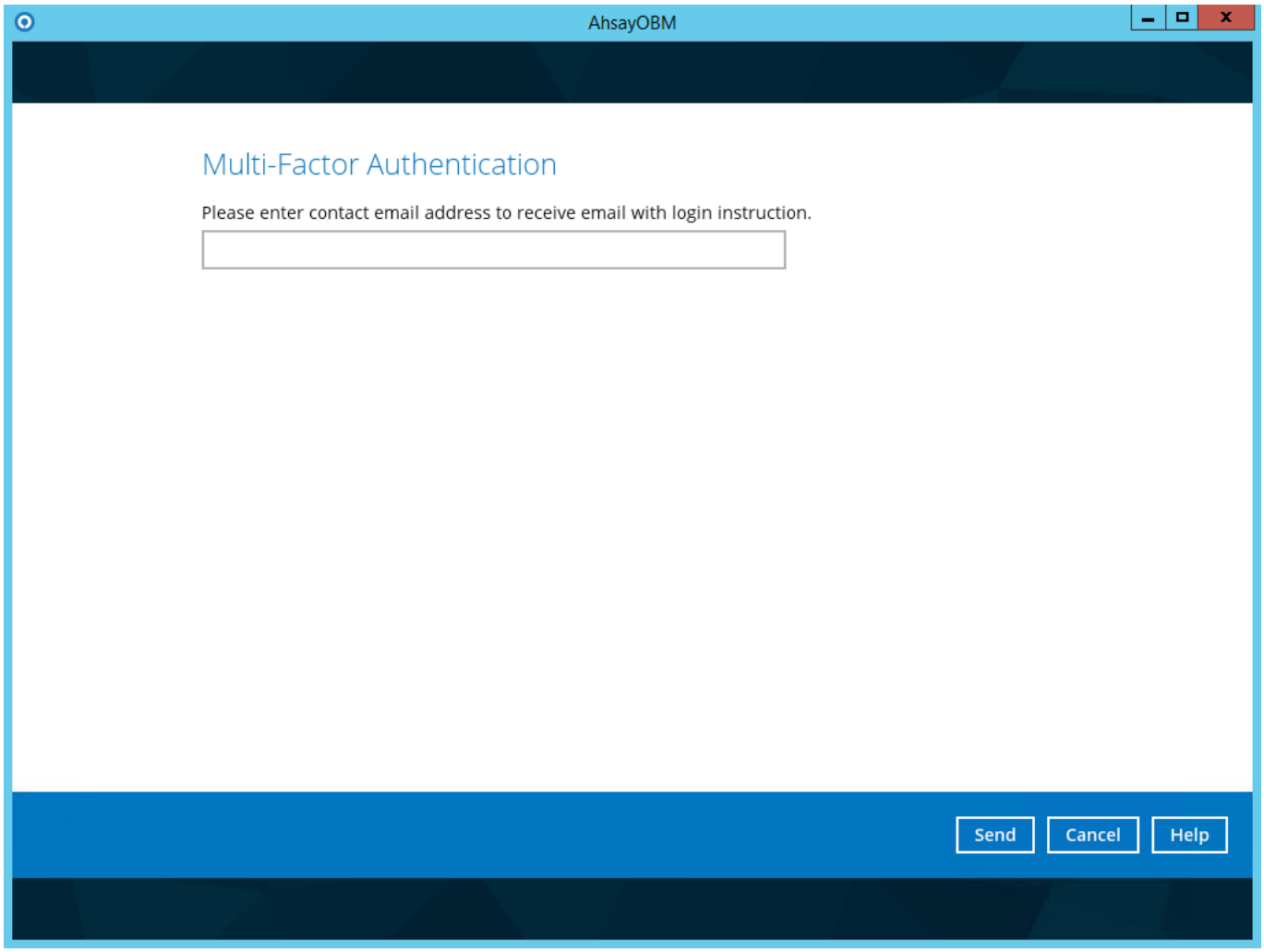
Appendix E: Setting “Need help logging in” using AhsayOBM

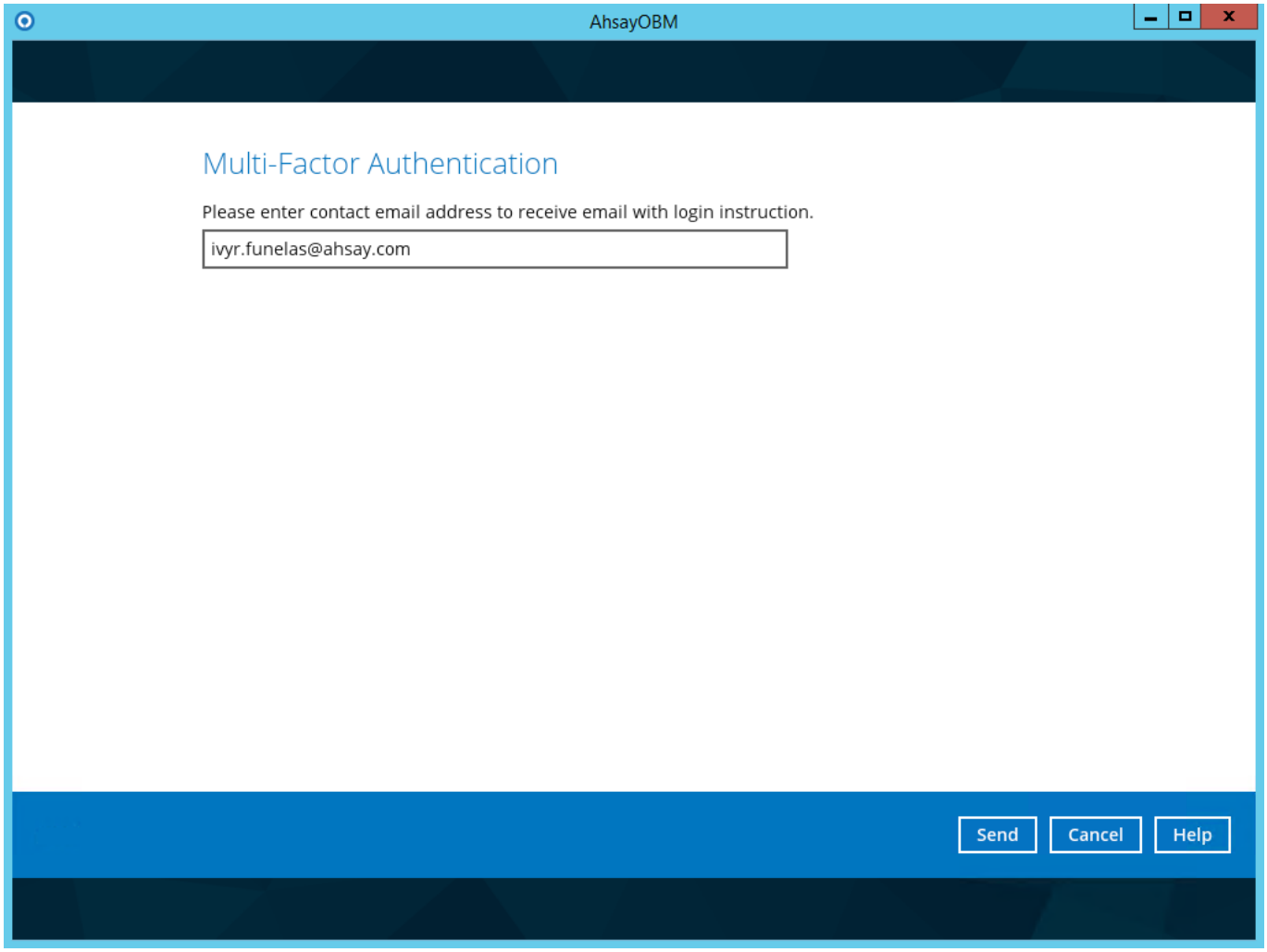
The Need help logging in feature will assist you on the steps needed in case an enrolled phone number is not available in the list.

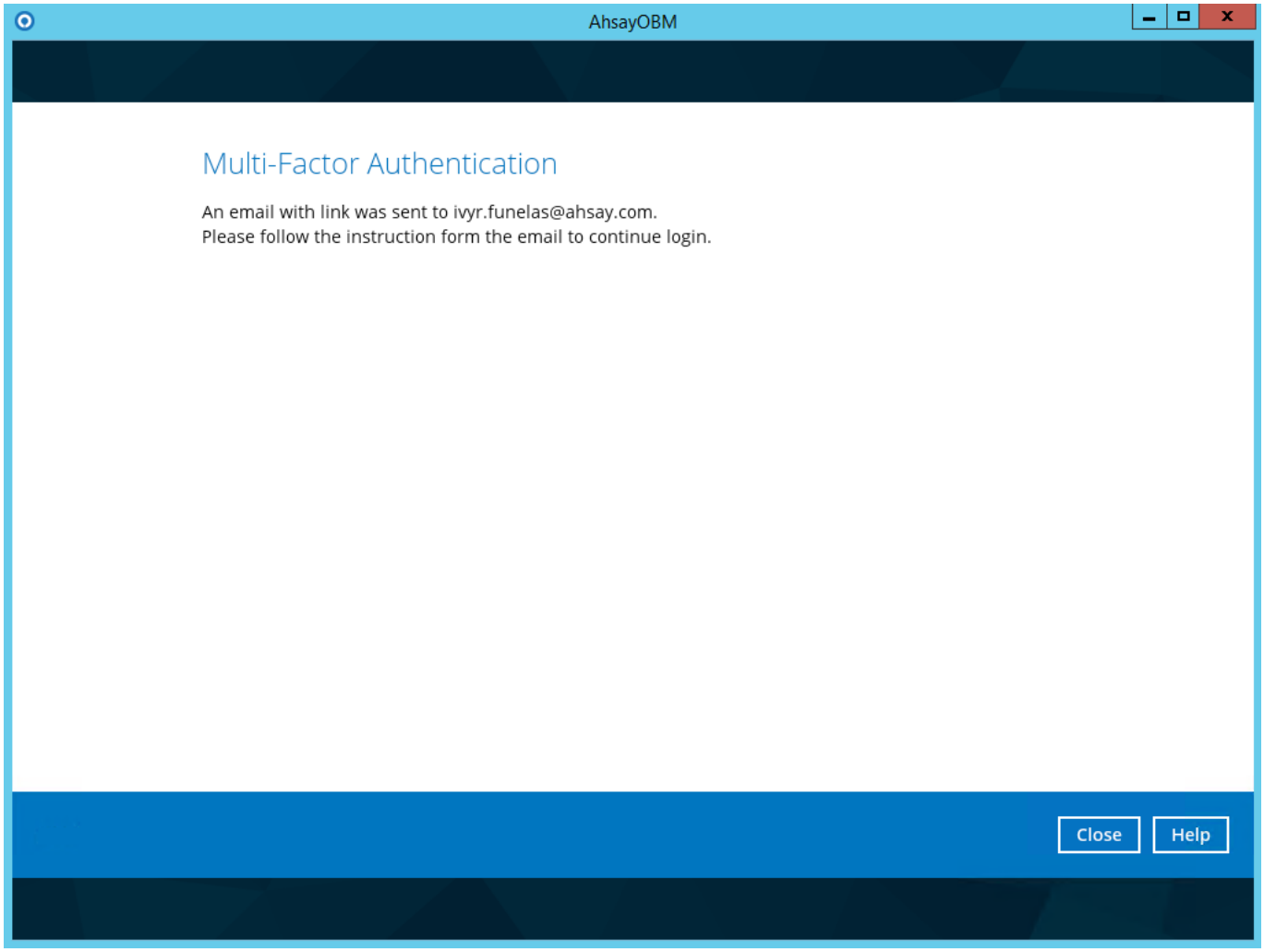
1. Log in to AhsayOBM according to the instructions in Login to AhsayOBM.

2. If Multi-Factor Authentication (MFA) is enabled, the following screen will appear. Click the **Need help logging in?** located in the lower left corner of the screen.

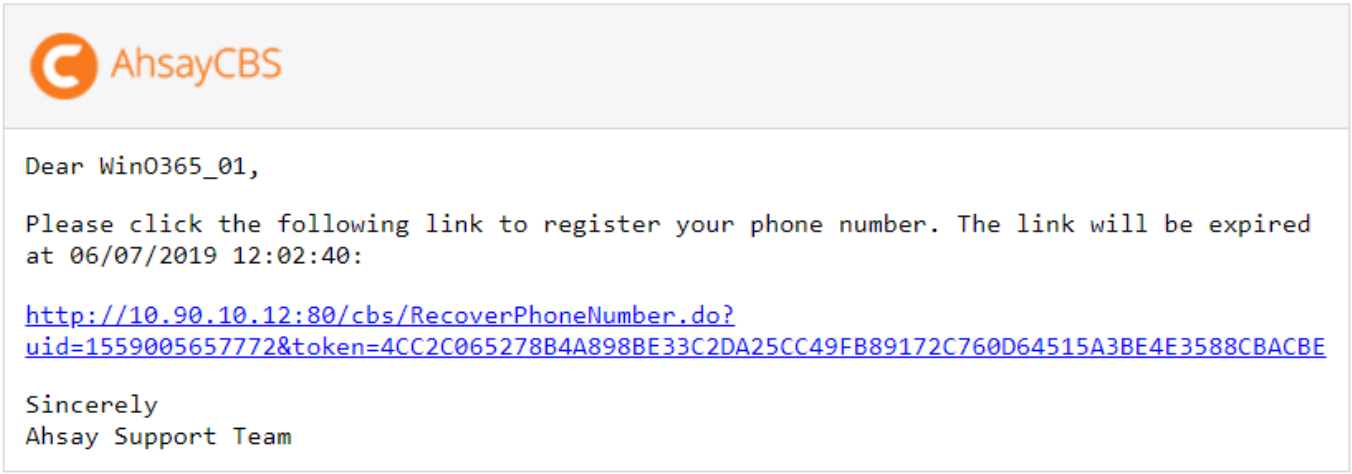
3. Enter a valid e-mail address then click Send. It should be the same with the e-mail address indicated in the contact information in the backup set. Please contact your service provider for more details.




AhsayOBM
Multi-Factor Authentication
Please enter contact email address to receive email with login instruction.
ivyr.funelas@ahsay.com
Send
Cancel
Help



4. Check the email as there will be login instructions. Click the link to proceed.



5. Select a Country Code and enter the mobile number. Click the button.

Multi-Factor Authentication

You will receive a passcode in the SMS message

Country Code ▾

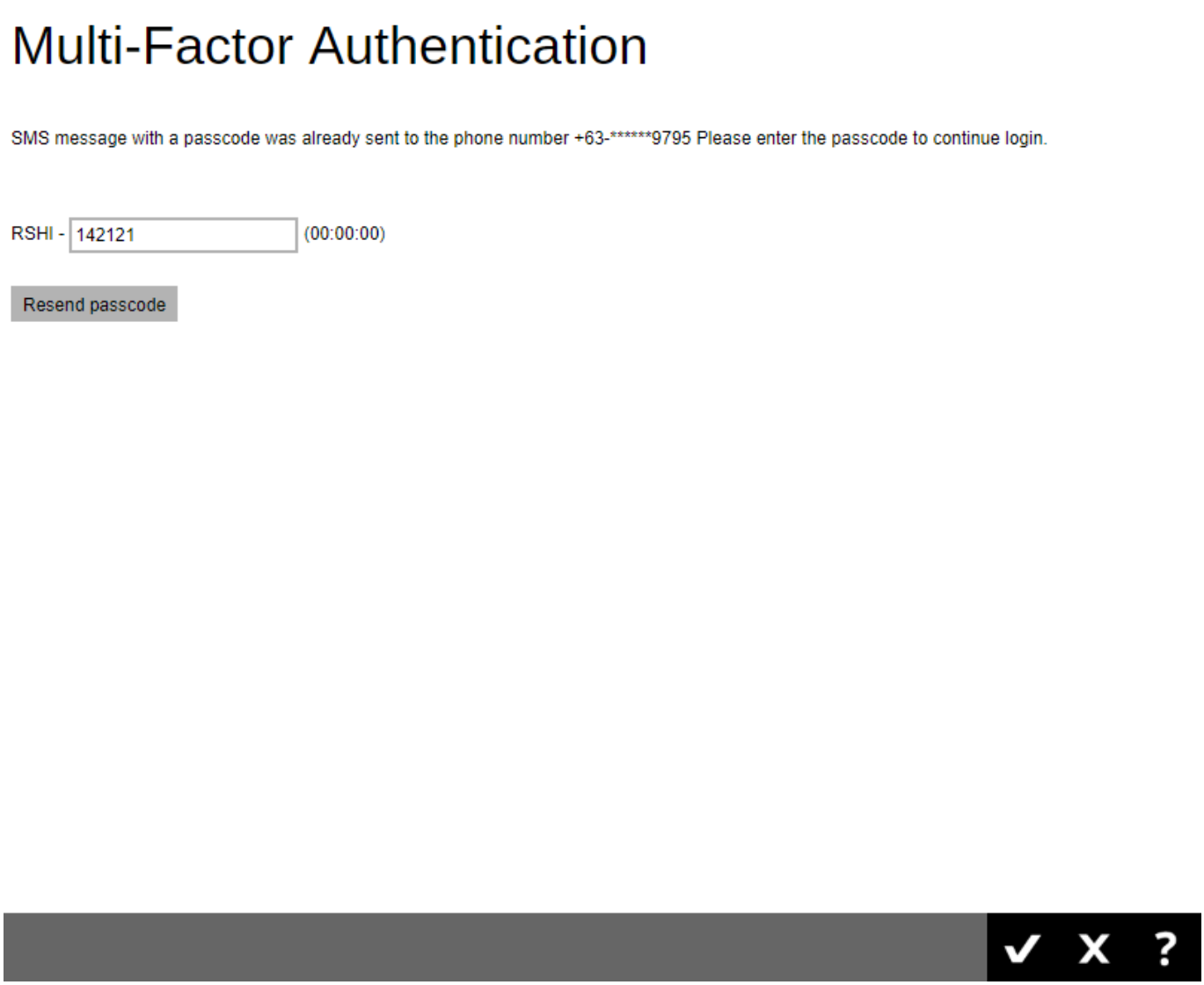
6. Enter the passcode and click button.

Multi-Factor Authentication

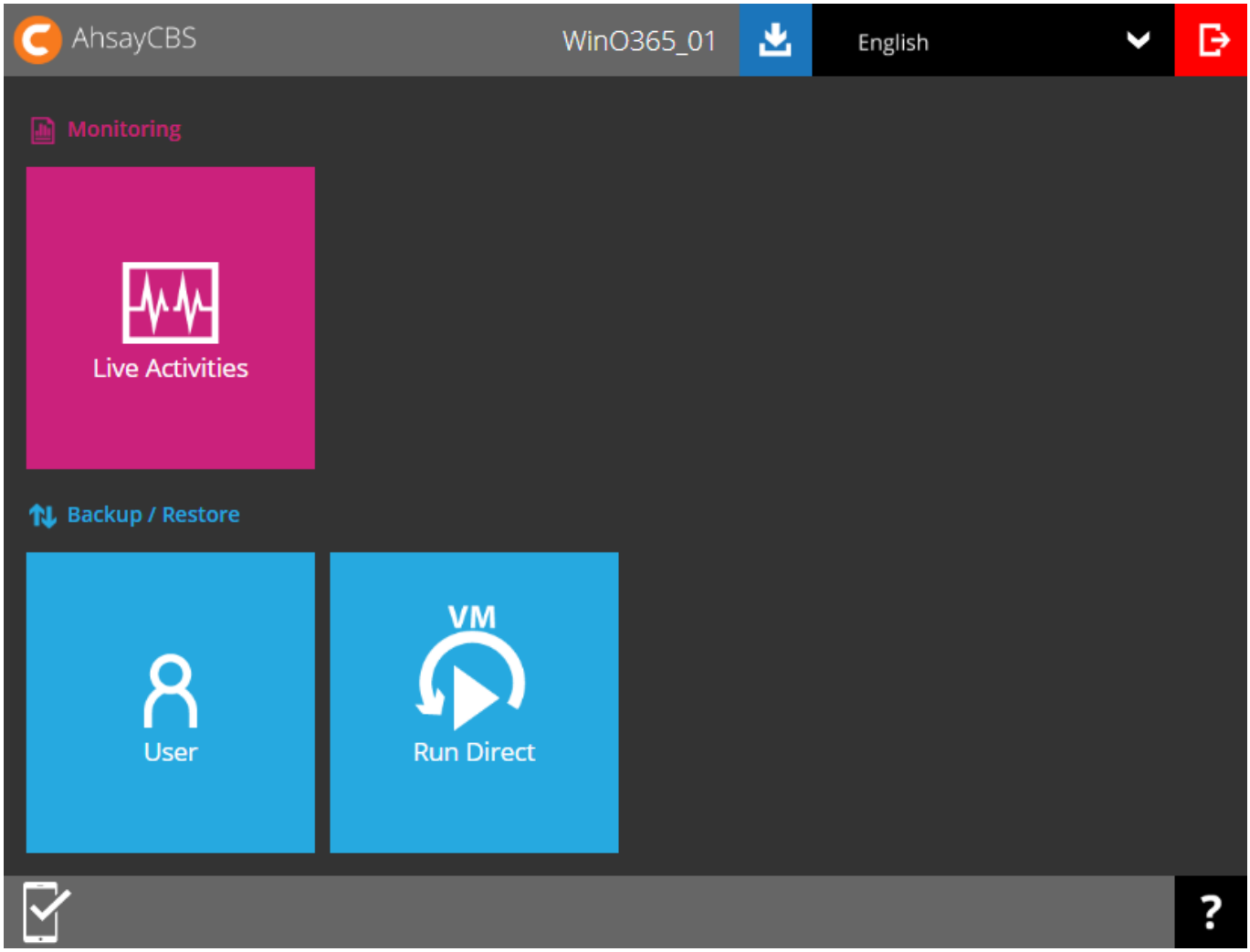
SMS message with a passcode was already sent to the phone number +63-******9795 Please enter the passcode to continue login.

RSHI - (00:00:30)

Resend passcode



7. The main menu will be displayed. This consist of the following modules: **Live Activities, User**, and **Run Direct**.



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