



## TPO and P3 Multi Factor Authentication (MFA) Registration

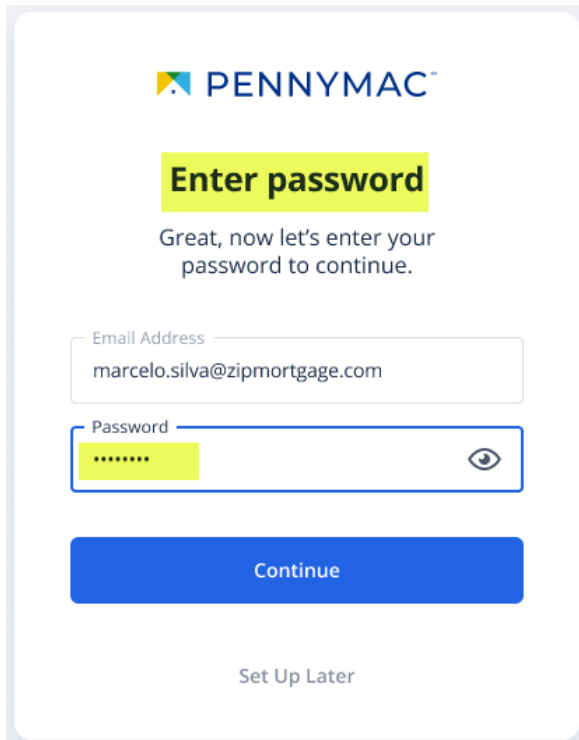
1. Enter your email to start the MFA registration / then click continue

The screenshot shows the 'Multi-Factor Authentication Setup' screen. At the top is the PENNYMAC logo. Below it, the title 'Multi-Factor Authentication Setup' is displayed. A message states: 'Beginning January 1, 2024 multi-factor authentication will be required for gaining access to POWER+'. Below this, it says 'This should only take a few minutes.' There is an 'Email Address' field containing 'marcelo.silva@zipmortgage.com'. Below the field is a 'I'm not a robot' checkbox with a green checkmark and a reCAPTCHA icon. At the bottom is a blue 'Continue' button.

2. You will receive a verification code in your email

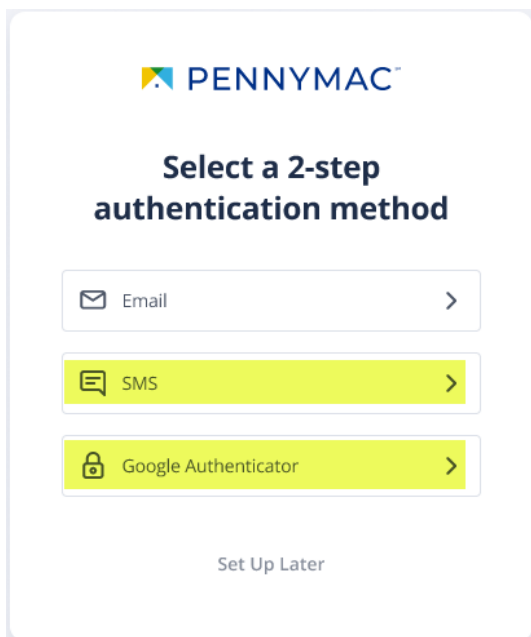
The screenshot shows the 'Verify your email' screen. At the top is the PENNYMAC logo. Below it, the title 'Verify your email' is displayed. A message states: 'We've sent an email with your code to marcelo\*\*\*@zip\*\*\*\*\*.com'. Below this is a 'Verification Code' field containing 'A1B2C3'. At the bottom is a blue 'Continue' button. Below the button, it says 'Didn't receive the code? Resend'.

3. Enter your password to login



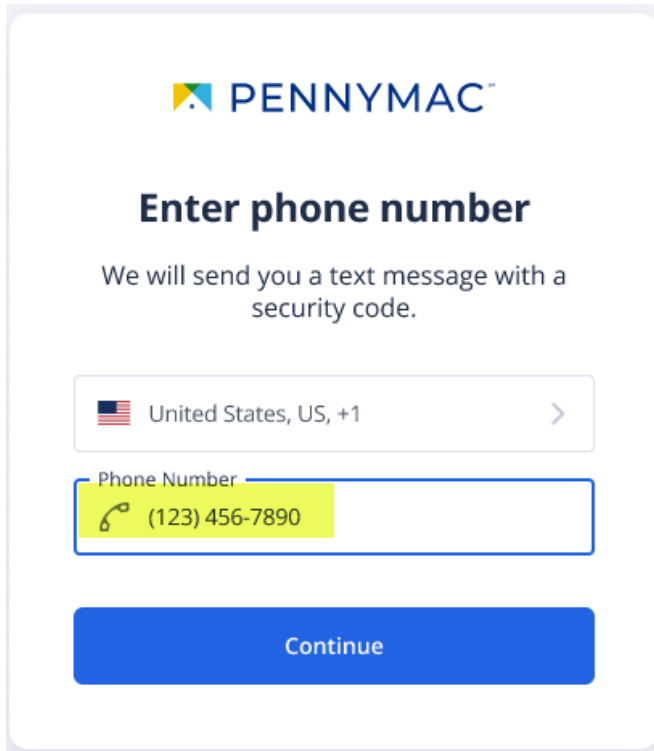
The screenshot shows the PENNYMAC login interface. At the top is the PENNYMAC logo. Below it, a yellow box contains the text "Enter password". Underneath, a message reads "Great, now let's enter your password to continue." There are two input fields: "Email Address" with the value "marcelo.silva@zipmortgage.com" and "Password" with masked characters "\*\*\*\*\*" and an eye icon. A blue "Continue" button is positioned below the fields, and a "Set Up Later" link is at the bottom.

4. Select either SMS or Google Authenticator for your 2-step method



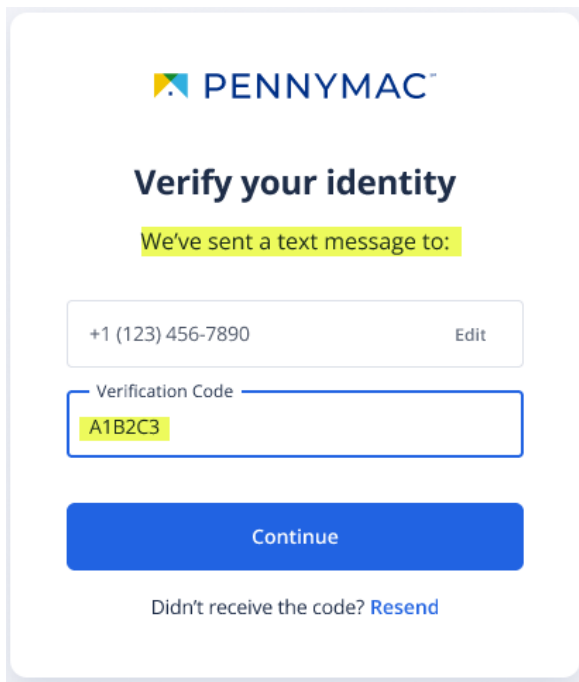
The screenshot shows the PENNYMAC 2-step authentication method selection screen. At the top is the PENNYMAC logo. Below it, the text "Select a 2-step authentication method" is displayed. There are three selection options, each with an icon and a right-pointing arrow: "Email" (envelope icon), "SMS" (message icon), and "Google Authenticator" (lock icon). The "SMS" and "Google Authenticator" options are highlighted in yellow. A "Set Up Later" link is located at the bottom of the screen.

5. Enter the phone number where you will receive the verifications



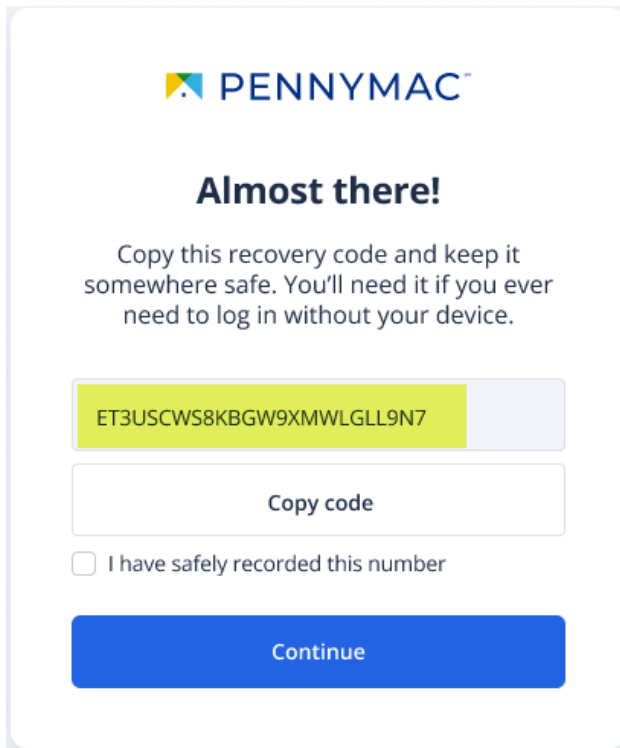
The image shows a mobile app screen for PennyMac. At the top is the PennyMac logo. Below it is the heading "Enter phone number" and a sub-heading "We will send you a text message with a security code." There is a dropdown menu for the country, currently set to "United States, US, +1". Below that is a text input field for the phone number, which contains "(123) 456-7890". At the bottom is a blue "Continue" button.

6. Enter the verification code you received via SMS



The image shows a mobile app screen for PennyMac. At the top is the PennyMac logo. Below it is the heading "Verify your identity" and a sub-heading "We've sent a text message to:". There is a text input field for the phone number, which contains "+1 (123) 456-7890" and an "Edit" link. Below that is a text input field for the verification code, which contains "A1B2C3". At the bottom is a blue "Continue" button. Below the "Continue" button is the text "Didn't receive the code? Resend".

7. Make sure you **SAVE THIS CODE** for recovery purposes (In case you are unable to login)



**PENNYMAC™**

### Almost there!

Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device.

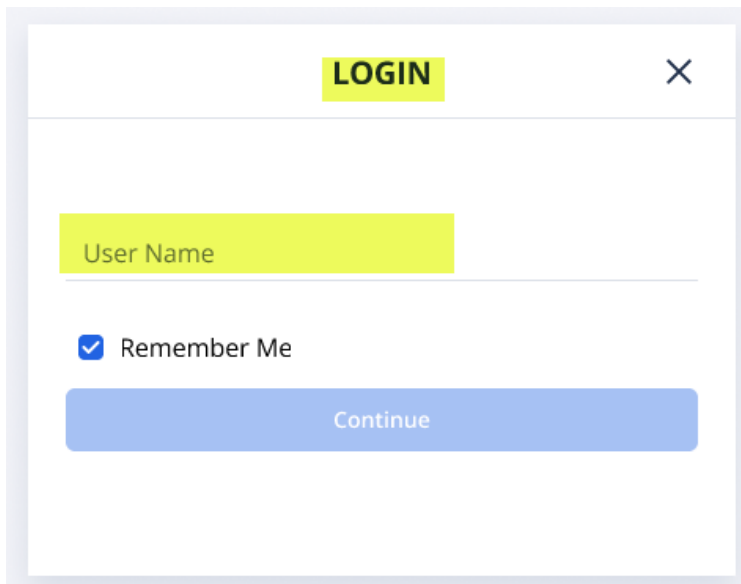
ET3USCWS8KBGW9XMWLGLL9N7

Copy code

I have safely recorded this number

Continue

8. Finally, you will login to your account



**LOGIN** X

User Name

Remember Me

Continue

### Still having issues?

It can help to:

- Clear your browser cache & cookies
- Go into “incognito mode” in your browser

Google Chrome:

### To Clear Chrome Cookies and Cache:

1. Make sure that you're using Chrome Internet Browser then click three dots in the upper right corner.
2. Click More Tools then Clear Browsing Data
3. Make sure the time range is set to all time and make all three categories have blue check marks.
4. Click Clear Data. Once finished, restart the Chrome browser.

### Microsoft Edge:

#### To Clear Edge Cookies and Cache:

1. In the top right corner click the three horizontal dots. When the drop-down menu appears, click settings.
2. On the left side of the window click "Privacy, search and services".
3. Under "Clear Browsing Data click" "Choose What to Clear" and a pop-up window will appear.
4. Under Time Range click the drop-down arrow and choose "All Time".
5. Under Time Range make sure there are check marks next to: Browsing History, Download History, Cookies and other site Data, Cached images and files.
6. Click Clear Now.



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