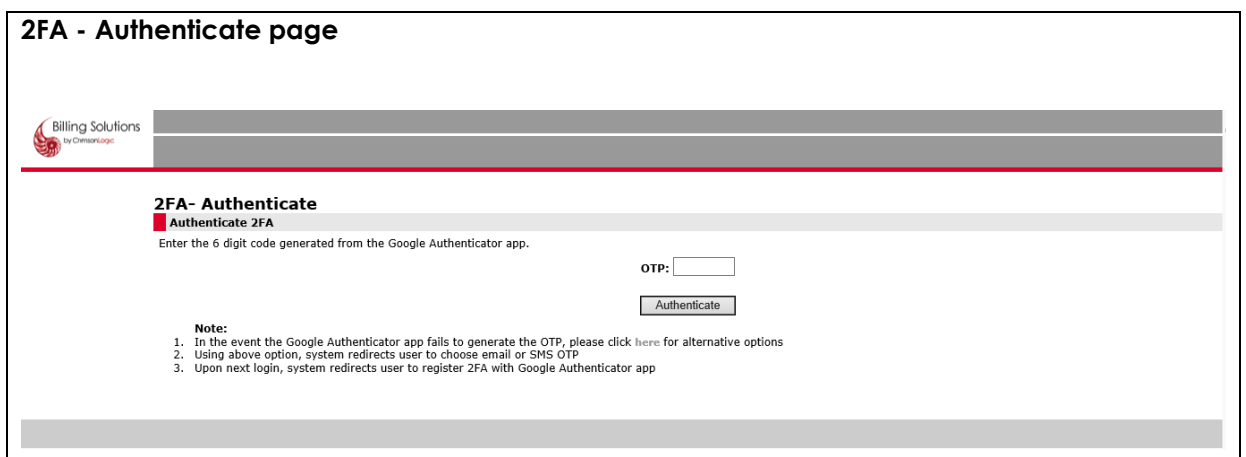
Billing Enquiry

B. 2FA Authentication

1. Enter <https://billing.crimsonlogic.com> in your Internet browser to access **Network Billing System** (NBS) home page.
2. Enter your User ID and password to login to the system.
3. Click **Login**. The system goes to the 2FA - Authenticate page.




4. Enter the 6-digit OTP generated from the Google Authenticator app.



5. Click **Authenticate** to login to NBS home page

NBS home page



Billing Solutions
by CrimsonLogic

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Launch ▾

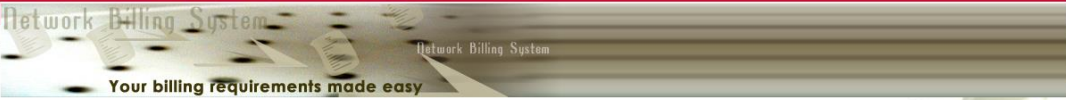
Other Portals--> ▾

Navigation Menu


GENERAL ENQUIRY

Transaction Enquiry

Payment Enquiry



Welcome to NETWORK BILLING SYSTEM



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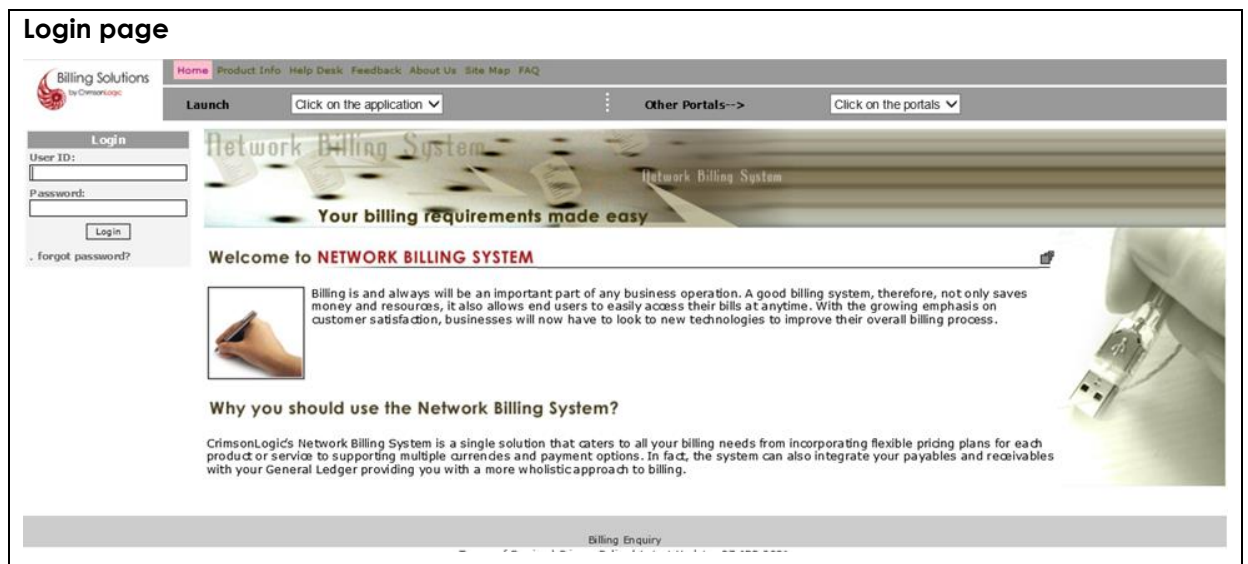
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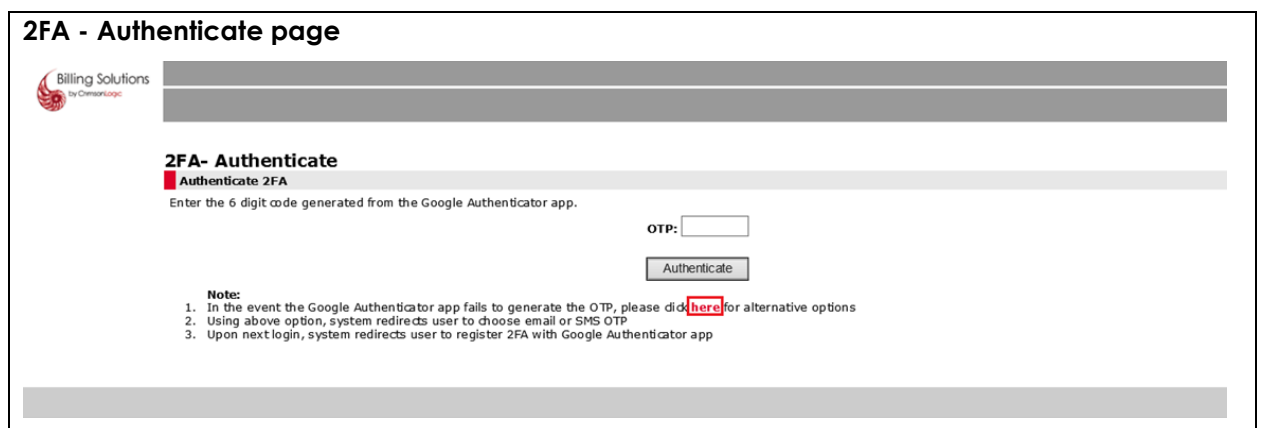
Billing Enquiry

C. One-Time PIN (OTP) via SMS/Email option

1. Enter <https://billing.crimsonlogic.com> in your Internet browser to access **Network Billing System** (NBS) home page.
2. Enter your User ID and password to login to the system.
3. Click **Login**. The system goes to the 2FA - Authenticate page.

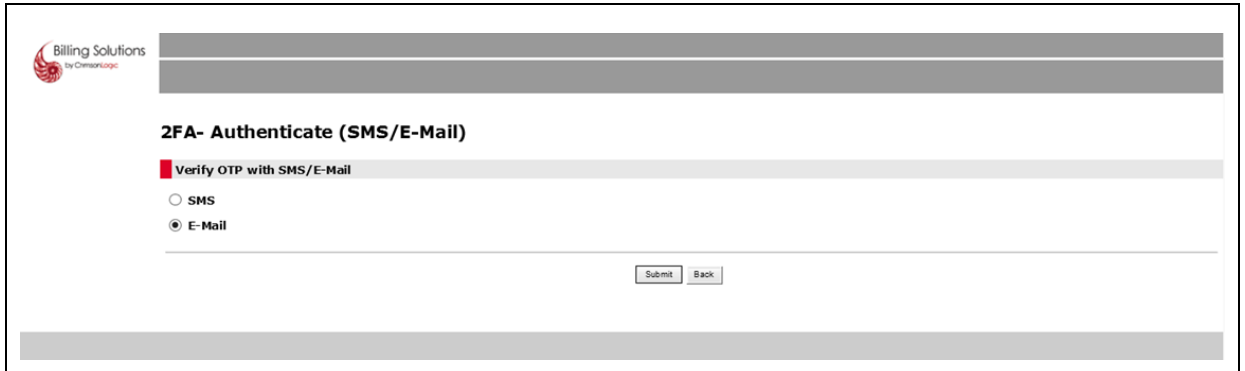


If for whatever reason, the system is unable to authenticate the OTP generated from your Google Authenticator app, or your Google Authenticator app is unable to generate the OTP, click **here** highlighted in the page below for alternate SMS/Email option.



4. Choose either SMS or Email to access application home page (default option is E-Mail)

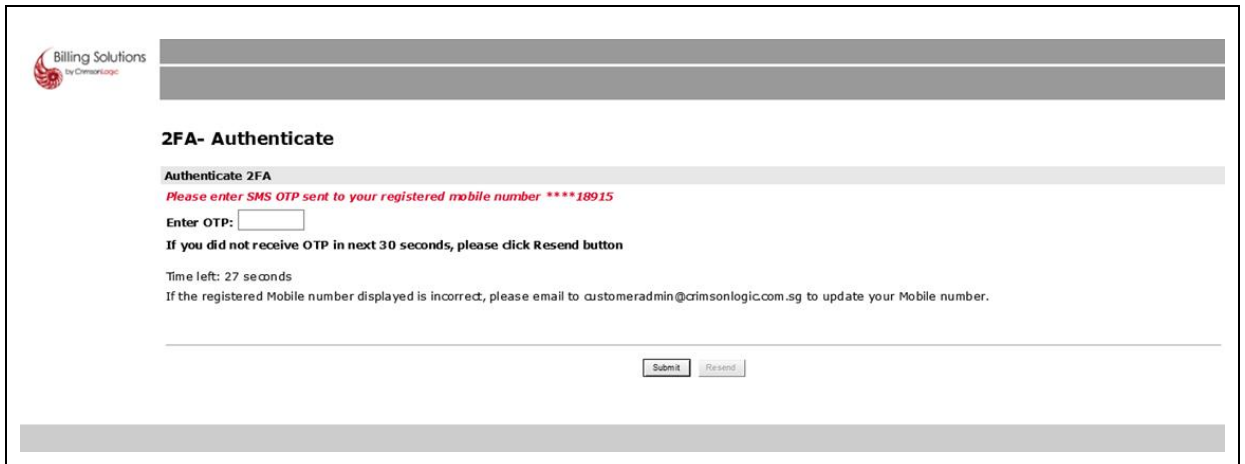
Note: Mobile number/email address should be registered with the system to receive OTP



The screenshot shows a web interface for 'Billing Solutions by CrimsonLogic'. The main heading is '2FA- Authenticate (SMS/E-Mail)'. Below this, there is a section titled 'Verify OTP with SMS/E-Mail' with two radio button options: 'SMS' and 'E-Mail'. The 'E-Mail' option is selected. At the bottom of the form, there are two buttons: 'Submit' and 'Back'.

If you select SMS, Enter 6-digit OTP received via SMS. Click **Submit**.

Note: If mobile number is incorrect, please contact Customeradmin@crimsonlogic.com.sg to update the number.

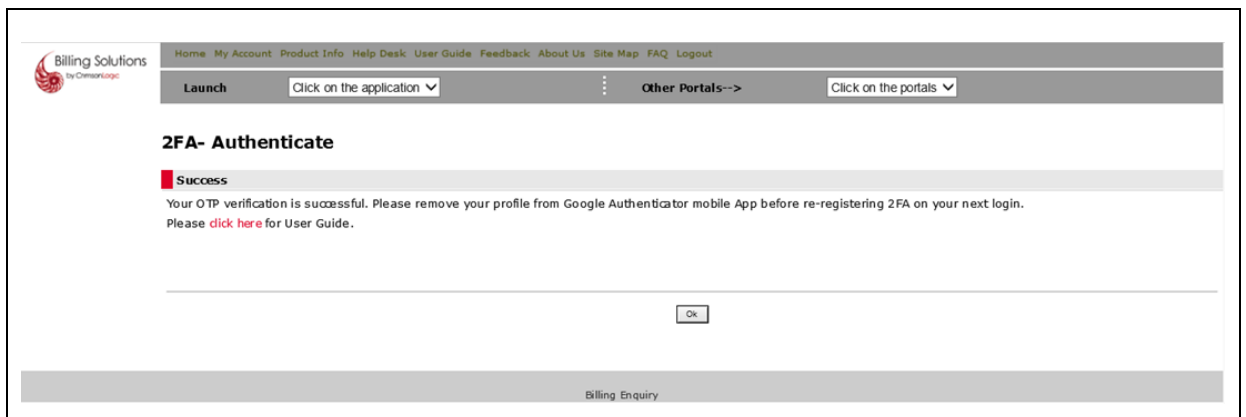


The screenshot shows the '2FA- Authenticate' form. The heading is '2FA- Authenticate'. Below it, the text reads 'Authenticate 2FA' and 'Please enter SMS OTP sent to your registered mobile number ****18915'. There is an input field for 'Enter OTP:'. Below the input field, it says 'If you did not receive OTP in next 30 seconds, please click Resend button'. A timer shows 'Time left: 27 seconds'. At the bottom, there is a note: 'If the registered Mobile number displayed is incorrect, please email to customeradmin@crimsonlogic.com.sg to update your Mobile number.' At the bottom of the form, there are two buttons: 'Submit' and 'Resend'.

You will receive the message below with user guide link on how to reset user profile that is already registered in the system.

Note:

- a. You will be required to use the Google Authenticator App to register your 2FA on your next login every time once you have login with alternate SMS/Email OTP.
- b. You will need to delete the user profile in the Google Authenticator App before resuming your 2FA registration.



Click **Ok** to login to NBS home page.

