



## Sign In Updates

Review upcoming changes to the LabAccess Sign in process and multi-factor verification.



## New Login Screen

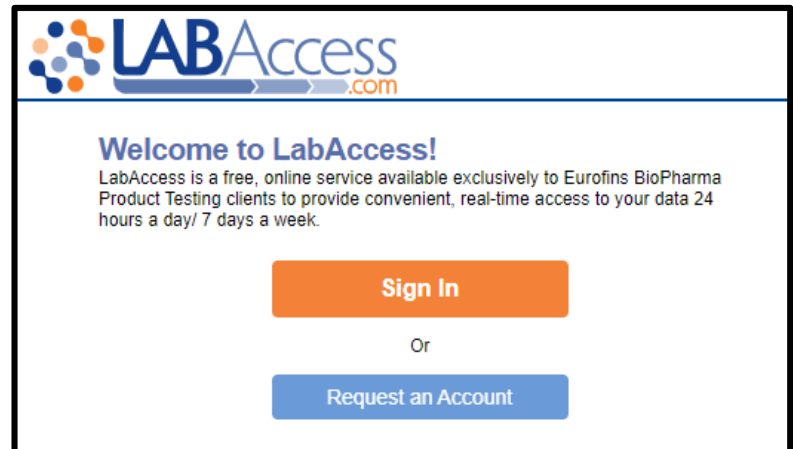
Soon when you visit [LabAccess.com](http://LabAccess.com) you will see a new Sign In button to start your Sign In process.

### Old Sign In



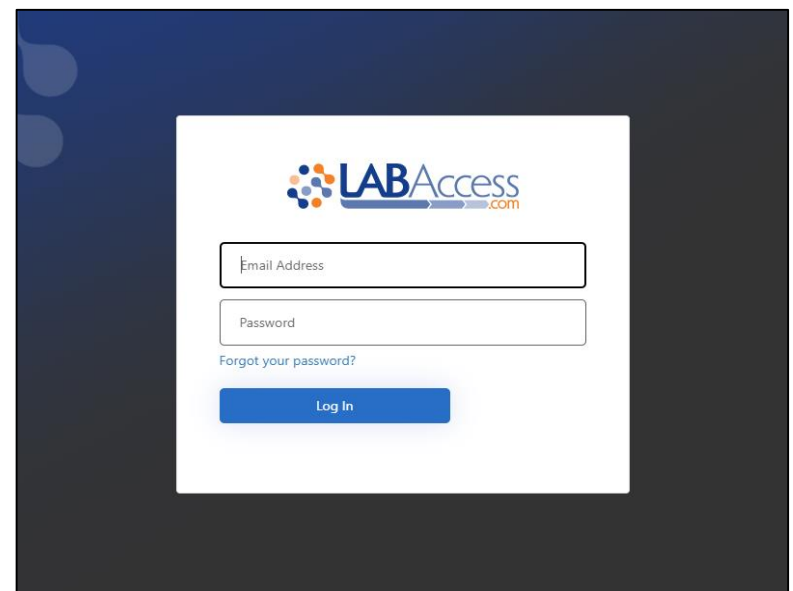
The screenshot shows the old LabAccess sign-in interface. At the top is the LABAccess.com logo. Below it is a welcome message: "Welcome to LabAccess! LabAccess is a free, online service available exclusively to Eurofins BioPharma Product Testing clients to provide convenient, real-time access to your data 24 hours a day/ 7 days a week." Below the message is a "Log In >>" section containing a "User Name" input field, a "Go" button, and two links: "Forgot User Name?" and "Create an Account".

### New Sign In



The screenshot shows the new LabAccess sign-in interface. At the top is the LABAccess.com logo. Below it is the same welcome message as the old screen. Below the message is a large orange "Sign In" button. Underneath the button is the word "Or" and a blue "Request an Account" button.

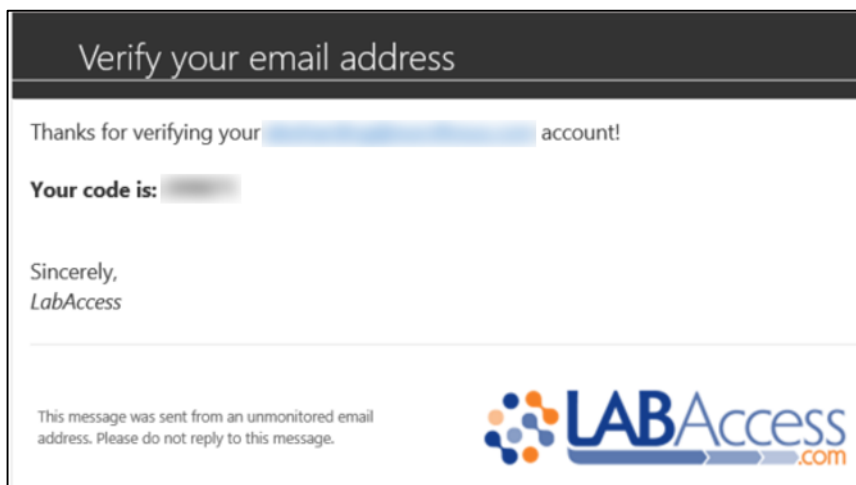
- After clicking on the Sign In button you will see a new screen to enter your LabAccess credentials.
- You will no longer use a LabAccess username to sign in.
- Now you will sign in with your email address and the same password you created for your LabAccess account.



The screenshot shows the new LabAccess login screen. At the top is the LABAccess.com logo. Below it are two input fields: "Email Address" and "Password". Below the password field is a link: "Forgot your password?". At the bottom is a blue "Log In" button.



## Email Verification Codes



- We will be enhancing LabAccess security by implementing multi-factor authentication.
- Periodically when logging into LabAccess a verification code will be sent to your email address.
- These emails will look like the example on the right and will be delivered from an [@microsoftonline.com](mailto:@microsoftonline.com) email address.

## If you encounter problems

### If you are not receiving verification code emails

Check with your IT team to confirm that your email IT policies are not blocking or filtering out the multi-factor verification emails from the domain @microsoftonline.com.

### If your email address has changed

If your email address has changed since you initially signed up for LabAccess reach out to your Eurofins Client Service Representative with your account details to initiate an email address update for your LabAccess account.

### If you have forgotten your password

You can reset your password at any time by clicking the “Sign In” button to open the Sign In page and then clicking on the “Forgot Your Password?” link to start a password reset.