

At Carmichael International Service, we take the protection of your data very seriously, and understand that the confidentiality, integrity, and availability of your data is vital to your business. As your partner in protecting your data, we are announcing that, beginning July 1, 2022, Carmichael will begin requiring clients to utilize Multi-Factor Authentication (MFA) in order to access our web portal and dashboard.

What is MFA and why is Carmichael International Service requiring it?

MFA is a secure authentication method that requires users to prove their identity by supplying two or more pieces of evidence (or “factors”) when they log in. By tying user access to multiple types of factors, MFA makes it much harder for common threats like phishing attacks and account takeovers to succeed. All external users who log in to the Carmichael web portal and dashboard through our user interface will be required to use MFA.

Our first verification factor is your current username and password. Our second login verification step is one of three required factors including an SMS text message sent to your cell phone with a code to enter to login, an email with a code that you will need to enter to complete the authentication flow, or a telephone call to authenticate your logon.

Please note your authorized Carmichael web portal administrator can add, delete, and edit users’ profiles. Your administrator will also need to add users contact information (cell phone & telephone numbers) to be able to activate MFA.

What are the benefits?

- Multi-factor authentication (MFA) is an effective way of stopping fraudulent account access by notifying you and requiring you to approve usage of your account.
- MFA is essential to help safeguard access to our critical systems.
- MFA provides much stronger assurance that your information is only accessible to the intended people, and that Carmichael’s systems and services remain available only to authorized account holders.

Need support? Please direct any questions to help@carmnet.com



Todd Boice, President