



Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: October 12, 2023
Effective Date: To Be Determined
Subject: Changes coming to the Consolidated Virtual Front Office (VFO)
Notification #: SYS 460
Target Audience: IXC, CLEC, Wireless, Reseller
Area Impacted: All Regions
Contact: Consolidated Change Management at ConsolidatedCMP@consolidated.com

Details,

Synchronoss is in the process of adding a couple of enhancements to VFO:

1. RPON indicator in the Access Module is now reflected in the export to excel file in VFO.
2. Now when users create new passwords, there is a password token code generated to increase security. Outlined below are how the new Password Token Code works with the existing security process.

RPON Indicator in the Access Module:

When a user selects to export to excel the Order List and there are PONs with the RPON indicator, these PONs will show "TRUE" in the new RPON column:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Receiver C Trading Pa	Customer Pon	Ver	Susp	Status	Trantyp	Svctyp	Reqtyp	Act	State	DDD	Owner	Date Sent/ Received	FOC DD	CD Date	Ord	MULTI	EC	RPON	
2	ABC1	ABC Teleco Carrier	RECVS142	1	Confirmed		SA-2 Point SD	N	NY	11/30/2023	hamulbi1	09/25/2023 21:12				CONFHARI	TRUE	TRUE		
3	ABC1	ABC Teleco IXC	SEARCHTE	1	Confirmed		SA-2 Point SD	N	SH	10/22/2023	brw	09/22/2023 12:18							TRUE	
4	ABC1	ABC Teleco Carrier	SEARCHTE	1	Confirmed		SA-2 Point SD	N	SH	10/22/2023	brw	09/22/2023 12:10				HARI32432			TRUE	
5	ABC1	ABC Teleco IXC	ASRZAAPZ	1	Confirmed		SA-2 Point SD	N	NY	09/20/2023	brw	09/20/2023 15:11	09/20/2023			12345				
6	ABC1	ABC Teleco CLEC	ASRZAAPZ	1	Confirmed		SA-2 Point SD	N	NY	09/20/2023	brw	09/20/2023 15:11	09/20/2023			12345				
7	ABC1	ABC Teleco IXC	ASRZAAPZ	1	Confirmed		SA-2 Point SD	N	NY	09/20/2023	brw	09/20/2023 15:11	09/20/2023			12345				
8	ABC1	ABC Teleco CLEC	ASRZAAPZ	1	Confirmed		SA-2 Point SD	N	NY	09/20/2023	brw	09/20/2023 15:11	09/20/2023			12345				
9	ABC1	ABC Teleco Carrier	ASRZAAPZ	1	Confirmed		SA-2 Point SD	N	NY	09/20/2023	brw	09/20/2023 15:11	09/20/2023			12345				
10	ABC1	ABC Teleco IXC	ASRZAAPZ	1	Confirmed		SA-2 Point SD	N	NY	09/20/2023	brw	09/20/2023 15:11	09/20/2023			12345				
11	ABC1	ABC Teleco CLEC	ASRZAAPZ	1	Confirmed		SA-2 Point SD	N	NY	09/20/2023	brw	09/20/2023 15:11	09/20/2023			12345				

Password Token Code: New user set up by an administrator:

When a new profile is created by an administrator, you will be sent your initial password and a

password token code. When signing in for the first time you will use the initial password to get to a password reset screen. When setting up a new password the token will need to be added on the same screen:

Password Token Code: Users Forgets their Password or Chooses to Change their Password:

When a user forgets their password, and clicks “Forgot Password,” they will be asked the security questions previously setup, a verification code will be sent by email which needs to be entered by the user in the application, this is business as usual. Once the user gets to the screen to create a new password, another email is generated with a Password Token Code. The user **must** remain on that screen while checking their email as the Password Token Code will need to be entered on that same screen.

Your token has been sent to your email address on file with subject "VFO Email for Password Token Code". Please do not close this window until after entering the Password Token code.



The screenshot shows a web application window titled "Login" with a lock icon. The main heading is "Please reset your Password". Below this, there are three input fields: "New Password", "Confirm New Password", and "Password Token Code". To the right of the "New Password" field is a link labeled "Password Rules". At the bottom of the form are two buttons: "Cancel" and "Update Password". The footer of the window displays the logo for "Virtual Front Office" and "Powered by synchronoss".

This notification provided by Consolidated Change Management reachable at: ConsolidatedCMP@consolidated.com

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