

Website User Guide: Multifactor Authentication

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PSW User Guide: Multifactor Authentication

Multifactor Authentication (MFA) is a process of logging into an account using more than just a username and password to verify the identity of the person logging in. It requires the person logging in to be in possession of an additional piece of data. On the NBS website, a verification code (PIN) will be sent to the email address or phone number (if capable of receiving a text message) on file.

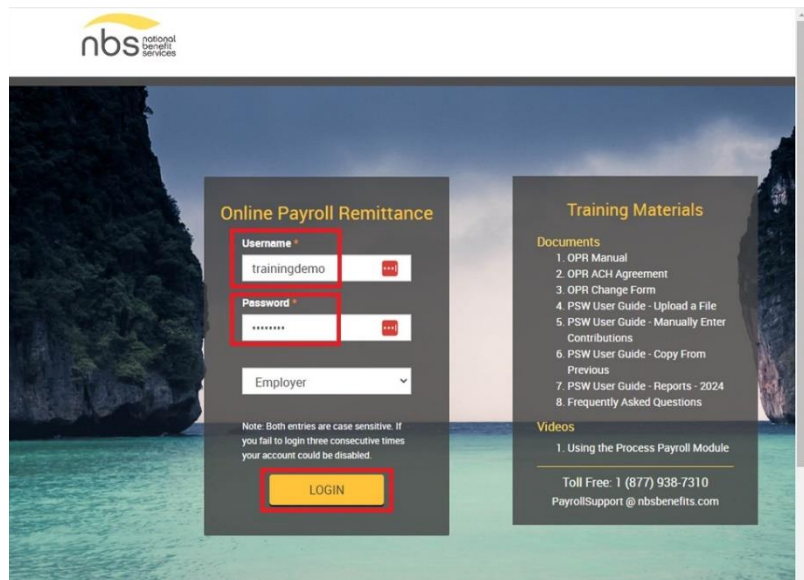
Log in to the Website

<https://www.nbspayroll.com/>

If you have an old bookmark for the NBS Online Payroll Remittance website, it is critical that you update it. The URL MUST include the “www” and the “https://” for Multifactor Authentication to work.

Enter your username and password.

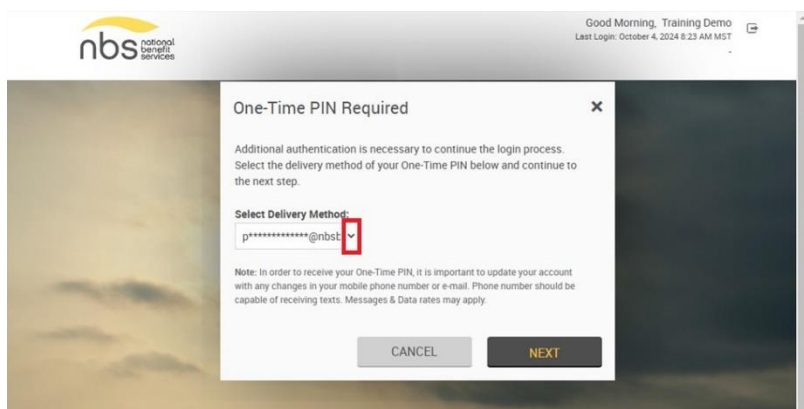
Click “Login.”

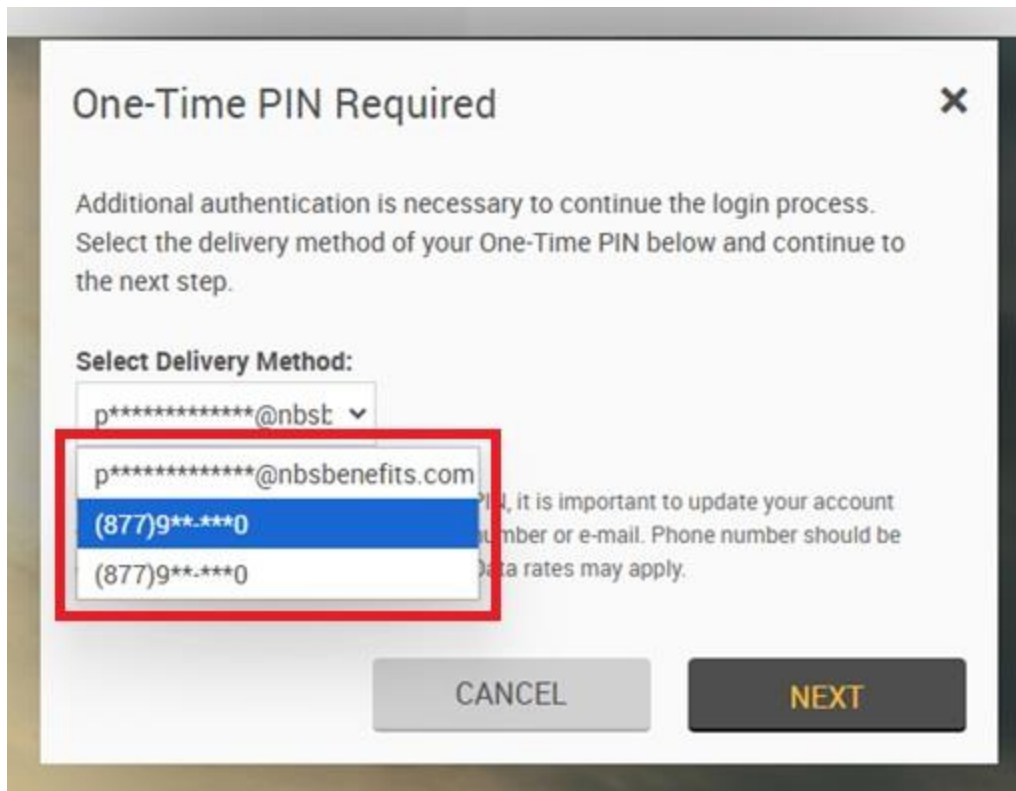


Verify Your Identity Using MFA

You will get a popup that says, “One-Time PIN Required.”

Click the down arrow under “Select Delivery Method” to view your available options.





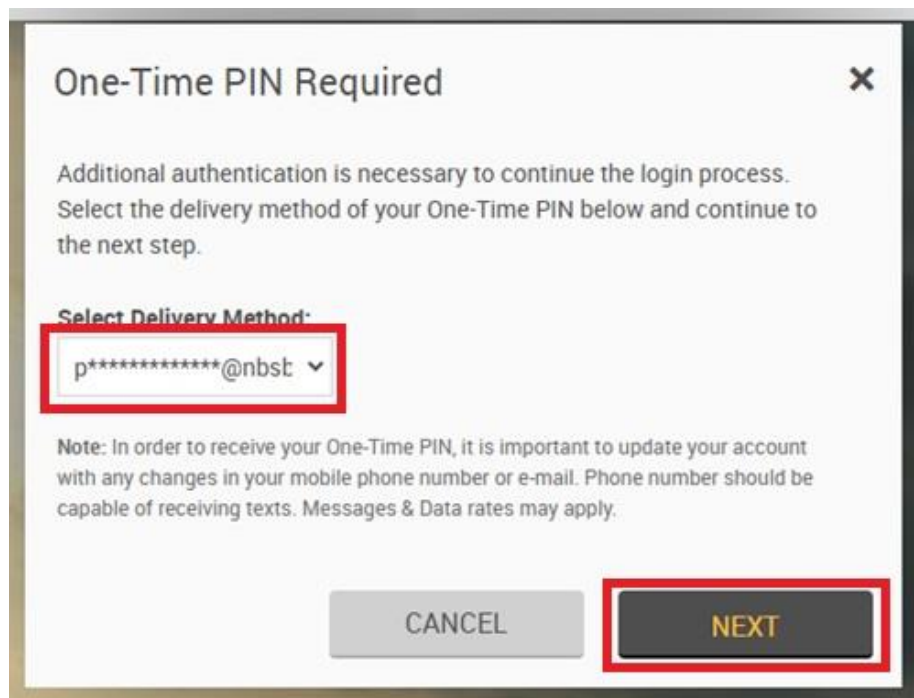
All the email addresses and phone numbers we have associated with your contact will display in the list.

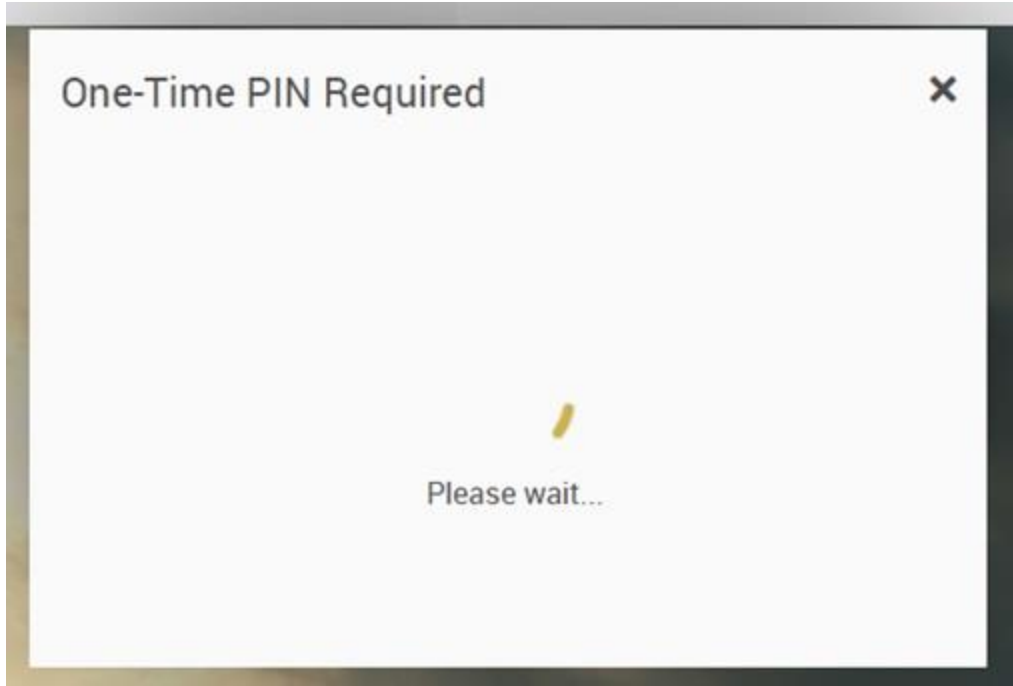
****If your phone number does not accept text messages, DO NOT choose that phone number as a delivery method.****

If you want to add a cell phone number to your

contact, see [Make Contact Changes](#) below.

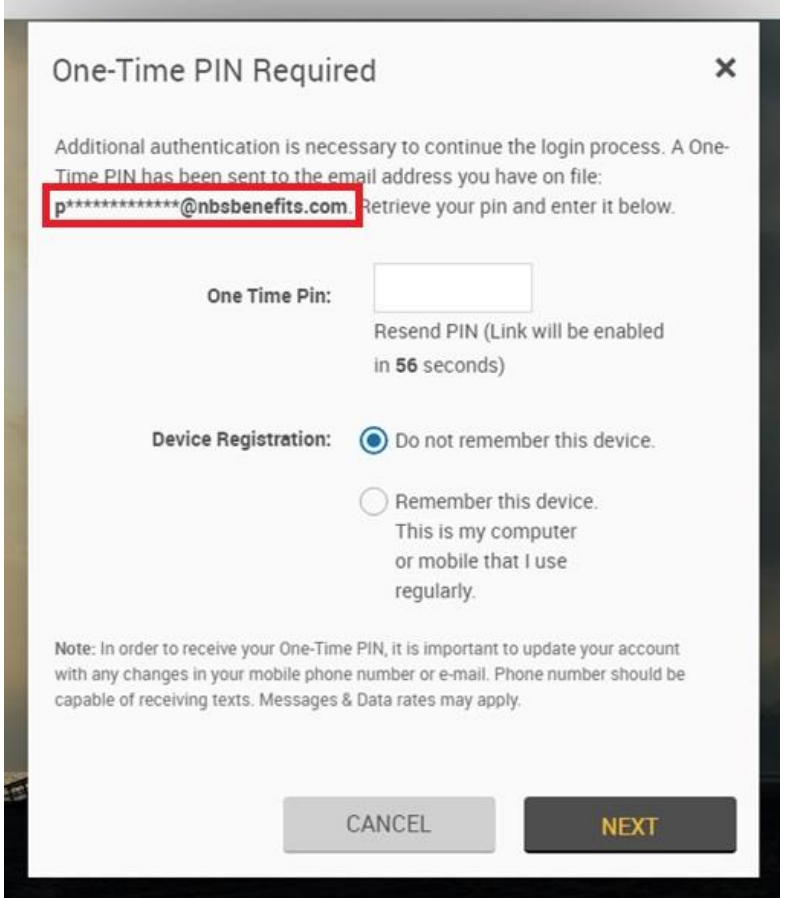
Once you select your Delivery Method, click the "Next" button.





The status circle will spin while the website attempts to send your code.

Once the code sends, the page will load for you to enter your code. If you aren't sure where you requested your code be sent, that information is on this page.

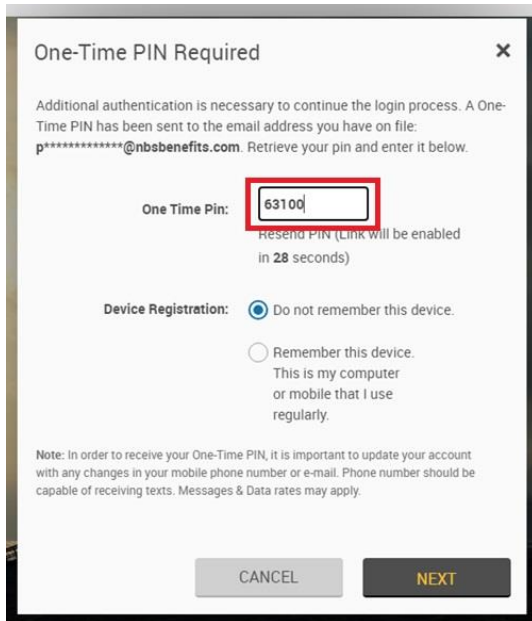
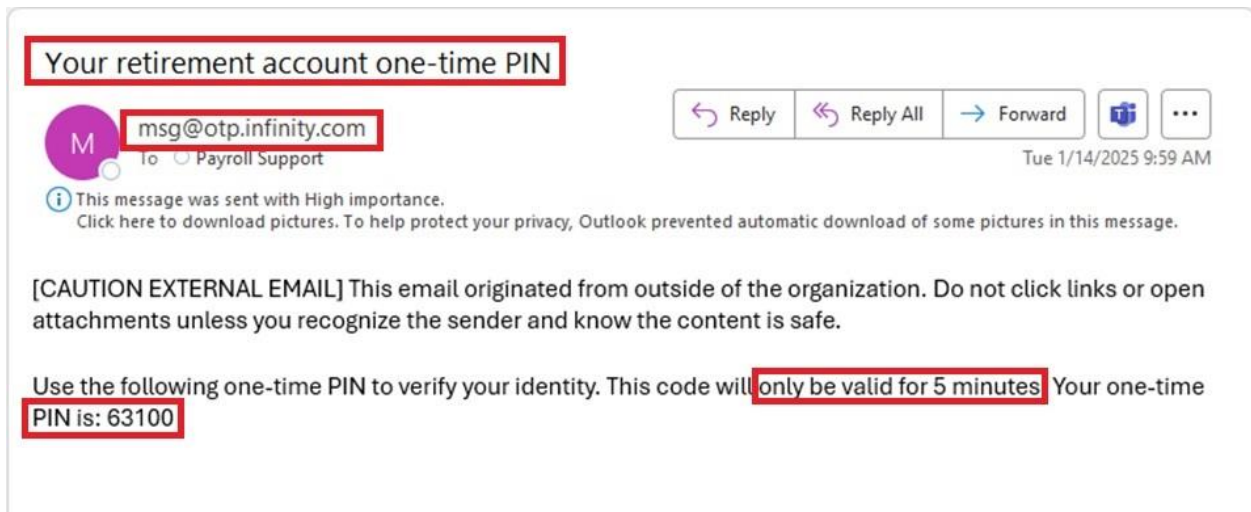


If you choose to receive a cell phone delivery, you will receive a text message with a code.

If you choose to receive an email delivery, you will receive an email from msg@otp.infinity.com with a code.

Please note that the code is ONLY valid for 5 minutes.

If you do not see your code within 1 to 2 minutes, please check your junk or spam folder. If the email is not there, you may request a new PIN be sent by clicking on the Resend PIN link. The link becomes available 60 seconds after initiating the initial request.



Type in your PIN in the "One Time Pin" box.

Device Registration

Please choose if you want the website to remember your device. **If you are using a public or shared computer, please choose “Do not remember this device.”** If you are using a personal device to log in, you may wish to select “Remember this device.” You will still be required to periodically verify your identity with MFA. Then click the “Next” button.

One-Time PIN Required

Additional authentication is necessary to continue the login process. A One-Time PIN has been sent to the email address you have on file: p*****@nbsbenefits.com. Retrieve your pin and enter it below.

One Time Pin:

Resend PIN (Link will be enabled in 22 seconds)

Device Registration: Do not remember this device.

Remember this device.
This is my computer or mobile that I use regularly.

Note: In order to receive your One-Time PIN, it is important to update your account with any changes in your mobile phone number or e-mail. Phone number should be capable of receiving texts. Messages & Data rates may apply.

If you choose “Remember this device” in error, please call 877-938-7310 or email payrollsupport@nbsbenefits.com and request a PIN Device Reset. We will need your first and last name, as well as the name of the plan which you are logging into to make contributions.

You will be required to reselect a device on your next login.

Your plan Dashboard will load, and you may proceed as usual.

The screenshot shows the NBS Plan Information dashboard. At the top, the NBS logo is on the left, and the user's name 'Good Morning, Training Demo' and last login 'October 4, 2024 8:23 AM MST' are on the right. Below the logo is the plan name '999994 - DEMO EMPLOYER 2 - LOS ANGELES CA'. A navigation bar contains links for Dashboard, Plan Info, Payroll Remittance, Reports, Employee Search, Add Employee, and Plan Selection. The main content area is titled 'Plan Information' and includes a 'Print' icon. The plan details for 'DEMO EMPLOYER 2 - CULVER CITY CA' (Payroll Remittance ID: 999994) are listed, including primary and secondary contact information (John Doe and Jane Doe) and the address (515 ELM STREET, LOS ANGELES CA 84120, Phone 8018675309). Status information includes 'PRD TURNED ON: NO', 'LAST CONTRIBUTION OPR: NO', and 'Bank Account Number: None'. The 'LAST CONTRIBUTION METHOD' is noted as 'Largest anticipated online payroll transaction amount: \$1250' with a note to contact NBS for exceptions. A table at the bottom shows 'Plan contact / File attachment:' with a link to 'Payroll Support <PayrollSupport@NBSBenefits.com>' and 'Payroll is processed' with a frequency of 'Monthly'. The section is titled 'Payroll Contributions'.

Troubleshooting

Error Message

If you get an error message when the PIN is sent, please make sure that you are using the most up to date link for our website. The https and the www are critical to the website functioning properly.

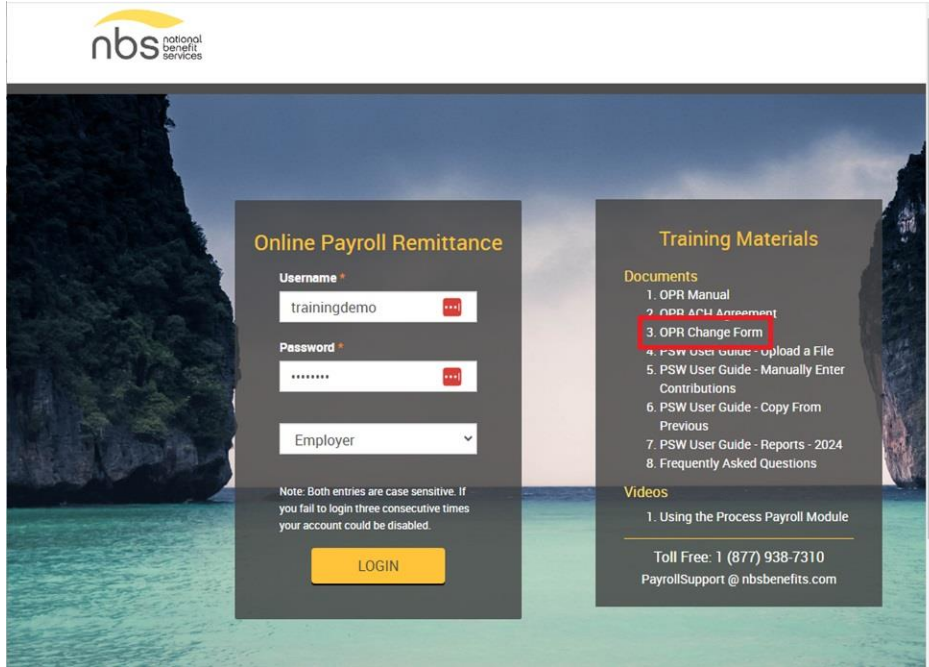
<https://www.nbspayroll.com/>

Bad or Missing Contact Information

If you don't see a current email address or phone number for you, please see the [Make Contact Changes](#) section below. Please note that contact changes will be processed in the order they are received. We make every effort to process contact changes as quickly as possible, but it may take two to three business days for contact changes to be made.

Make Contact Changes

If you want to make changes to your contact information, log out of the nbspayroll website. On the right side of the login screen, under Training Materials, locate the OPR Change Form.



Online Payroll Change Form



Payroll Remittance (Group Bill) ID #: _____ Date: _____

Employer Name: _____

Section 1: New or Changing Contacts
Complete only if requesting a change to the contacts on your plan. If a secondary contact needs to be removed without replacing please let us know by writing "remove" in the name area. NBS uses multifactor authentication (MFA) to log into the website, your email or cell phone is required to receive a pin when logging into the website.

New main contact person (Will be issued login credentials): _____

Email Address: _____ Telephone: _____
(required)

Cellphone: _____
(If electing for MFA pin sent by text)

New Secondary contact person (if needed): _____

Email Address: _____ Telephone: _____
(required)

Should the secondary contact receive login credentials to the website? Yes No
(If electing for MFA pin sent by text)

Section 2: New Bank Information
Complete only if requesting a change to the bank account used for payment processing

Bank Name: _____

Bank Address: _____

Bank Routing #: _____ Account #: _____

Account Owner: _____

Checking or Savings

If you click the link, it should open the pdf in a new tab. You can fill out the form online, then print and sign the form and return it to NBS.

You may also just download the pdf, print it, fill it out, sign it and return it to NBS.

Please fill out the Payroll Remittance (Group Bill or Plan) ID number as well as the Employer Name. The Employer Name is the name of the plan. If you don't know your Payroll Remittance ID number, you can find it on your plan dashboard when you are logged in. You may also leave it blank as long as you fill out the Employer Name field.

Online Payroll Change Form



Payroll Remittance (Group Bill) ID #: 999994 Date: 1/14/20
Employer Name: Demo Plan

Section 1: New or Changing Contacts

To update your primary contact person, please fill out the "New main contact person" section. Please be sure to include all relevant contact information, including the first and last name, email address, phone number, and cell phone number (if you wish to use a cell phone number for MFA verification).

Repeat if necessary for your secondary contact person.

If you aren't sure what your plan's current contact information is, you can find that information on the plan dashboard when you are logged in.

Section 1: New or Changing Contacts

Complete only if requesting a change to the contacts on your plan. If a secondary contact needs to be removed without replacing please let us know by writing "remove" in the name area. NBS uses multifactor authentication (MFA) to log into the website, your email or cell phone is required to receive a pin when logging into the website.

New main contact person (Will be issued login credentials): First Name Last Name

Email Address: payrollsupport@nbsbenefits.com Telephone: (877) 938-7310
(required) Cellphone: (801) 555-1212
(If electing for MFA pin sent by text)

New Secondary contact person (if needed): _____

Email Address: _____ Telephone: _____
(required)

Should the secondary contact receive login credentials to the website? Yes No
Cellphone: _____
(If electing for MFA pin sent by text)

Section 2: New Bank Information

If you do not need to change your bank information, please either leave that section blank or write or type in "n/a" in the bank information fields.

Scroll to the bottom of the second page.

Fill in the fields for Authorized Person with the person's first and last name, Title, and Date.

Download and/or print the form. (If you have Adobe Acrobat, you may be able to digitally sign the form. Please see Adobe's website for instructions on how to digitally sign a form if you do not know how to do so. We are unable to provide support for any pdf program.)

The form must be signed in order to be processed. The form should be signed by an authorized representative for the company. Typically, this would be someone who is authorized to sign checks for the company (aka is a signatory on the company's bank account).

The completed and signed form can be mailed, emailed, or faxed to NBS for processing. **Unsigned forms will not be processed.**

By signing this agreement, you authorize Ameriprise Financial Services, Inc. (AFSI) and its affiliates to act upon instructions from you to debit or credit the account held at the financial institution named in this Agreement. You agree that this arrangement will remain in effect until you notify NBS, acting as agent, in writing to cancel it; allowing reasonable time to act upon your cancellation. AFSI reserves the right to terminate this arrangement at its discretion.

| | |
|--|-----------------|
| First Name Last Name Authorized Person (please print) | Signature |
| Business Owner Title | 1/14/20 Date |

Instructions

Mail, fax or email (secure email only) this document (both pages) to NBS.

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| National Benefit Services Data Services PO BOX 219827 Kansas City, MO 64105-1407 | Email: PayrollSupport@nbsbenefits.com Fax: 801-838-7311 |
|--|--|

Address:

National Benefit Services Data Services
PO Box 219827
Kansas City, MO 64105-1407

Email: payrollsupport@nbsbenefits.com

Fax: 801-838-7311

If you would like a secure email to return the form to NBS, please call us at 877-938-7310 or send an email to payrollsupport@nbsbenefits.com and request a secure email to return a form.

****Please note that contact changes will be processed in the order they are received. We make every effort to process contact changes as quickly as possible, but it may take two to three business days for contact changes to be made.**