

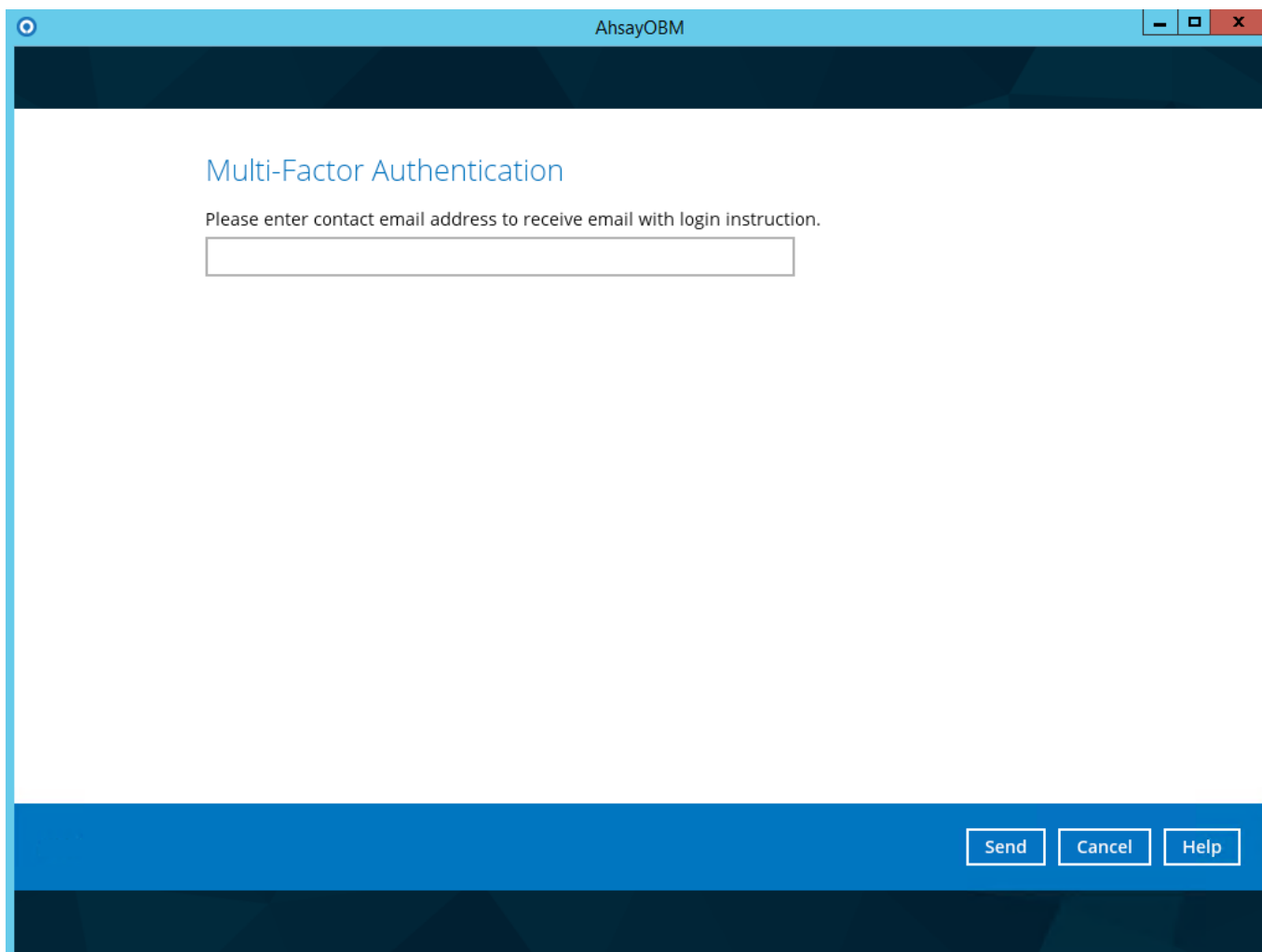
Appendix E: Setting “Need help logging in” using AhsayOBM

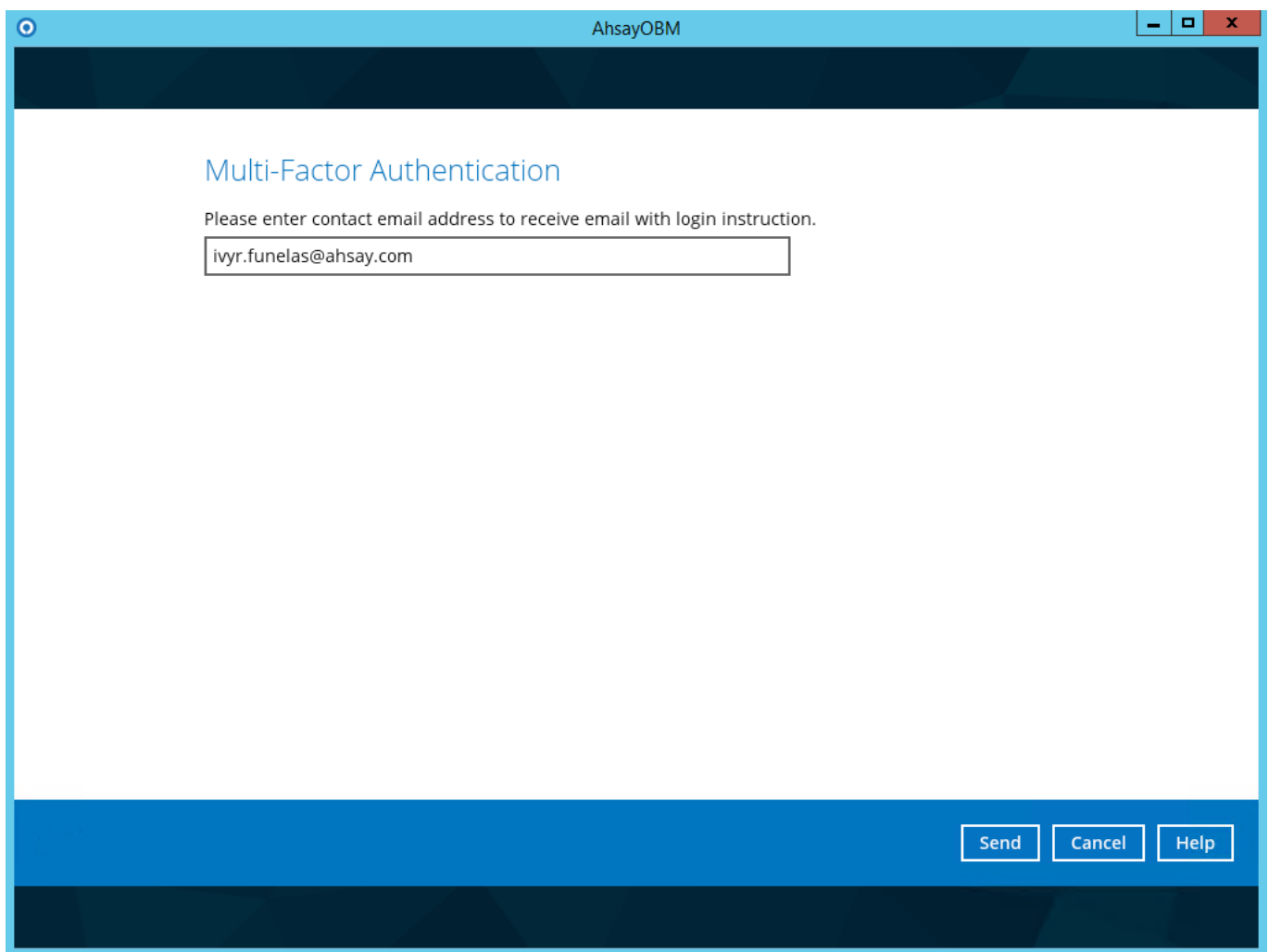
The Need help logging in feature will assist you on the steps needed in case an enrolled phone number is not available in the list.

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.

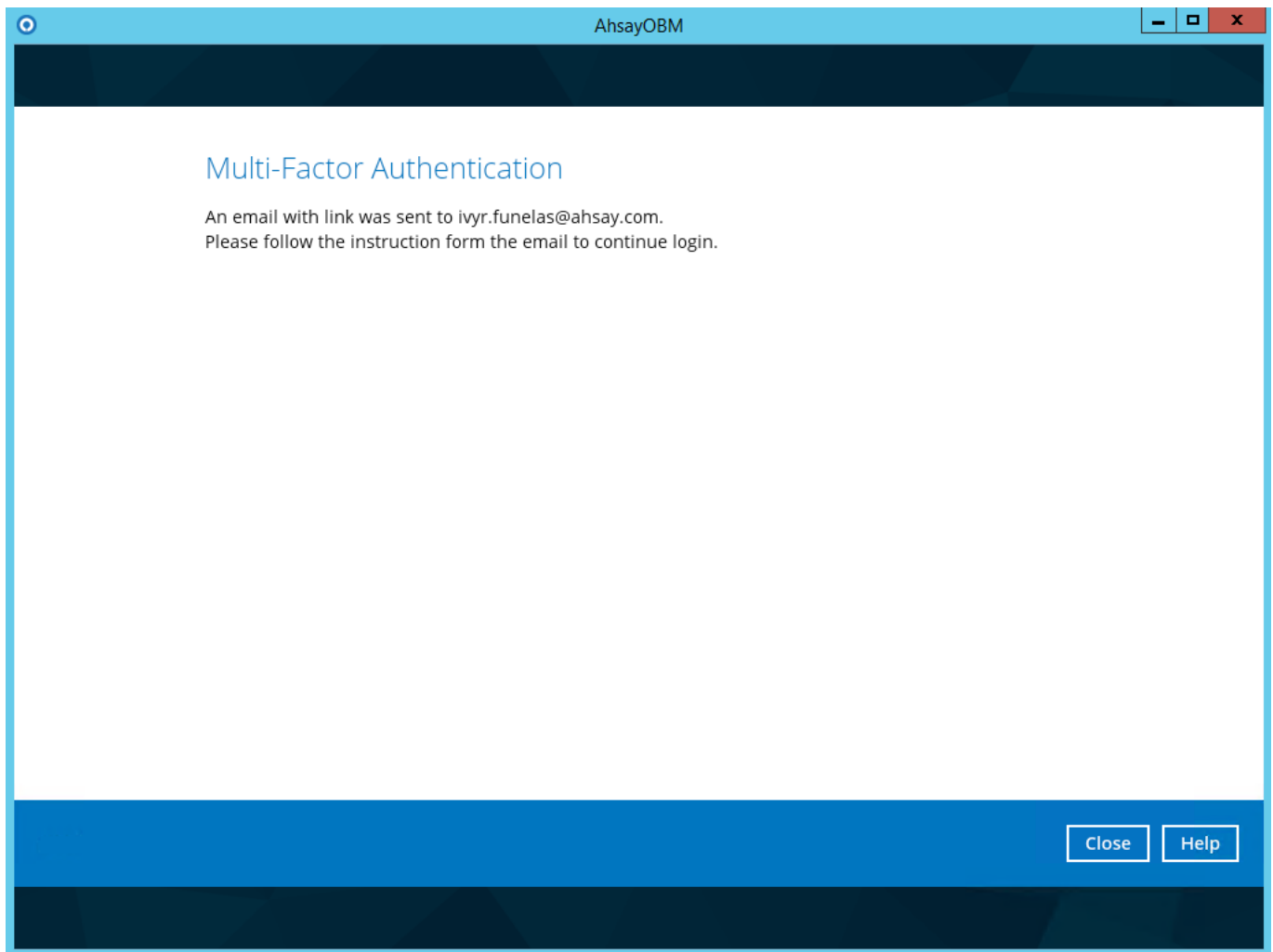


3. Enter a valid e-mail address then click Send. It should be the same with the e-mail address indicated in the contact information in the backup set. Please contact your service provider for more details.

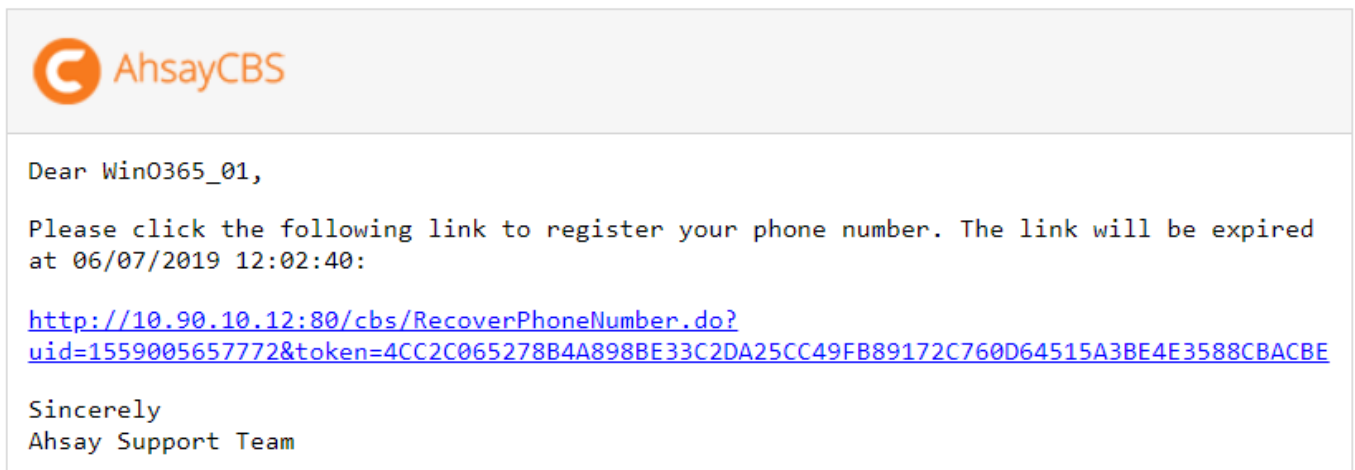





A screenshot of a web browser window titled "AhsayOBM". The page displays a "Multi-Factor Authentication" section. Below the title, there is a text prompt: "Please enter contact email address to receive email with login instruction." A text input field contains the email address "ivyr.funelas@ahsay.com". At the bottom right of the page, there are three buttons: "Send", "Cancel", and "Help". The browser window has a standard Windows-style title bar with minimize, maximize, and close buttons.



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	▼	
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Multi-Factor Authentication

You will receive a passcode in the SMS message

Philippines (+63) ▼	9985869795
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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](#)



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 - (00:00:00)

Resend passcode



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

The screenshot shows the AhsayCBS web interface. At the top, there is a header with the AhsayCBS logo, the user 'WinO365_01', a download icon, the language 'English', and a help icon. Below the header, there is a 'Monitoring' section with a pink card for 'Live Activities' featuring a white ECG icon. Underneath, there is a 'Backup / Restore' section with two blue cards: 'User' with a person icon and 'Run Direct' with a VM icon and a play button. At the bottom left, there is a mobile app icon, and at the bottom right, there is a question mark icon.

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