

## CP2423 – Multi Factor Authentication (MFA) –

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### Self Service / Conversion (Android)

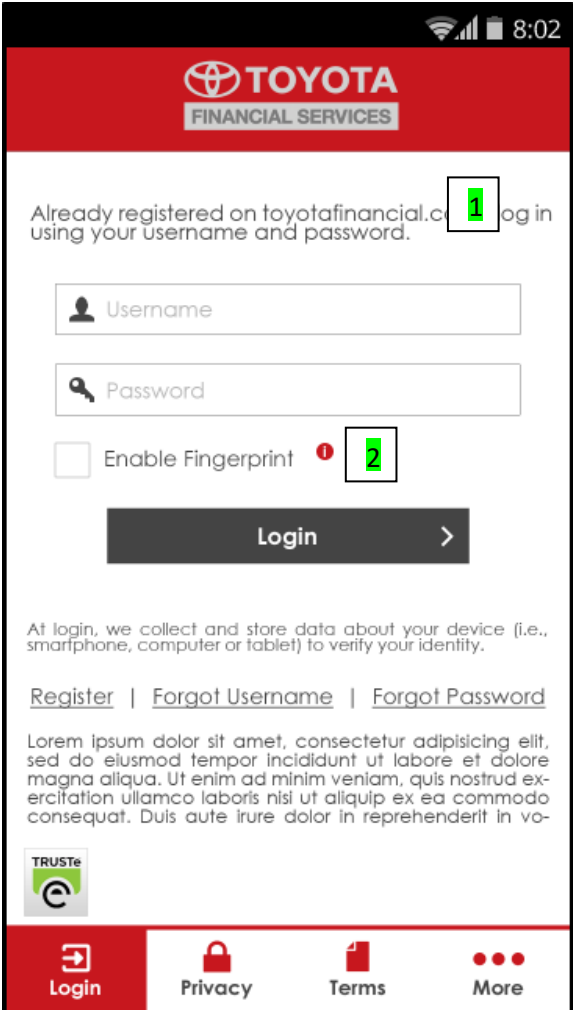
For Document Navigation:

- Click the “View” menu above
- Show “Navigation Pane” menu option



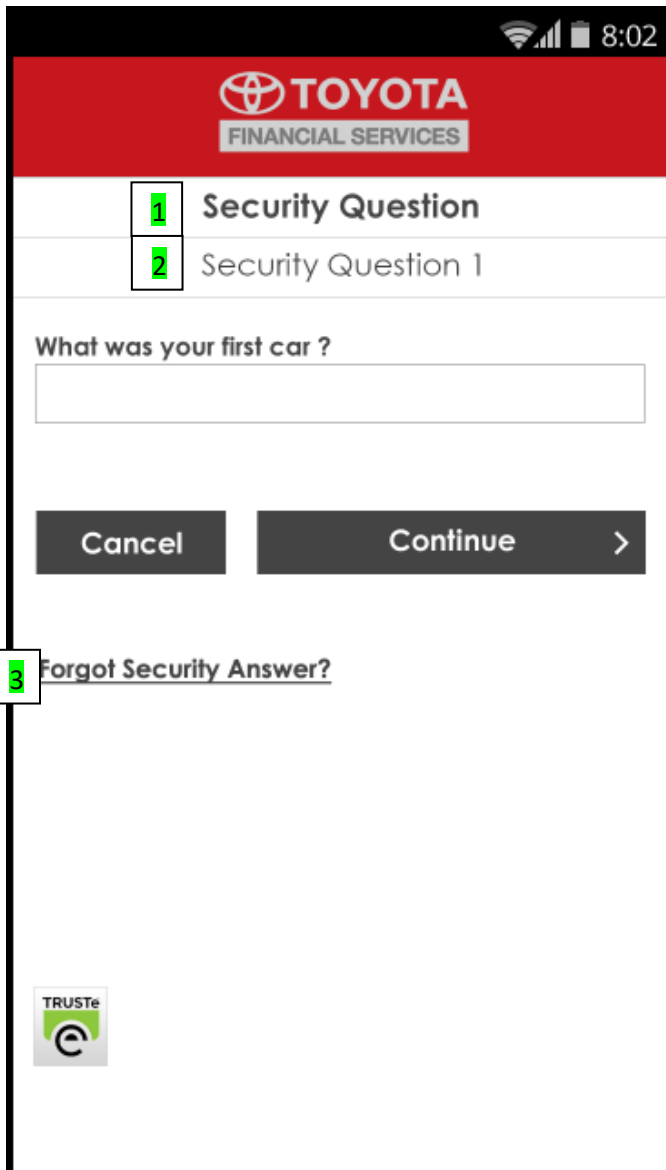
# 1.0 MFA CONVERSION FLOWS

## 1.1 MSFA/UP COMPLIANT

Page	iOS Prototype Pages	TFS iOS Proposed Content	LFS iOS Proposed Content
1	<p><b>Login</b></p> 	<p><b>Center Nav: [Toyota Financial Services Logo]</b></p> <p><b>1</b> Already registered on toyotafinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint <b>2</b> [info bubble] Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>	<p><b>Center Nav: [Lexus Financial Services Logo]</b></p> <p><b>1</b> Already registered on lexusfinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint <b>2</b> [info bubble] Fingerprint lets you log in to your LFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>

2

SQA 1



Center Nav: [Toyota Financial Services Logo]

1

VERIFY IDENTITY

2

Please answer the following question.

[question] What was your first car?

[text box for answer]

3

Forgot answer?

Button [Cancel]

Button [Continue]

Center Nav: [Lexus Financial Services Logo]

1

VERIFY IDENTITY

2

Please answer the following question.

[question] What was your first car?

[text box for answer]

3

Forgot answer?

Button [Cancel]

Button [Continue]

3

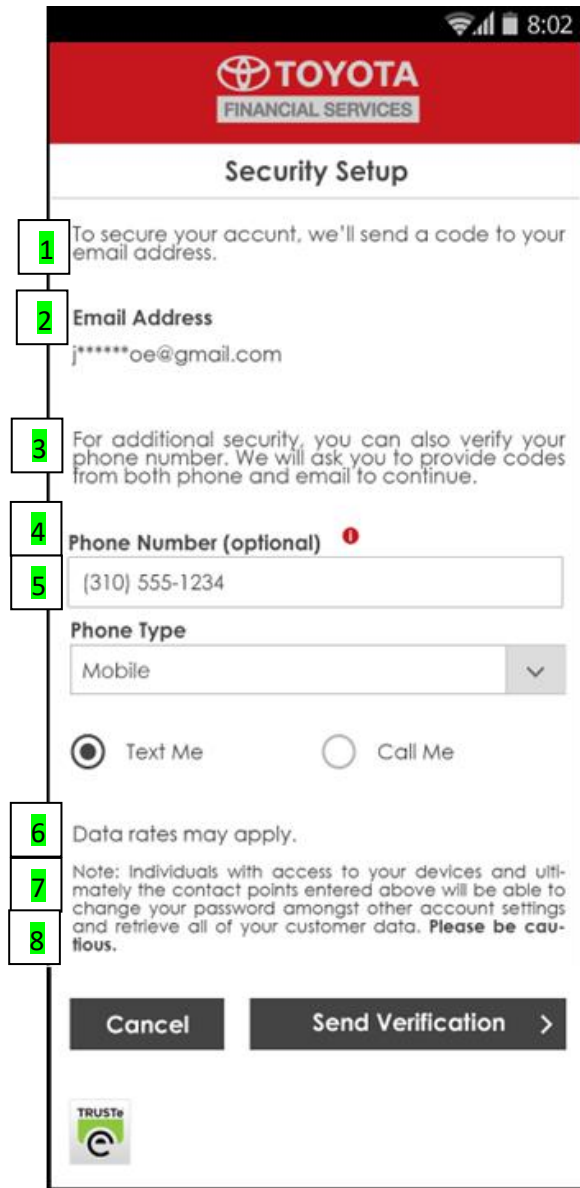
EBA OC



No copy change

No copy change

4 MFA Setup



Center Nav: [Toyota Financial Services Logo]

Security Setup

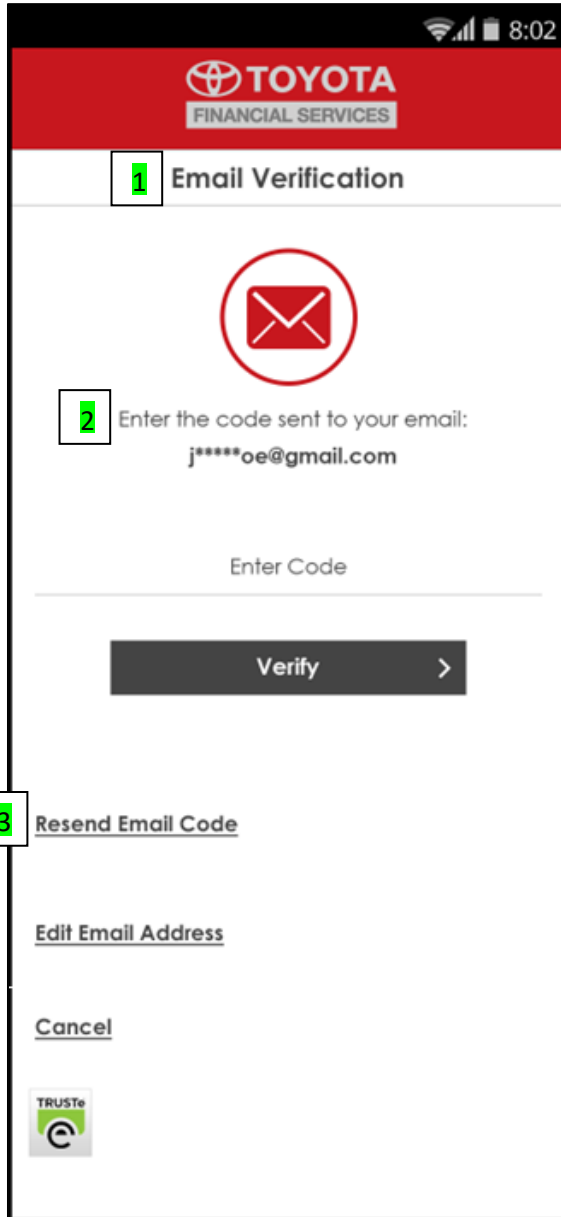
- 1** To help verify your account, we'll send a code to your email address.
- 2** Account Management Email [email address]
- 3** Phone (Recommended)
- 4** It's optional, but verifying your phone number now can save you time in the future by giving you another way to access your account when email is unavailable or inconvenient.
- 5** [text box]
- Phone Type [Dropdown] Select One Mobile Landline
- [radio button] Text Me [radio button] Call Me
- Message & data rates may apply. By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.
- 6** Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings.
- 7** Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings.
- 8** Button [Cancel] Button [Send Verification]

Center Nav: [Lexus Financial Services Logo]

Security Setup

- 1** To help verify your account, we'll send a code to your email address.
- 2** Account Management Email [email address]
- 3** Phone (Recommended)
- 4** It's optional, but verifying your phone number now can save you time in the future by giving you another way to access your account when email is unavailable or inconvenient.
- 5** [text box]
- Phone Type [Dropdown] Select One Mobile Landline
- [radio button] Text Me [radio button] Call Me
- Message & data rates may apply. By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.
- 6** Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings.
- 7** Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings.
- 8** Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings.
- Button [Cancel] Button [Send Verification]

5 MFA Setup – Email Verification



Center Nav: [Toyota Financial Services Logo]

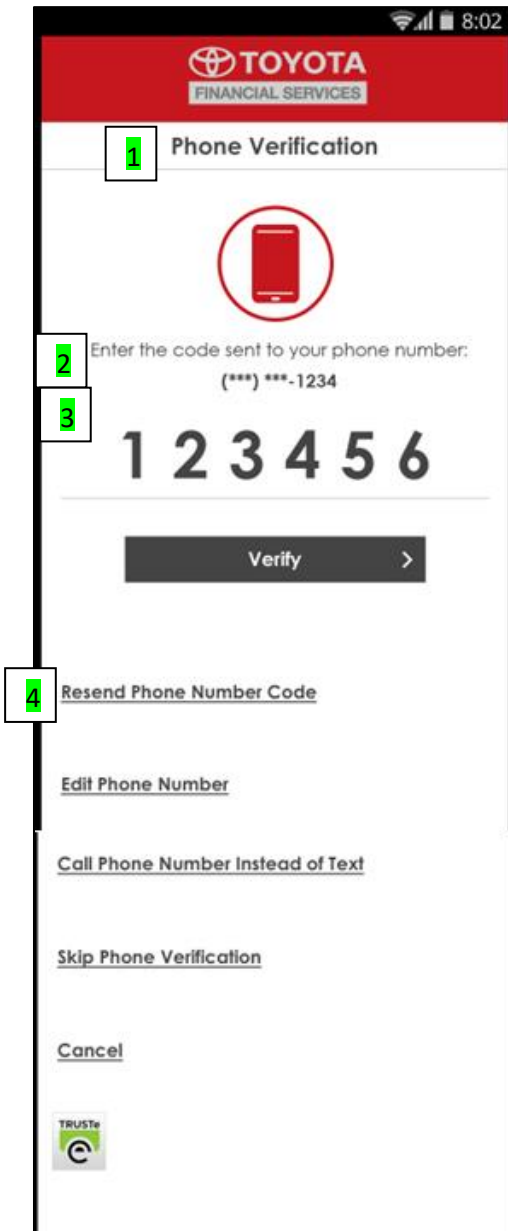
- 1 Security Code Verification  
[envelope icon]
- 2 A verification code was sent to [email address]  
Enter Code  
[numeric input field]  
Button [ Verify]
- 3 Email New Verification Code  
Edit Account Management Email  
Cancel

Center Nav: [Lexus Financial Services Logo]

- 1 Security Code Verification  
[envelope icon]
- 2 A verification code was sent to [email address]  
Enter Code  
[numeric input field]  
Button [Verify]
- 3 Email New Verification Code  
Edit Account Management Email  
Cancel

6

### MFA Setup – Phone Verification



Center Nav: [Toyota Financial Services Logo]

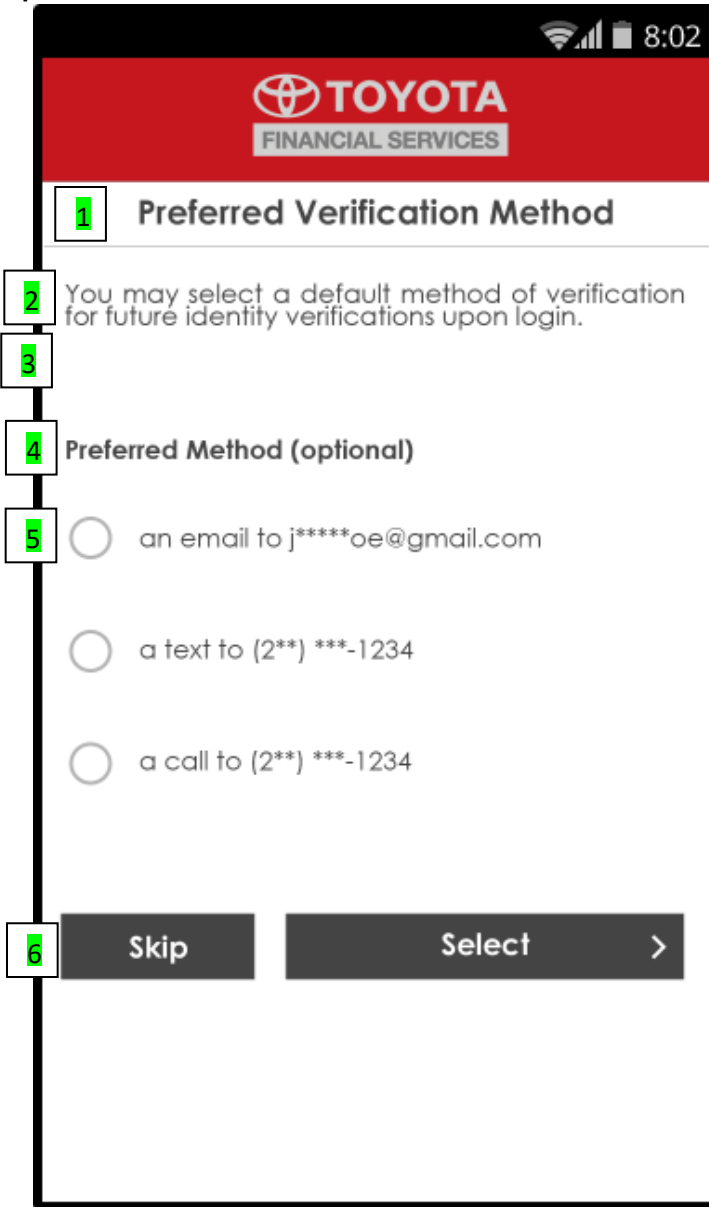
- 1 Security Code Verification  
[phone icon]
- 2 A verification code was sent to (\*\*\*) \*\*\* - 1234
- 3 Enter Code  
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number  
Edit Phone Number  
Call Phone Number Instead of Text  
Skip Phone Verification  
Cancel

Center Nav: [Lexus Financial Services Logo]

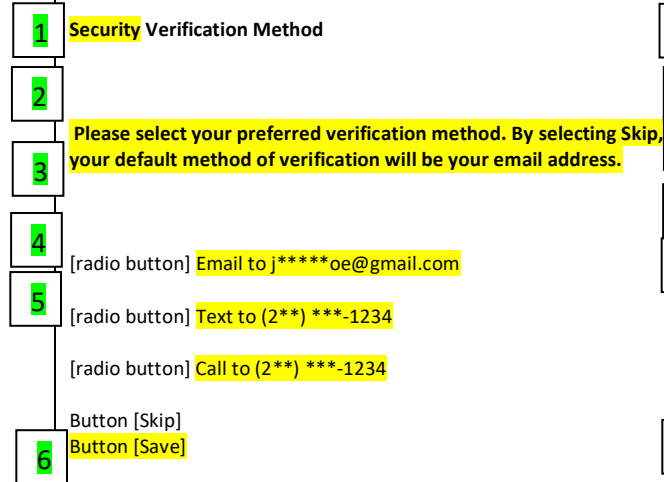
- 1 Security Code Verification  
[phone icon]
- 2 A verification code was sent to (\*\*\*) \*\*\* - 1234
- 3 Enter Code  
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number  
Edit Phone Number  
Call Phone Number Instead of Text  
Skip Phone Verification  
Cancel

7

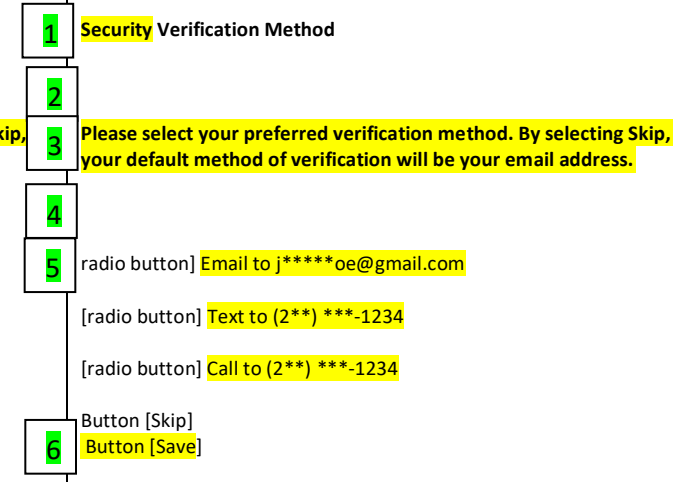
### MFA Setup – Preferred Verification Method



### Center Nav: [Toyota Financial Services Logo]

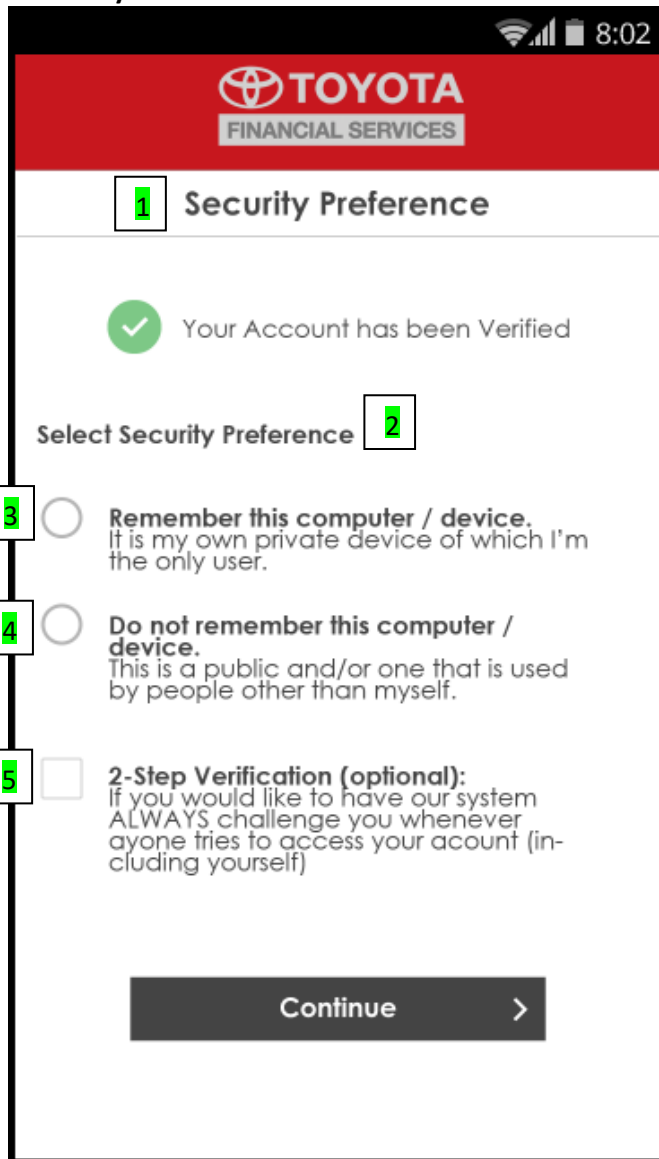


### Center Nav: [Lexus Financial Services Logo]



8

### MFA Setup – Security Preferences



Center Nav: [Toyota Financial Services Logo]

Security Setup **1**

[✓]Your Account Has Been Verified

Select Security Preference

[info bubble]

If you select "Remember this computer / device" the next time you log in, you may be able to skip security verification. By selecting "Do not remember this computer / device," you will have to enter a verification code when you log in. Do not select "Remember this computer / device" if your device is used by people you don't trust with your account or personal information.

[radio button]

**Remember this computer / device.** I am the only user of this computer / device.

[checkbox]

**2-Step Verification (Optional):**

For additional security, 2-step verification requires your password and a unique verification code at every login. The verification code will be sent to your preferred verification method (text, call or email), which can be updated in your Security settings.

[radio button]

**Do not remember this computer / device.** There are other users of this shared computer / device.

Button [Continue]

Center Nav: [Lexus Financial Services Logo]

Security Setup **1**

[✓]Your Account Has Been Verified

Select Security Preference

[info bubble]

If you select "Remember this computer / device" the next time you log in, you may be able to skip security verification. By selecting "Do not remember this computer / device," you will have to enter a verification code when you log in. Do not select "Remember this computer / device" if your device is used by people you don't trust with your account or personal information.

[radio button]

**Remember this computer / device.** I am the only user of this computer / device.

[checkbox]

**2-Step Verification (Optional):**

For additional security, 2-step verification requires your password and a unique verification code at every login. The verification code will be sent to your preferred verification method (text, call or email), which can be updated in your Security settings.

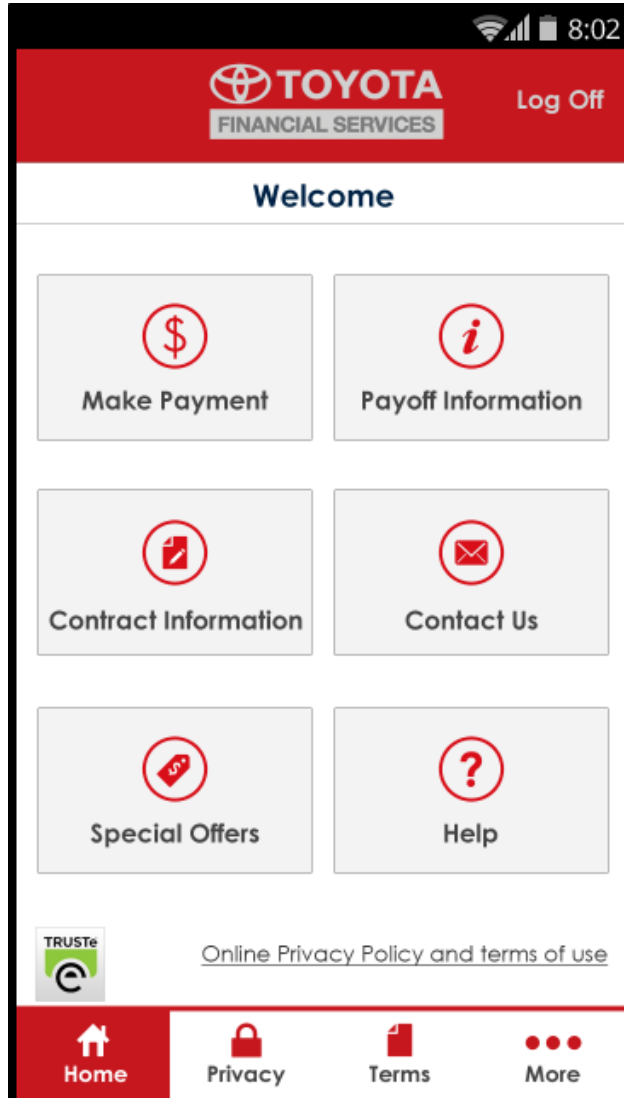
[radio button]

**Do not remember this computer / device.** There are other users of this shared computer / device.

Button [Continue]

9

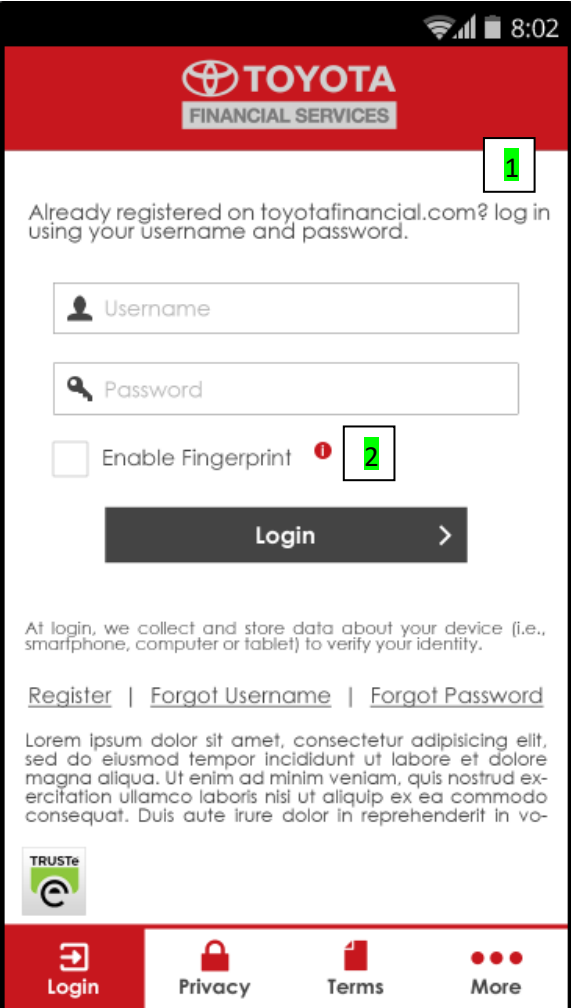
My Account



No copy change

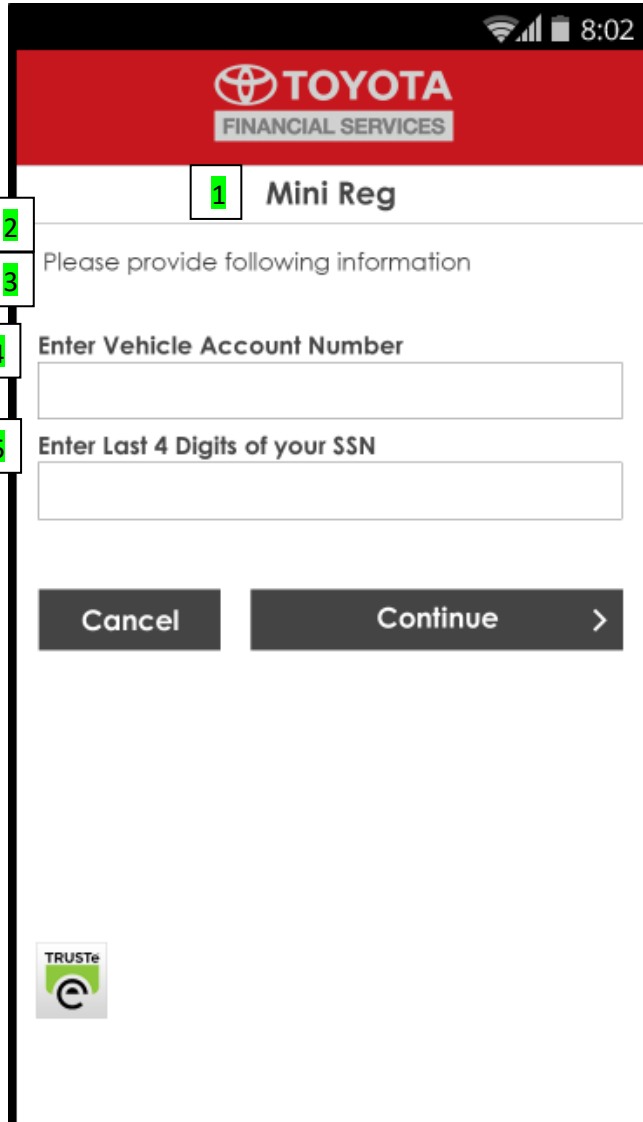
No copy change

## 1.2 NON MSFA AND/OR NON UP COMPLIANT

<p>1</p>	<p>Login</p> 	<p>Center Nav: [Toyota Financial Services Logo]</p> <p>1 Already registered on toyotafinancial.com? Log in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint</p> <p>2 [info bubble] Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p>1 Already registered on lexusfinancial.com? Log in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint</p> <p>2 [info bubble] Fingerprint lets you log in to your LFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>
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2

Mini Reg

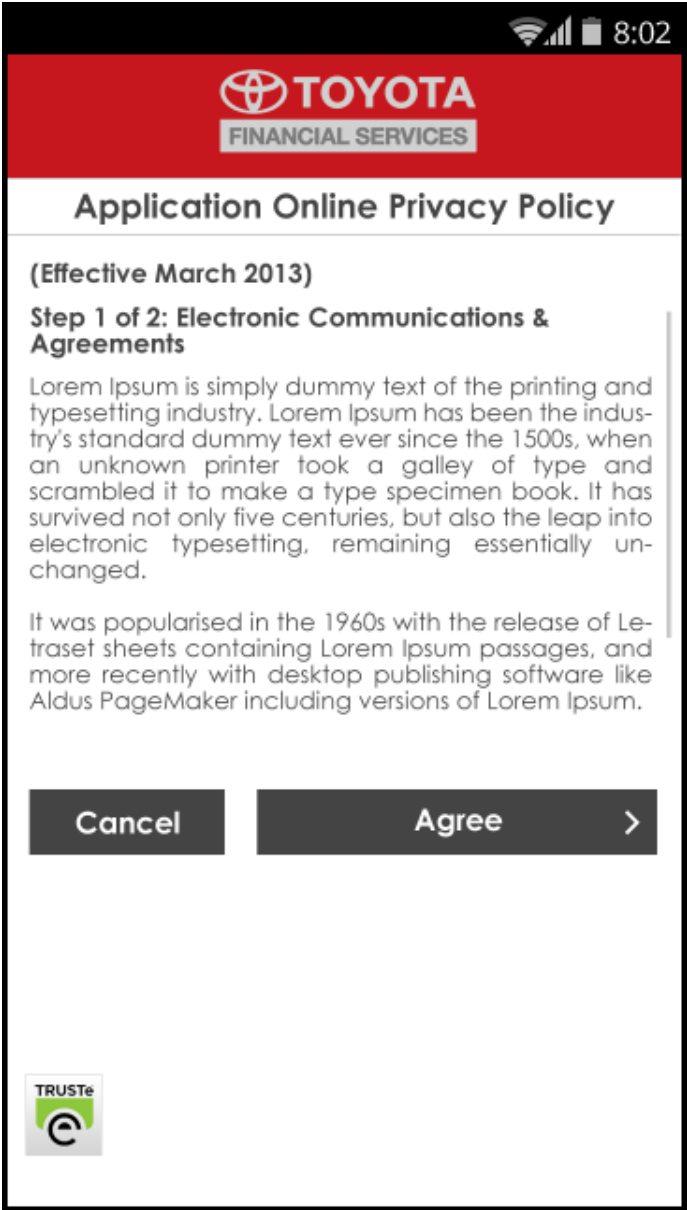


Center Nav: [Toyota Financial Services Logo]

- 1 Login
  - 2 Account Information
  - 3 Please provide the following information:
  - 4 Account Number  
[info bubble]  
You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.  
[text box]
  - 5 Last 4 Digits of your SSN / Tax ID  
[text box]
- Button [Cancel]  
Button [Continue]

Center Nav: [Lexus Financial Services Logo]

- 1 Login
  - 2 Account Information
  - 3 Please provide the following information:
  - 4 Account Number  
[info bubble]  
You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.  
[text box]
  - 5 Last 4 Digits of your SSN / Tax ID  
[text box]
- Button [Cancel]  
Button [Continue]

3	EBA OC		No copy change	No copy change
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4

### New Username & Password

**1** Protect Your Account

**2** Please choose a new username & password

**3** Enter Account Management Email

Enter New Username

Enter New Password **4**

**5** Password Strength

**Requirements**  
May not contain username or previous password

- ✗ 8-20 characters
- ✗ At Least 1 Letter
- ✗ At Least 1 Number
- ✗ At Least 1 symbol
- ✓ No more than 2 consecutive repeating characters

Confirm New Password **6**

Cancel **7** Continue >

TRUSTe

Center Nav: [Toyota Financial Services Logo]

**1** Account Information

**2** We've updated our requirements to provide you with improved security. Please choose a new username & password.

Account Management Email  
[info bubble]

**3** This email address is our primary point of contact with you related to your TFS account. If you enroll in Pay Online, you will receive all Pay Online correspondence at this email address.

[text box]

New Username  
[text box]

New Password  
Password is case sensitive  
**4** [eye icon] Show  
[text box]

Password Strength  
[scale]

**5** Requirements  
May not contain username or previous password.  
X or check] 8 - 20 characters  
[X or check] At least 1 letter  
[X or check] At least 1 number  
[X or check] At least 1 symbol  
[info bubble] ~ ! @ # \$ % ^ & \* ( ) \_ + - = [ ] \ ; ' , . / : " ' "  
[X or check] No more than 2 consecutive repeating characters  
[info bubble] 111, aaa, !!!

Confirm New Password  
**6** [eye icon] Show  
[text box]

Button [Cancel]  
Button [Submit]

Center Nav: [Lexus Financial Services Logo]

**1** Account Information

**2** We've updated our requirements to provide you with improved security. Please choose a new username & password.

Account Management Email  
[info bubble]

**3** This email address is our primary point of contact with you related to your LFS account. If you enroll in Pay Online, you will receive all Pay Online correspondence at this email address.

[text box]

New Username  
[text box]


New Password  
Password is case sensitive  
**4** [eye icon] Show  
[text box]

Password Strength  
[scale]

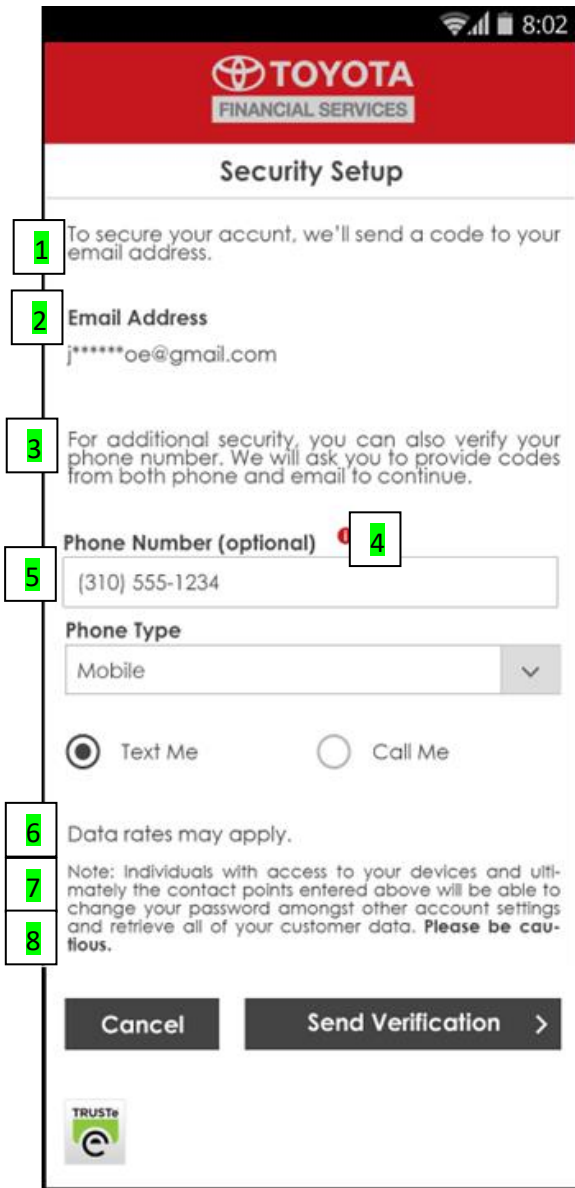
**5** Requirements  
May not contain username or previous password.  
X or check] 8 - 20 characters  
[X or check] At least 1 letter  
[X or check] At least 1 number  
[X or check] At least 1 symbol  
[info bubble] ~ ! @ # \$ % ^ & \* ( ) \_ + - = [ ] \ ; ' , . / : " ' "  
[X or check] No more than 2 consecutive repeating characters  
[info bubble] 111, aaa, !!!

Confirm New Password  
**6** [eye icon] Show  
[text box]

Button [Cancel]  
Button [Submit]

5	<b>Security Modal</b> 	<b>Security Update</b> With this update you will be able to use your email address and phone number to verify your identity. Button [OK]	<b>Security Update</b> With this update you will be able to use your email address and phone number to verify your identity. Button [OK]
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6 MFA Setup



Center Nav: [Toyota Financial Services Logo]

Security Setup

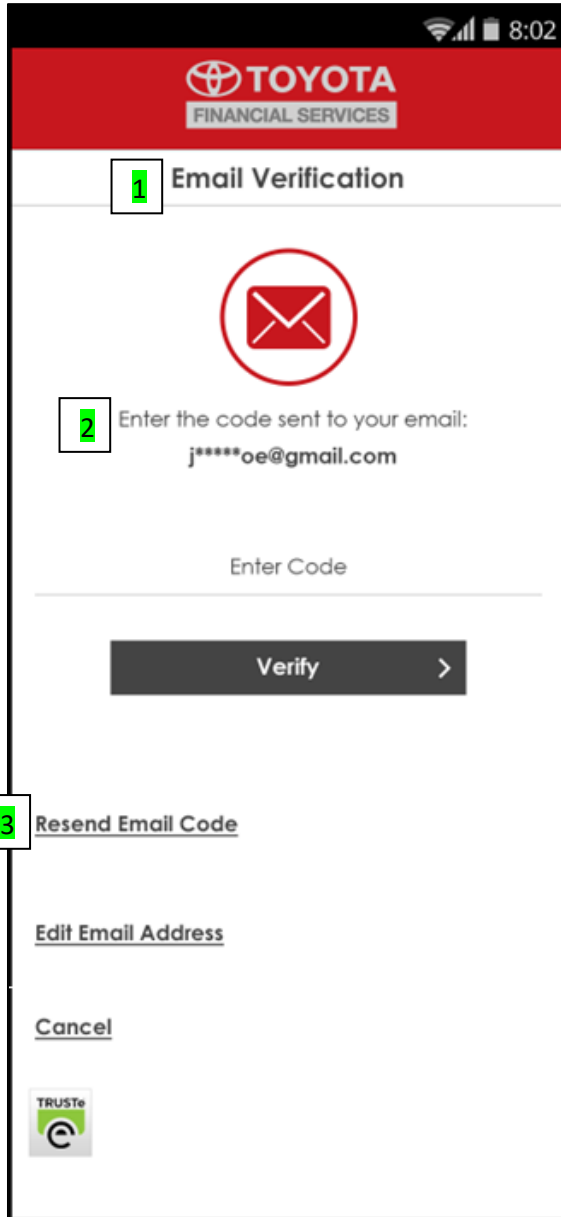
- 1** To help verify your account, we'll send a code to your email address.
- 2** Account Management Email [email address]
- 3** Phone (Recommended)
- 4** It's optional, but verifying your phone number now can save you time in the future by giving you another way to access your account when email is unavailable or inconvenient.
- 5** [text box]
- Phone Type [Dropdown] Select One Mobile Landline
- [radio button] Text Me [radio button] Call Me
- Message & data rates may apply.
- 6** By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.
- 7** Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings
- 8** Button [Cancel] Button [Send Verification]

Center Nav: [Lexus Financial Services Logo]

Security Setup

- 1** To help verify your account, we'll send a code to your email address.
- 2** Account Management Email [email address]
- 3** Phone (Recommended)
- 4** It's optional, but verifying your phone number now can save you time in the future by giving you another way to access your account when email is unavailable or inconvenient.
- 5** [text box]
- Phone Type [Dropdown] Select One Mobile Landline
- [radio button] Text Me [radio button] Call Me
- Message & data rates may apply.
- 6** By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.
- 7** Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings
- 8** Button [Cancel] Button [Send Verification]

6 MFA Setup – Email Verification



Center Nav: [Toyota Financial Services Logo]

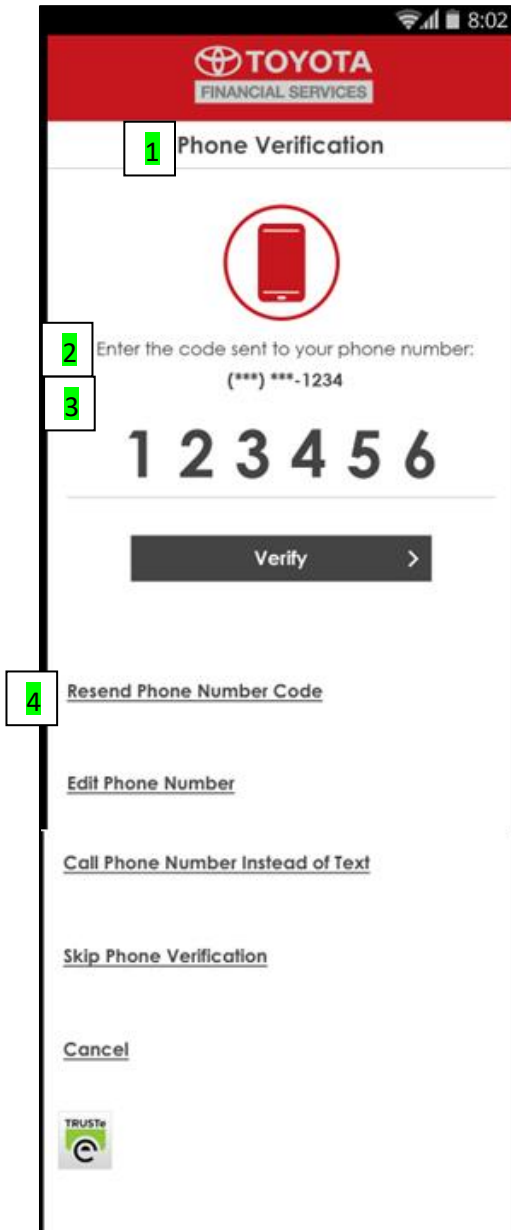
- 1 Security Code Verification  
[envelope icon]
- 2 A verification code was sent to [email address]  
Enter Code  
[numeric input field]  
Button [Verify]
- 3 Email New Verification Code  
Edit Account Management Email  
Cancel

Center Nav: [Lexus Financial Services Logo]

- 1 Security Code Verification  
[envelope icon]
- 2 A verification code was sent to [email address]  
Enter Code  
[numeric input field]  
Button [Verify]
- 3 Email New Verification Code  
Edit Account Management Email  
Cancel

7

### MFA Setup – Phone Verification



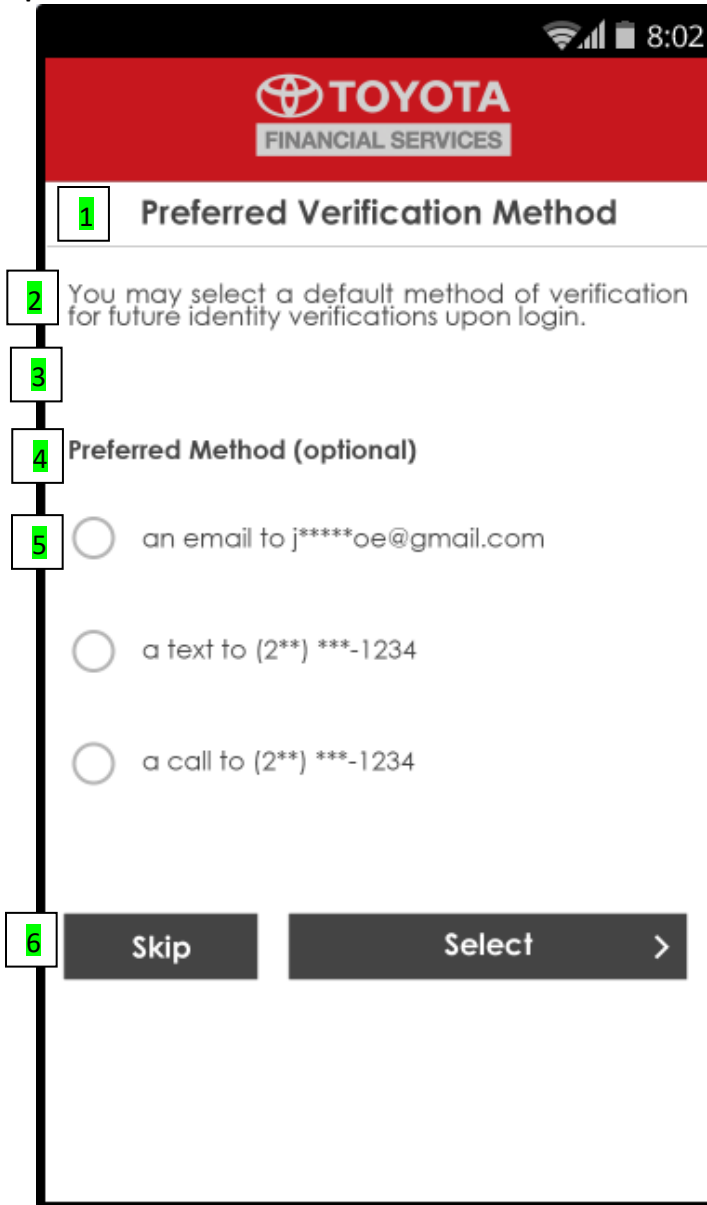
Center Nav: [Toyota Financial Services Logo]

- 1 Security Code Verification  
[phone icon]
- 2 A verification code was sent to (\*\*) \*\* - 1234
- 3 Enter Verification Code  
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number  
Edit Phone Number  
Call Phone Number Instead of Text  
Skip Phone Verification  
Cancel

Center Nav: [Lexus Financial Services Logo]

- 1 Security Code Verification  
[phone icon]
- 2 A verification code was sent to (\*\*) \*\* - 1234
- 3 Enter Verification Code  
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number  
Edit Phone Number  
Call Phone Number Instead of Text  
Skip Phone Verification  
Cancel

8 MFA Setup – Preferred Verification Method



Center Nav: [Toyota Financial Services Logo]

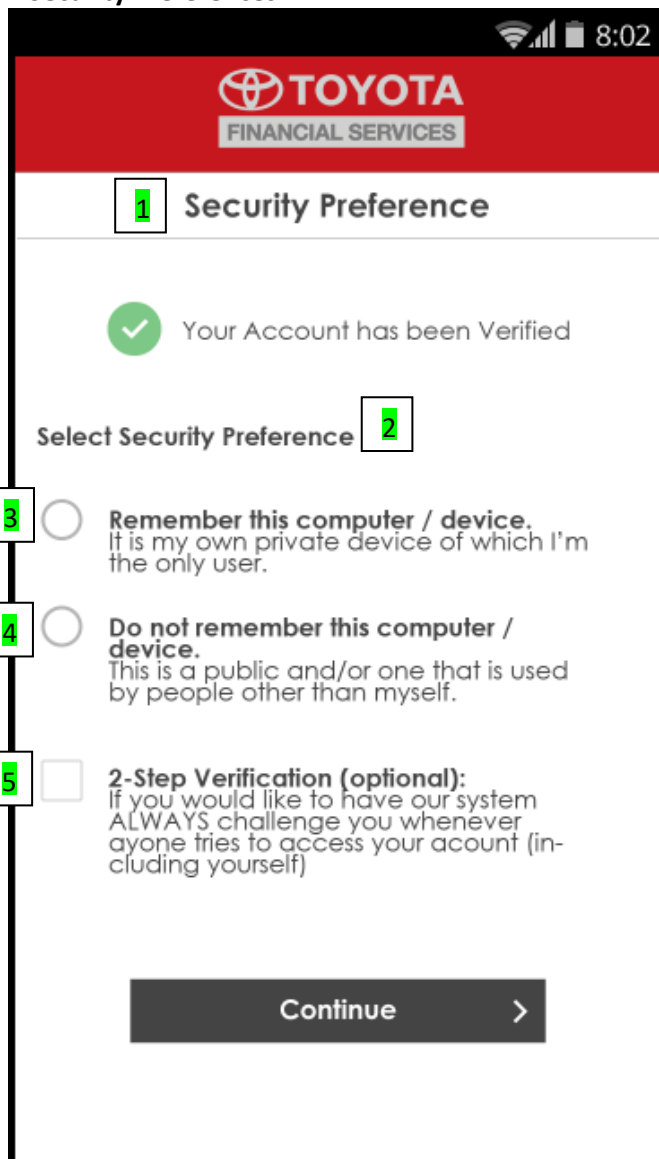
- 1 Security Verification Method
- 2
- 3 Please select your preferred verification method. By selecting Skip, your default method of verification will be your email address.
- 4 Email to j\*\*\*\*\*oe@gmail.com [radio button]
- 5 Text to (2\*\*) \*\*\*-1234 [radio button]
- Call to (2\*\*) \*\*\*-1234 [radio button]
- Button [Skip]
- Button [Save]
- 6

Center Nav: [Lexus Financial Services Logo]

- 1 Security Verification Method
- 2
- 3 Please select your preferred verification method. By selecting Skip, your default method of verification will be your email address.
- 4
- 5 Email to j\*\*\*\*\*oe@gmail.com [radio button]
- Text to (2\*\*) \*\*\*-1234 [radio button]
- Call to (2\*\*) \*\*\*-1234 [radio button]
- 6 Button [Skip]
- Button [Save]

9

### MFA Setup – Security Preferences



Center Nav: [Toyota Financial Services Logo]

Security Setup **1**

[✓]Your Account Has Been Verified

Select Security Preference

info bubble]

If you select "Remember this computer / device" the next time you log in, you may be able to skip security verification. By selecting "Do not remember this computer / device," you will have to enter a verification code when you log in. Do not select "Remember this computer / device" if your device is used by people you don't trust with your account or personal information.

[radio button]

**Remember this computer / device.** I am the only user of this computer / device.

[checkbox]

**2-Step Verification (Optional):**

For additional security, 2-step verification requires your password and a unique verification code at every login. The verification code will be sent to your preferred verification method (text, call or email), which can be updated in your Security settings.

[radio button]

**Do not remember this computer / device.** There are other users of this shared computer / device.

Button [Continue]

Center Nav: [Lexus Financial Services Logo]

Security Setup **1**

[✓]Your Account Has Been Verified

Select Security Preference

info bubble]

If you select "Remember this computer / device" the next time you log in, you may be able to skip security verification. By selecting "Do not remember this computer / device," you will have to enter a verification code when you log in. Do not select "Remember this computer / device" if your device is used by people you don't trust with your account or personal information.

[radio button]

**Remember this computer / device.** I am the only user of this computer / device.

[checkbox]

**2-Step Verification (Optional):**

For additional security, 2-step verification requires your password and a unique verification code at every login. The verification code will be sent to your preferred verification method (text, call or email), which can be updated in your Security settings.

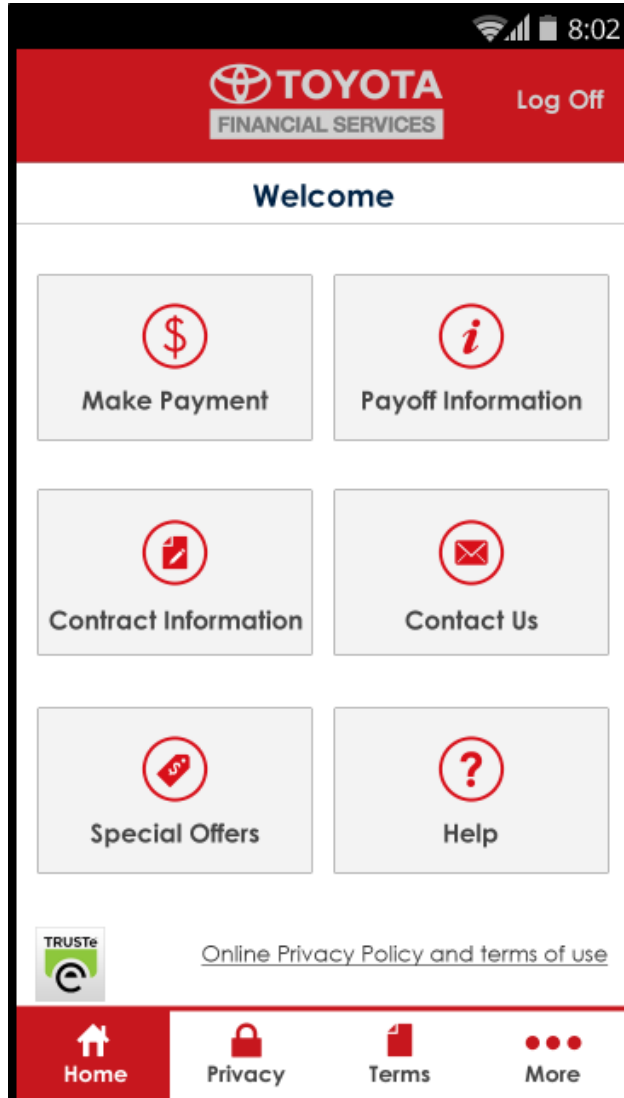
[radio button]

**Do not remember this computer / device.** There are other users of this shared computer / device.

Button [Continue]

10

My Account

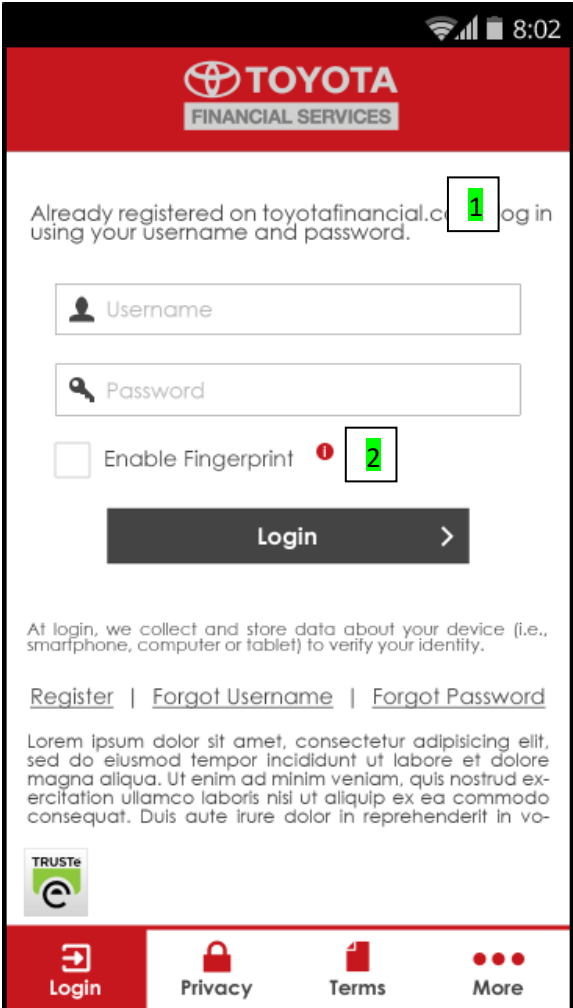


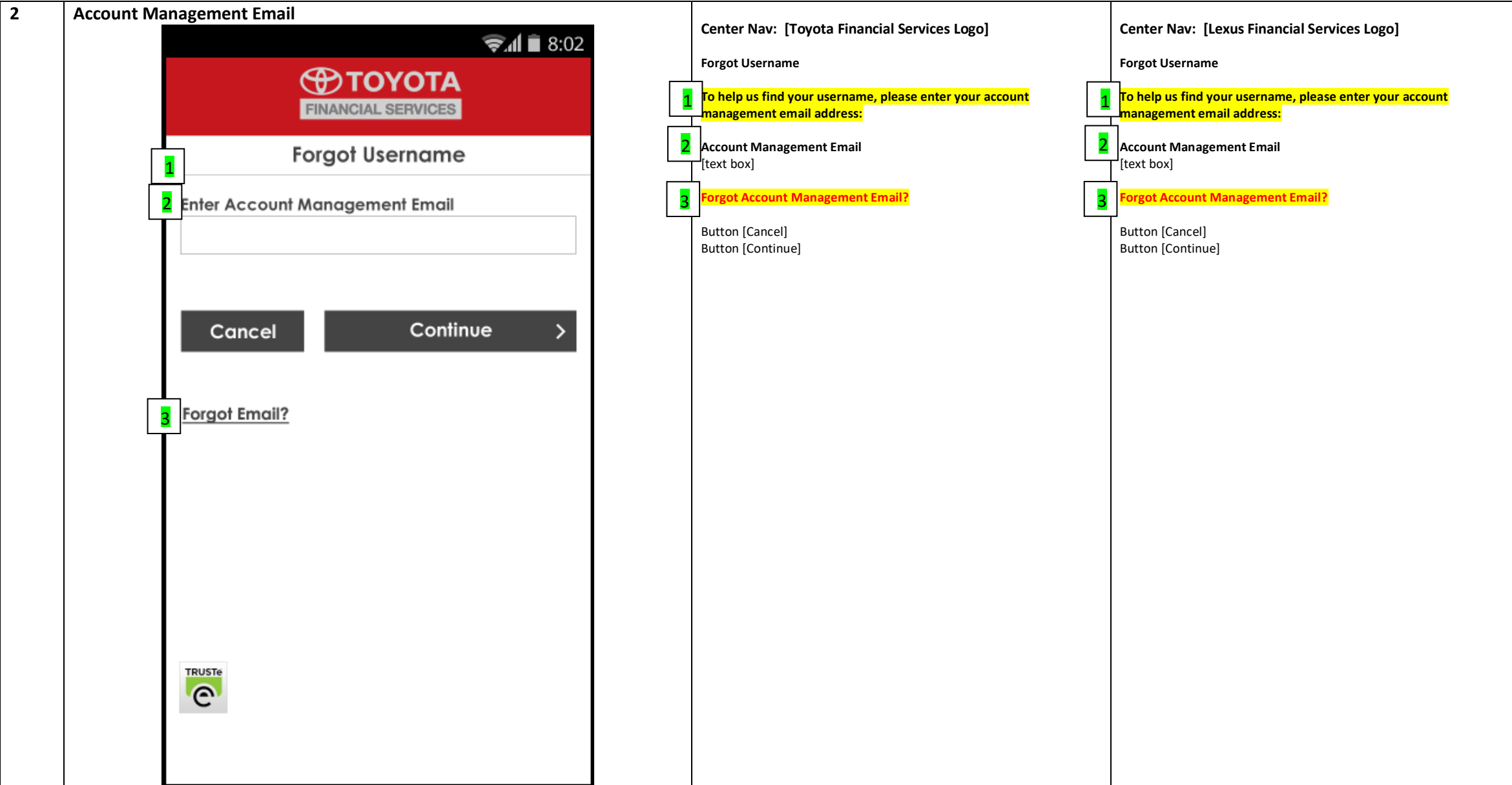
No copy change

No copy change

## 2.0 MFA SELF-SERVICE FLOWS

### 2.1 FORGOT USERNAME NON MFA W/ SQA (PRIVATE & PUBLIC)

Page	Mobile Web Prototype Pages	TFS mWeb Proposed Content	LFS mWeb Proposed Content
1	<p><b>Login</b></p> 	<p><b>Center Nav: [Toyota Financial Services Logo]</b></p> <p><b>1</b> Already registered on toyotafinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint <b>2</b> [info bubble] Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>	<p><b>Center Nav: [Lexus Financial Services Logo]</b></p> <p><b>1</b> Already registered on lexusfinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint <b>2</b> [info bubble] Fingerprint lets you log in to your LFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>



3

SQA 1



Center Nav: [Toyota Financial Services Logo]

Forgot Username

Please answer the following question.

1

[question] What was your first car?

[text box for answer]

2

Forgot answer?

Button ["Cancel"]  
Button ["Continue"]

Center Nav: [Lexus Financial Services Logo]

Forgot Username

Please answer the following question.

1

[question] What was your first car?

[text box for answer]

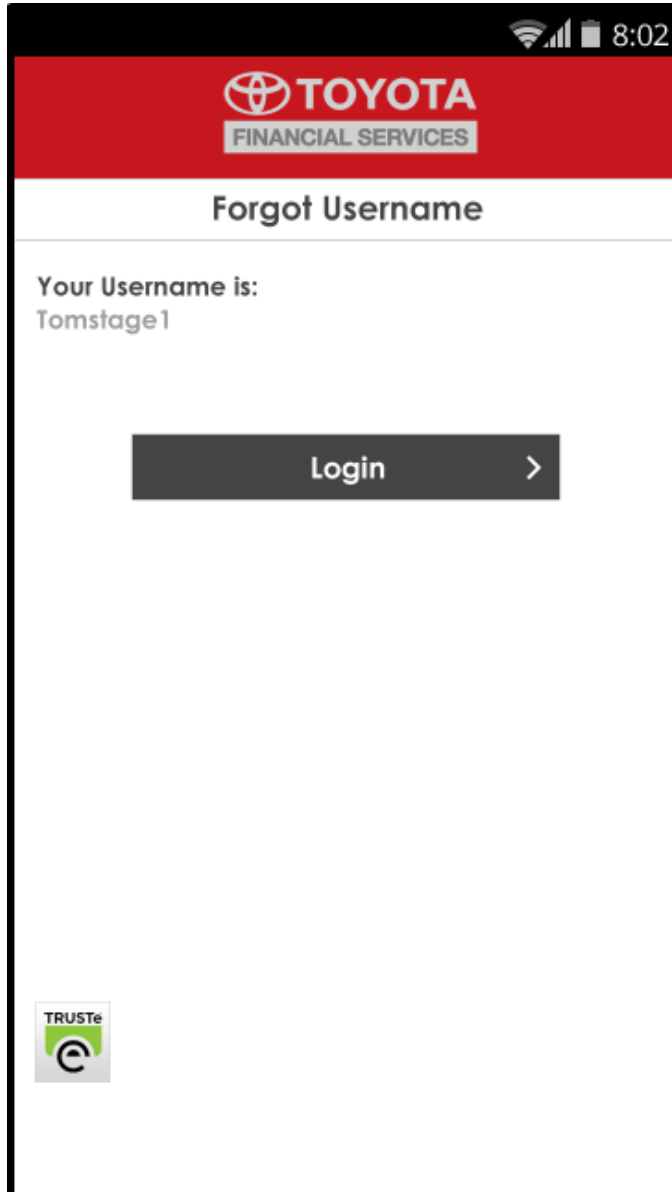
2

Forgot answer?

Button ["Cancel"]  
Button ["Continue"]

4

Username modal



Center Nav: [Toyota Financial Services Logo]

Forgot Username

Your Username is:

[Username]

Button [Login]

Center Nav: [Lexus Financial Services Logo]

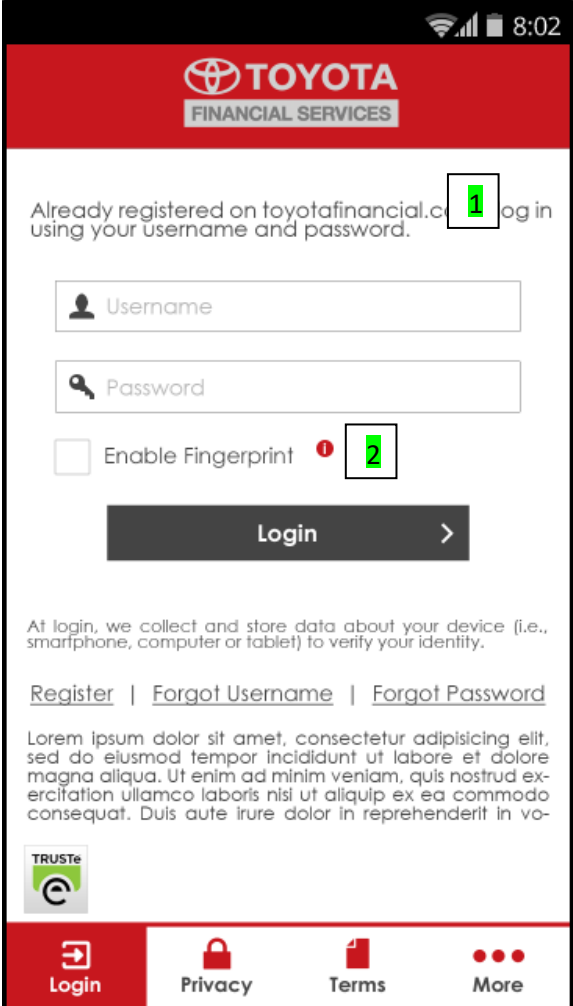
Forgot Username

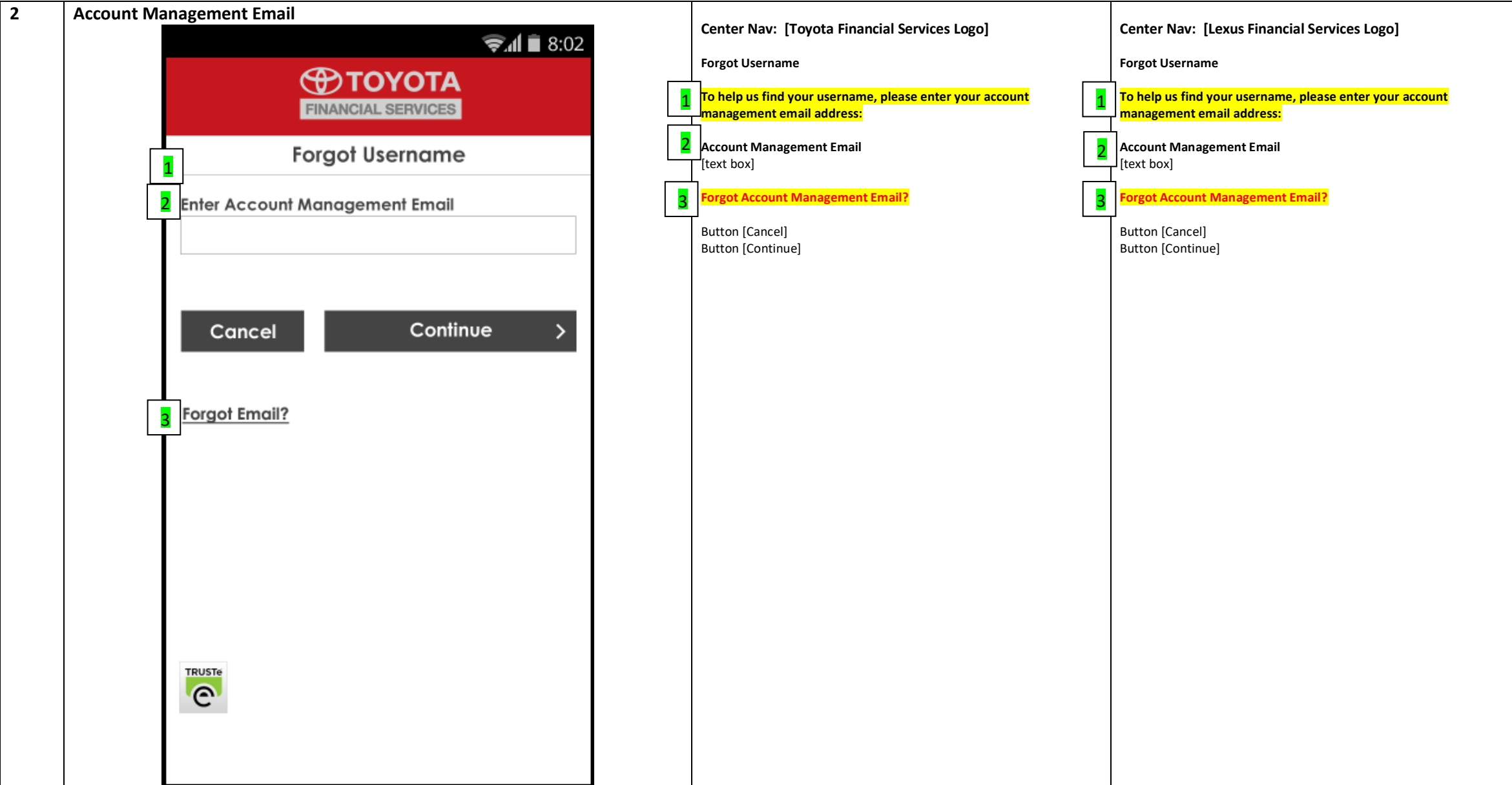
Your Username is:

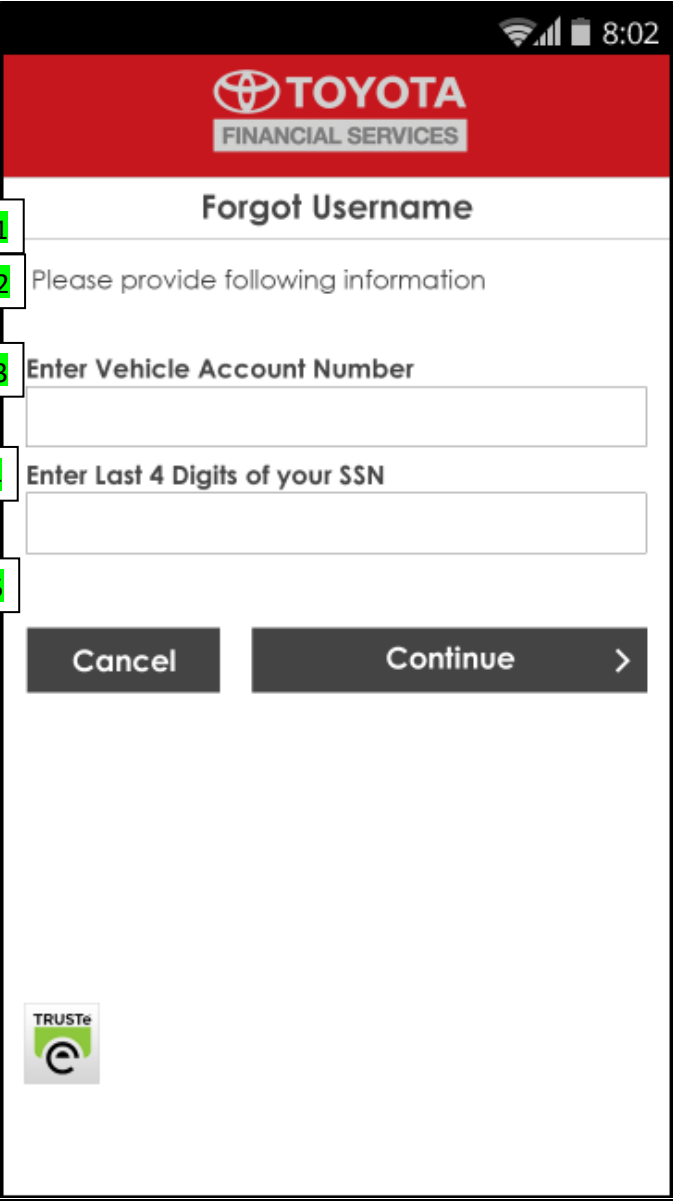
[Username]

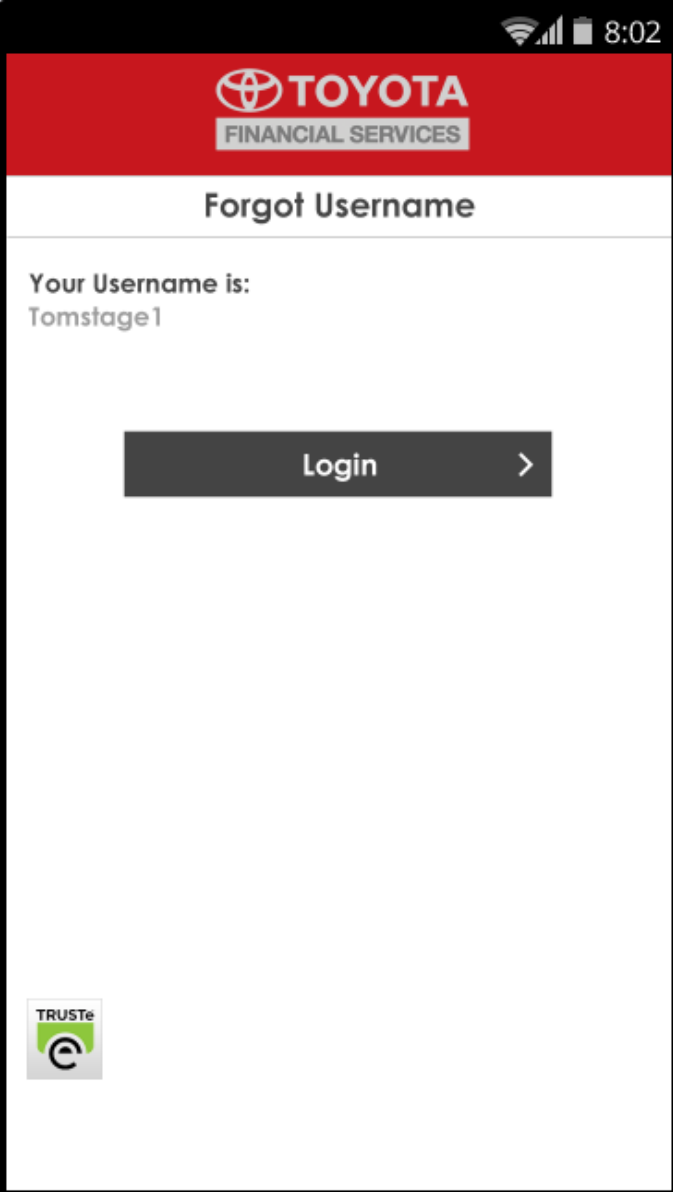
Button [Login]

## 2.2 FORGOT USERNAME NON MFA NO SQA

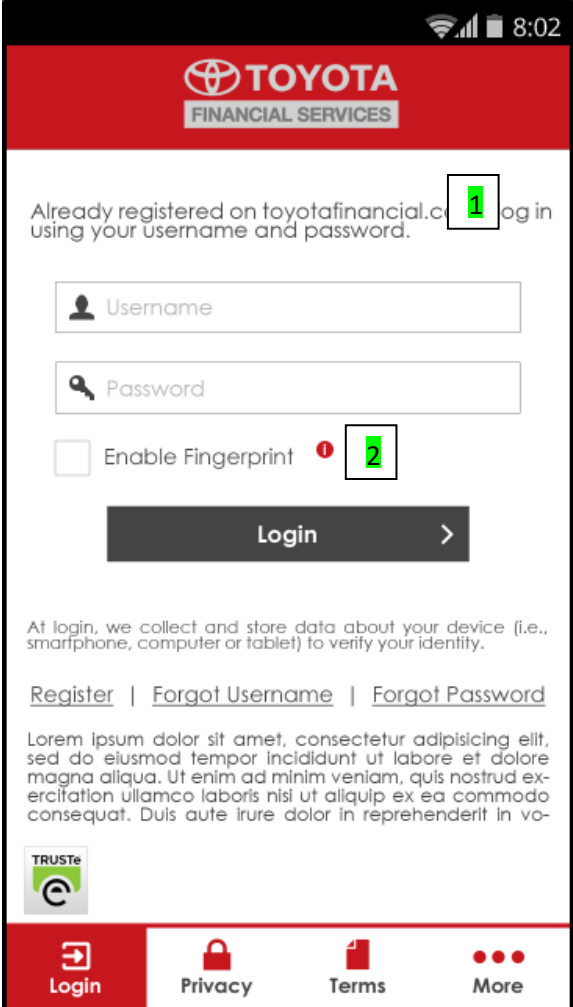
Page	Mobile Web Prototype Pages	TFS mWeb Proposed Content	LFS mWeb Proposed Content
1	<p><b>Login</b></p> 	<p><b>Center Nav: [Toyota Financial Services Logo]</b></p> <p>1 Already registered on toyotafinancial.com? Log in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint</p> <p>2 [info bubble] Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password,</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>	<p><b>Center Nav: [Lexus Financial Services Logo]</b></p> <p>1 Already registered on lexusfinancial.com? Log in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint</p> <p>2 [info bubble] Fingerprint lets you log in to your LFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>

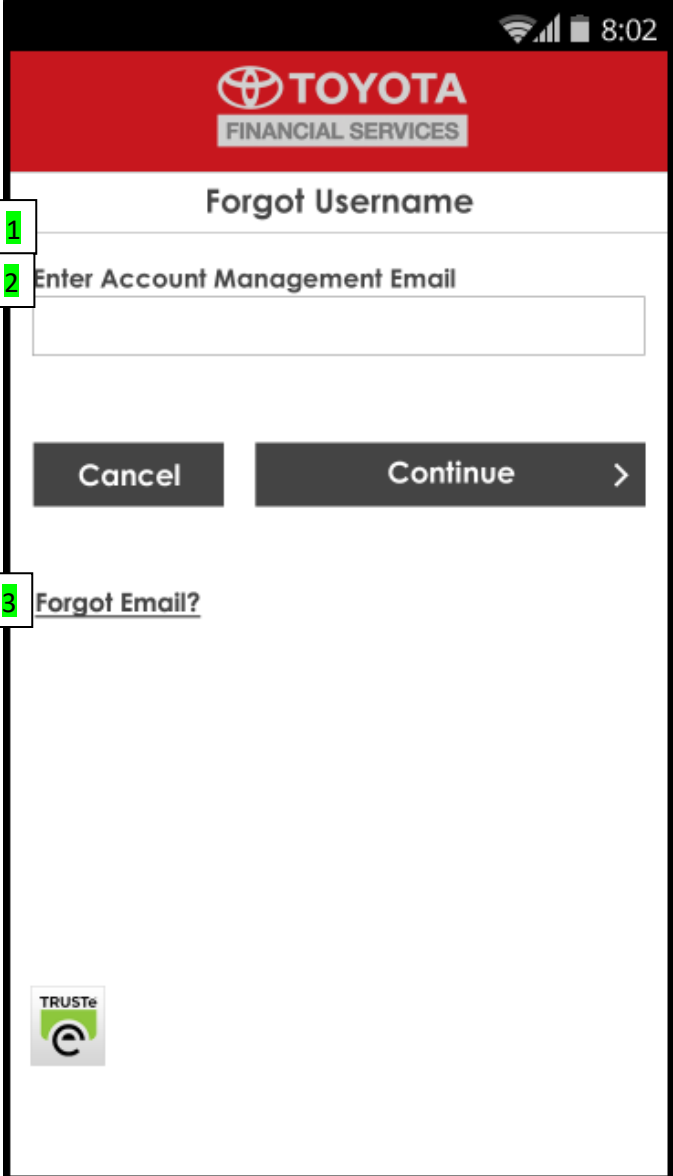


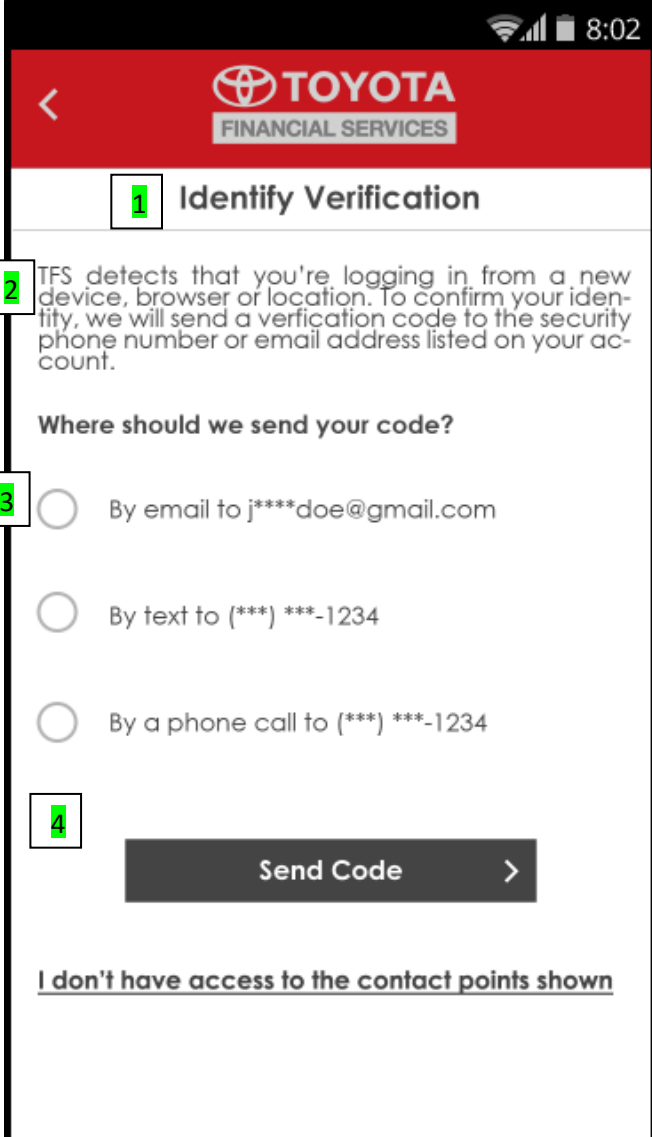
<p>3</p>	<p>Mini Reg</p> 	<p>Center Nav: [Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>1 Account Information</p> <p>2 Please provide the following information:</p> <p>3 Account number [info bubble] You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.</p> <p>4 Last 4 Digits of your SSN / Tax ID</p> <p>5 Need your account number? You can find it on a monthly statement on your loan or lease paperwork.</p> <p>Button [Cancel] Button [Continue]</p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>Account Information</p> <p>2 Please provide the following information:</p> <p>3 Account number [info bubble] You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.</p> <p>4 Last 4 Digits of your SSN / Tax ID</p> <p>5 Need your account number? You can find it on a monthly statement or on your loan or lease paperwork.</p> <p>Button [Cancel] Button [Continue]</p>
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<p>4</p>	<p><b>Username modal</b></p> 	<p>Center Nav: [Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>Your Username is:</p> <p>[Username]</p> <p>Button [Login]</p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>Your Username is:</p> <p>[Username]</p> <p>Button [Login]</p>
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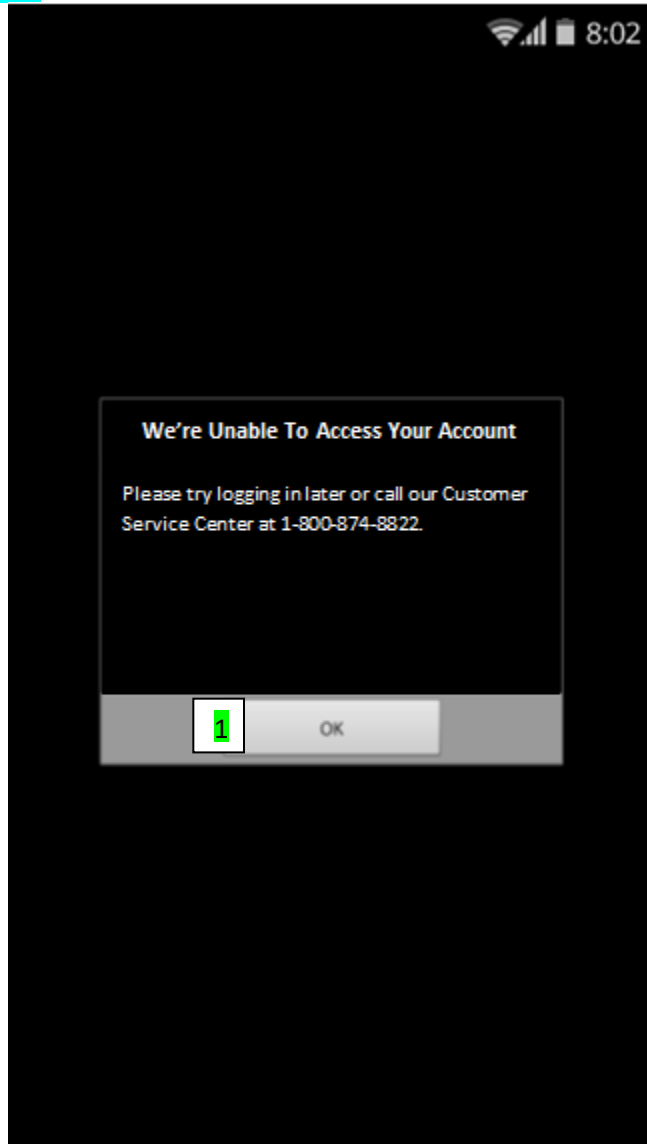
## 2.3 FORGOT USERNAME MFA COMPLIANT (PRIVATE & PUBLIC)

<p>1</p>	<p><b>Login</b></p> 	<p><b>Center Nav: [Toyota Financial Services Logo]</b></p> <p><b>1</b> Already registered on toyotafinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p><b>2</b> [Radio Button] Enable Fingerprint [info bubble] Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>	<p><b>Center Nav: [Lexus Financial Services Logo]</b></p> <p><b>1</b> Already registered on lexusfinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint [info bubble] Fingerprint lets you log in to your LFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>
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2	<p><b>Account Management Email</b></p> 	<p>Center Nav: [Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>1 To help us find your username, please enter your account management email address:</p> <p>2 Account Management Email [text box]</p> <p>3 <b>Forgot Account Management Email?</b></p> <p>Button [Cancel] Button [Continue]</p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>1 To help us find your username, please enter your account management email address:</p> <p>2 Account Management Email [text box]</p> <p>3 <b>Forgot Account Management Email?</b></p> <p>Button [Cancel] Button [Continue]</p>
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<p>3</p>	<p><b>MFA Challenge</b></p>  <p><b>1</b> Identify Verification</p> <p><b>2</b> TFS detects that you're logging in from a new device, browser or location. To confirm your identity, we will send a verification code to the security phone number or email address listed on your account.</p> <p>Where should we send your code?</p> <p><b>3</b> <input type="radio"/> By email to j****doe@gmail.com</p> <p><input type="radio"/> By text to (***) ***-1234</p> <p><input type="radio"/> By a phone call to (***) ***-1234</p> <p><b>4</b> <input type="button" value="Send Code"/> &gt;</p> <p><a href="#">I don't have access to the contact points shown</a></p>	<p>Center Nav: [Toyota Financial Services Logo]</p> <p><b>1</b> Security Verification</p> <p><b>2</b> To confirm your identity, we will either email, text or call you with a one-time verification code. Please select your preference:</p> <p><b>3</b> [radio button] Email to j****oe@gmail.com</p> <p>radio button] Text to (***) ***-1234 [</p> <p>[radio button] Call to (***) ***-1234</p> <p><b>4</b> Button [Cancel]</p> <p>Button [Send Code]</p> <p><a href="#">I don't have access to the contact points shown</a></p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p><b>1</b> Security Verification</p> <p><b>2</b> To confirm your identity, we will either email, text or call you with a one-time verification code. Please select your preference:</p> <p><b>3</b> [radio button] Email to j****oe@gmail.com</p> <p>[radio button] Text to (***) ***-1234</p> <p>[radio button] Call to (***) ***-1234</p> <p><b>4</b> Button [Cancel]</p> <p>Button [Send Code]</p> <p><a href="#">I don't have access to the contact points shown</a></p>
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4 Model displayed when I don't have access to the contact points shown. is selected. (New)



We're Unable To Access Your Account

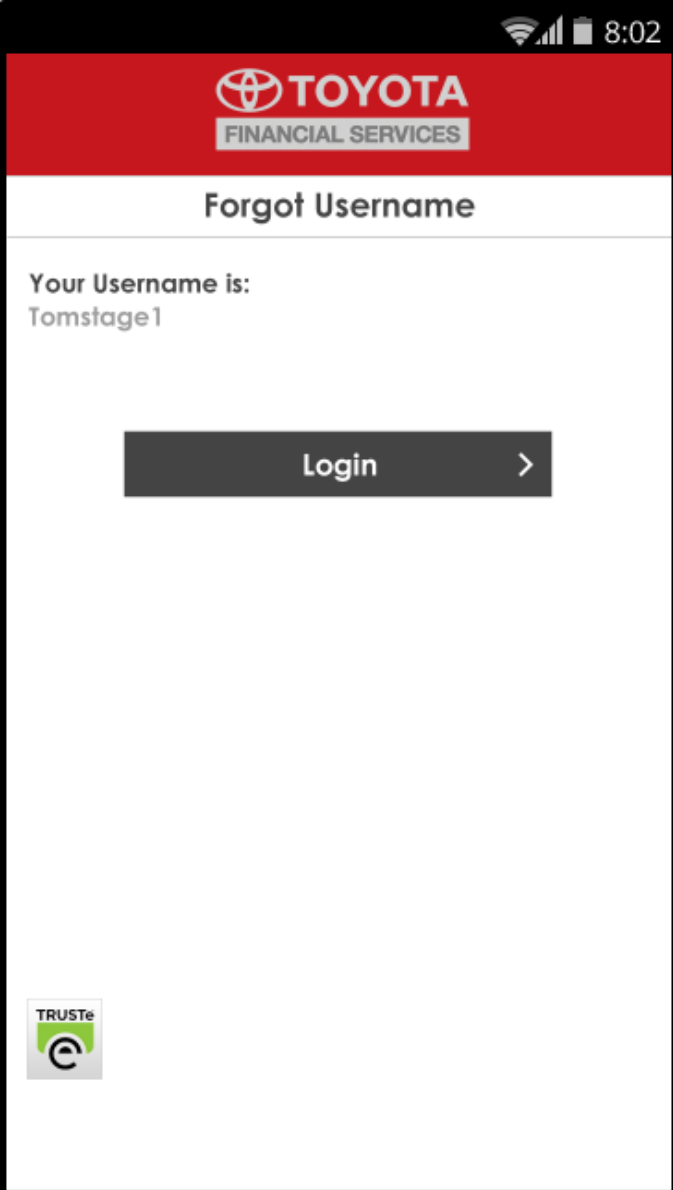
Please try logging in later or call our Customer Service Center at 1-800-874-8822.

1 Button [Close]

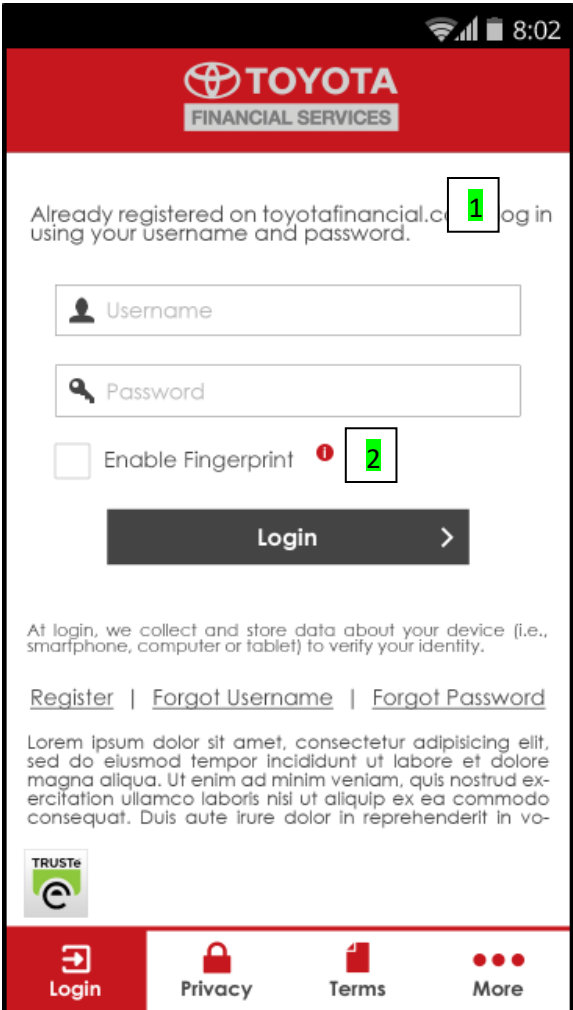
We're Unable To Access Your Account

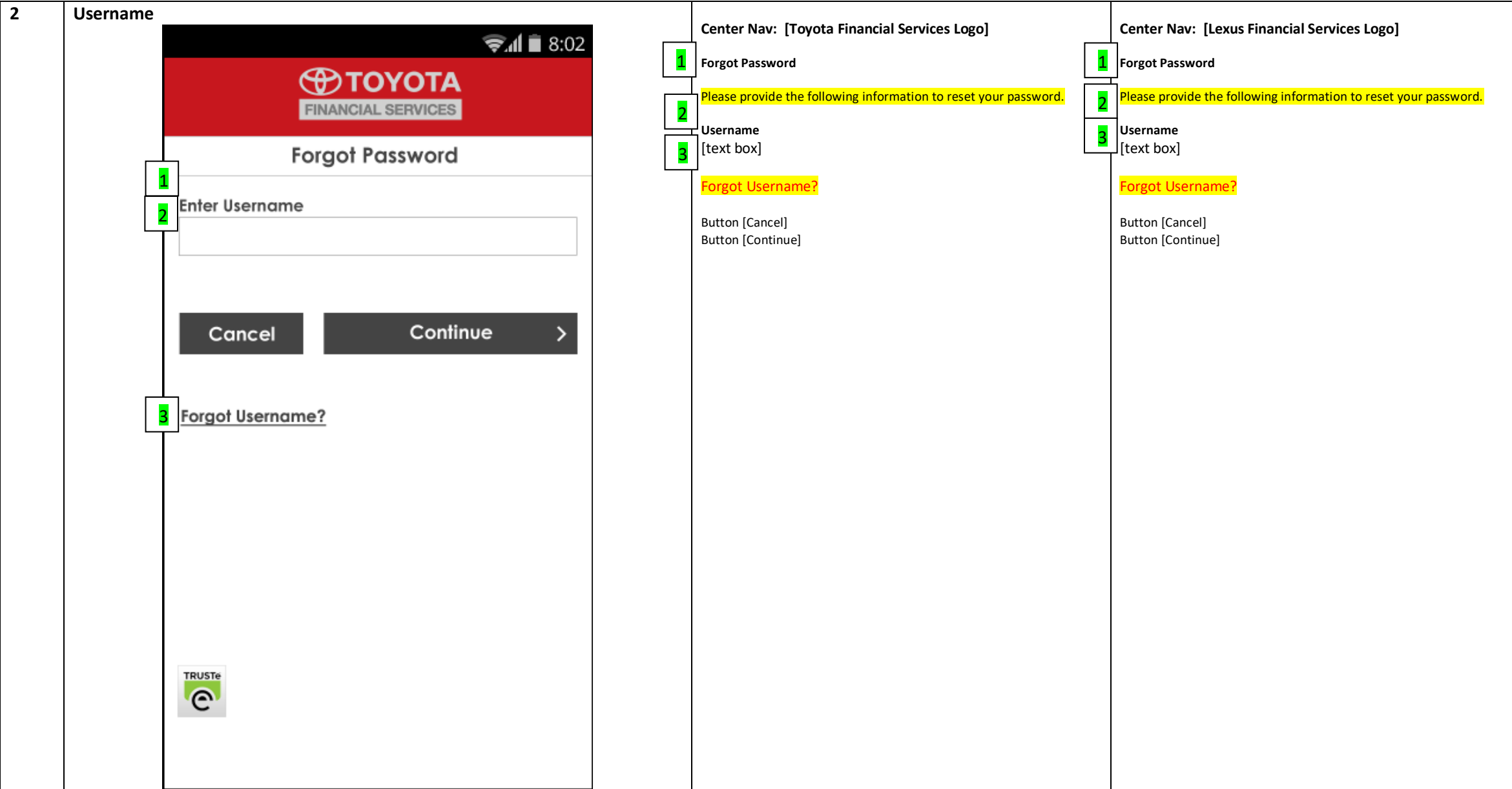
Please try logging in later or call our Customer Service Center at 1-800-874-7050.

1 Button [Close]

5	<p><b>Username modal</b></p> 	<p>Center Nav: [Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>Your Username is:</p> <p>[Username]</p> <p>Button [Login]</p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>Your Username is:</p> <p>[Username]</p> <p>Button [Login]</p>
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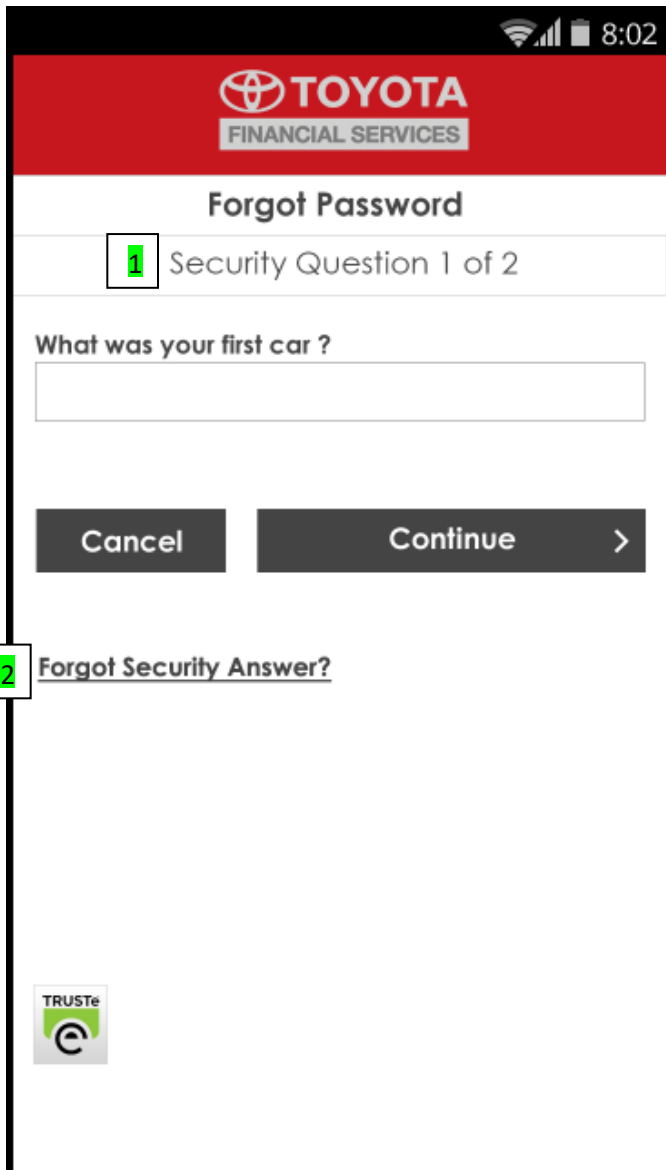
## 2.4 FORGOT PASSWORD NON MFA W/ SQA (PRIVATE & PUBLIC)

<p>1</p>	<p><b>Login</b></p> 	<p><b>Center Nav: [Toyota Financial Services Logo]</b></p> <p>1 Already registered on toyotafinancial.com? Log in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>2 [Radio Button] Enable Fingerprint [info bubble] Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>	<p><b>Center Nav: [Lexus Financial Services Logo]</b></p> <p>1 Already registered on lexusfinancial.com? Log in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>2 [Radio Button] Fingerprint ID [info bubble] Fingerprint lets you log in to your LFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>
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3

SQA 2



Center Nav: [Toyota Financial Services Logo]

Forgot Password

1 Please answer the following question.

[question] What was your first car?

[text box for answer]

2 Forgot answer?

Button [Cancel]

Button [Continue]

Center Nav: [Lexus Financial Services Logo]

Forgot Password

1 Please answer the following question.

[question] What was your first car?

[text box for answer]

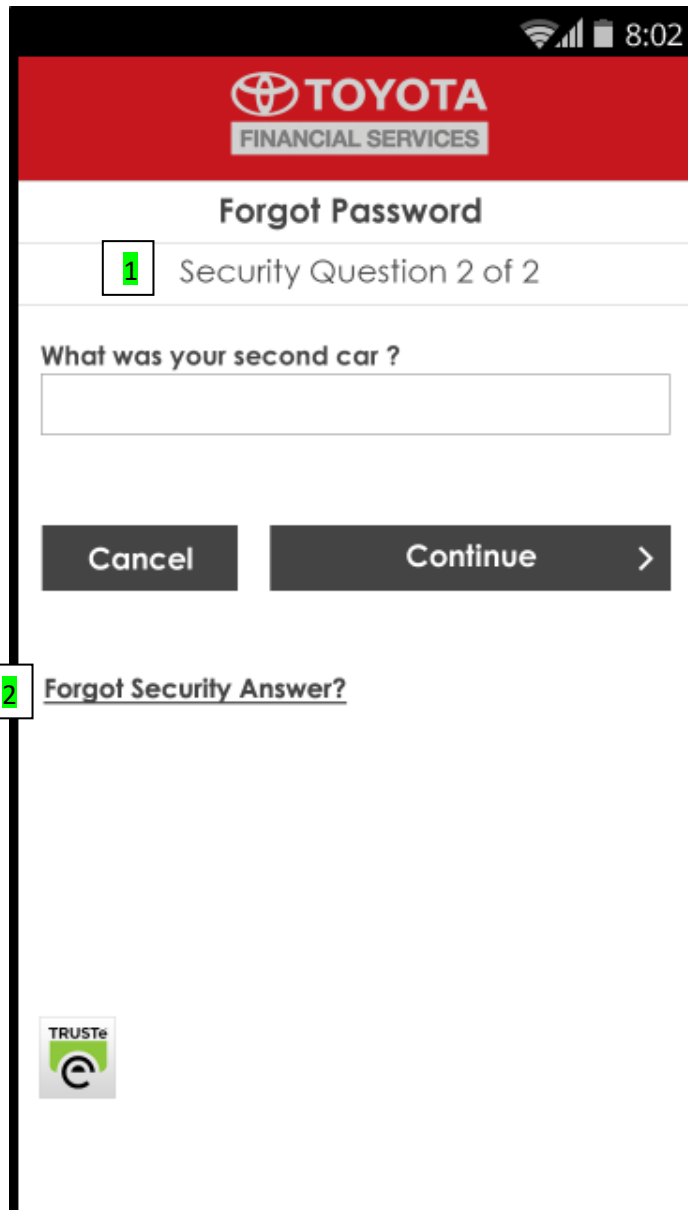
2 Forgot answer?

Button [Cancel]

Button [Continue]

4

SQA 3



Center Nav: [Toyota Financial Services Logo]

Forgot Password

1 Please answer the following question.

[question] What was your second car?

[text box for answer]

2 Forgot answer?

Button [Cancel]

Button [Continue]

Center Nav: [Lexus Financial Services Logo]

Forgot Password

1 Please answer the following question.

[question] What was your second car?

[text box for answer]

2 Forgot answer?

Button [Cancel]

Button [Continue]

5

### New password

### Center Nav: [Toyota Financial Services Logo]

#### Forgot Password

Please choose a new password

- 1 **New Password**  
Password is case sensitive  
[eye icon] Show  
[text box]
- 2 **Password Strength**  
[scale]
- Requirements**  
May not contain username or previous password.  
X or check] 8 - 20 characters  
X or check] At least 1 letter  
X or check] At least 1 number  
X or check] At least 1 symbol  
[info bubble] ~ ! @ # \$ % ^ & \* ( ) \_ + - = [ ] \ ; ' , . / : "  
X or check] No more than 2 consecutive repeating characters  
[info bubble] 111, aaa, !!!
- 3 **Confirm New Password**  
[eye icon] Show  
[text box]
- 4 Button [Cancel]  
Button [Submit]

### Center Nav: [Lexus Financial Services Logo]

#### Forgot Password

Please choose a new password

- 1 **New Password**  
Password is case sensitive  
[eye icon] Show  
[text box]
- 2 **Password Strength**  
[scale]
- Requirements**  
May not contain username or previous password.  
X or check] 8 - 20 characters  
X or check] At least 1 letter  
X or check] At least 1 number  
X or check] At least 1 symbol  
[info bubble] ~ ! @ # \$ % ^ & \* ( ) \_ + - = [ ] \ ; ' , . / : "  
X or check] No more than 2 consecutive repeating characters  
[info bubble] 111, aaa, !!!
- 3 **Confirm New Password**  
[eye icon] Show  
[text box]
- 4 Button [Cancel]  
Button [Submit]

6

Password Reset



Center Nav: [Toyota Financial Services Logo]

1

Your Password Has Been **Reset**

2

Your Password has been reset successfully!

Button [Login]

Center Nav: [Lexus Financial Services Logo]

1

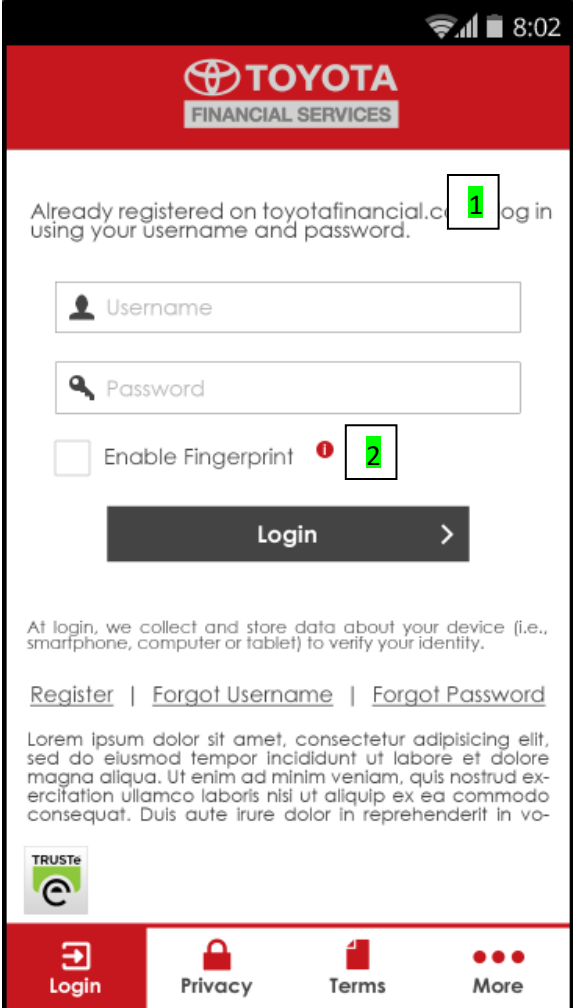
Your Password Has Been **Reset**

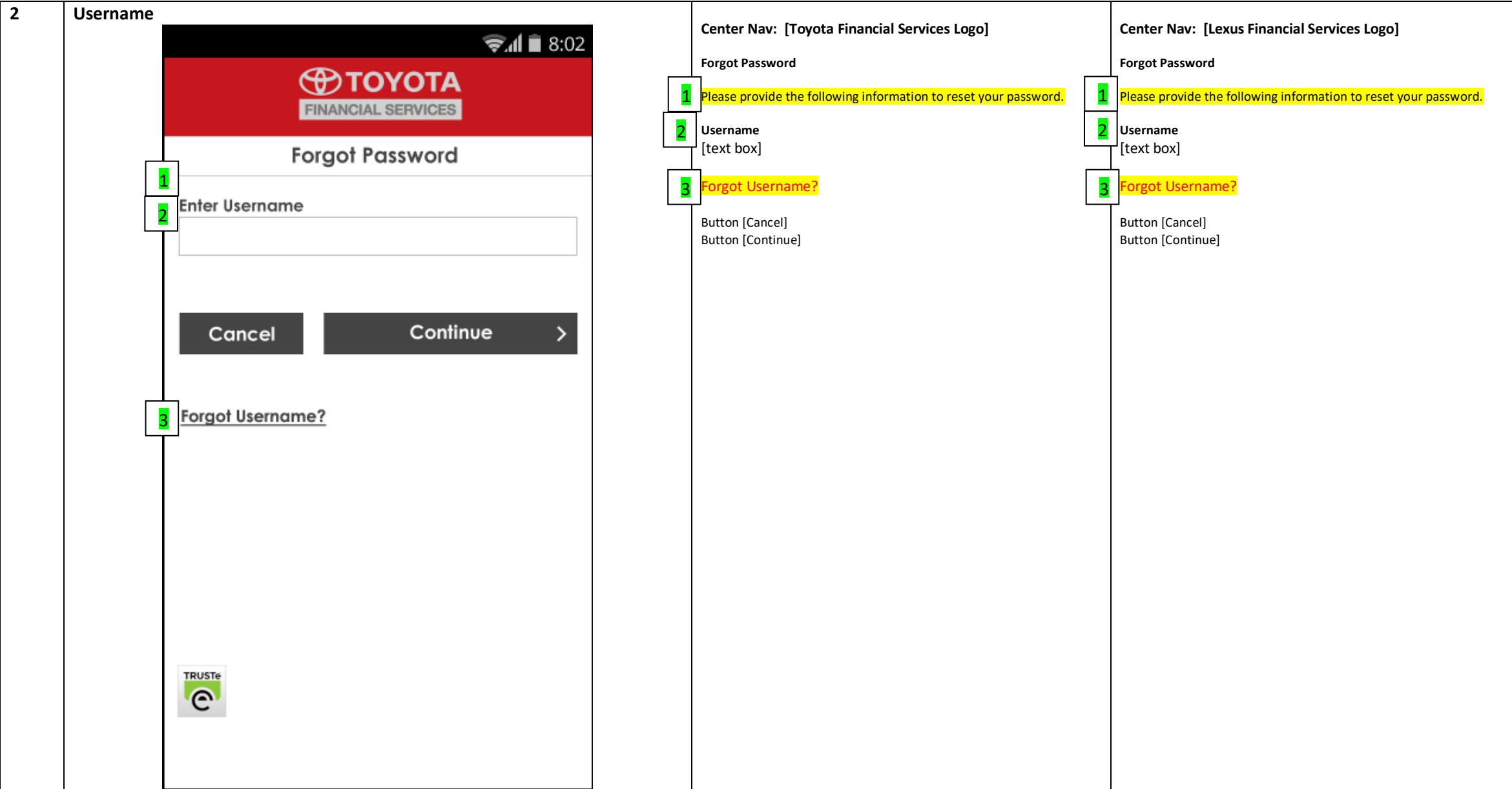
2

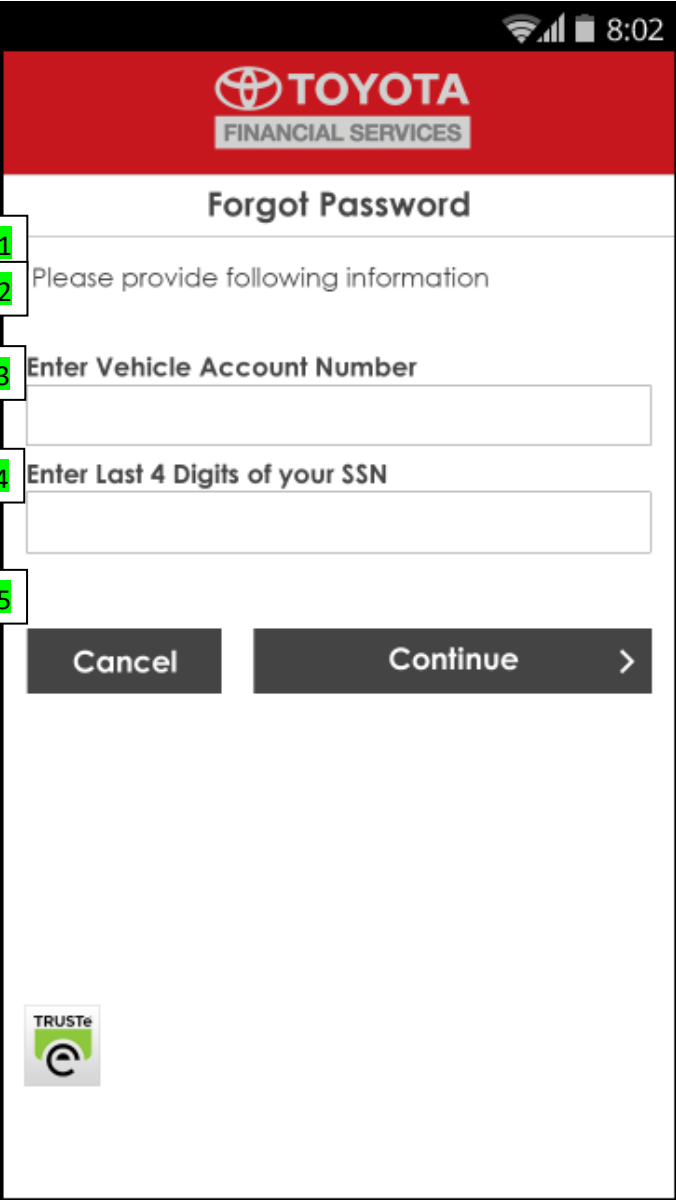
Your Password has been reset successfully!

Button [Login]

## 2.5 FORGOT PASSWORD NON MFA COMPLIANT NO SQA

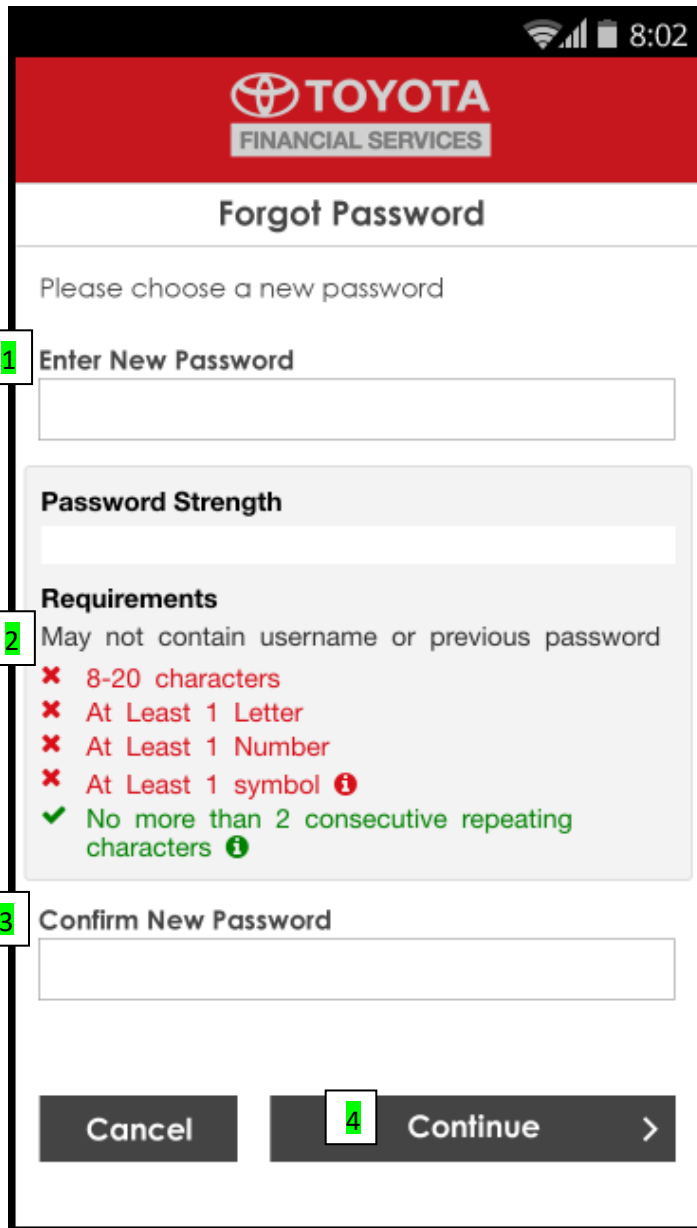
<p>1</p>	<p><b>Login</b></p> 	<p><b>Center Nav: [Toyota Financial Services Logo]</b></p> <p><b>1</b> Already registered on toyotafinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p><b>2</b> [Radio Button] Enable Fingerprint [info bubble] Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>	<p><b>Center Nav: [Lexus Financial Services Logo]</b></p> <p><b>1</b> Already registered on lexusfinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint [info bubble] Fingerprint lets you log in to your LFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>
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<p>3</p>	<p>Mini Reg</p> 	<p>Center Nav: [Toyota Financial Services Logo]</p> <p>Forgot Password</p> <ol style="list-style-type: none"> <li>1 Account Information</li> <li>2 Please provide the following information:</li> <li>3 Account Number [info bubble] You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.</li> <li>4 Last 4 Digits of your SSN / Tax ID</li> <li>5 Need your account number? You can find it on a monthly statement or on your loan or lease paperwork.</li> </ol> <p>Button [Cancel] Button [Continue]</p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p>Forgot Password</p> <ol style="list-style-type: none"> <li>1 Account Information</li> <li>2 Please provide the following information:</li> <li>3 Account Number [info bubble] You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.</li> <li>4 Last 4 Digits of your SSN / Tax ID</li> <li>5 Need your account number? You can find it on a monthly statement or on your loan or lease paperwork.</li> </ol> <p>Button [Cancel] Button [Continue]</p>
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4

New password



Center Nav: [Toyota Financial Services Logo]

Forgot Password

Please choose a new password

1 **New Password**  
 Password is case sensitive  
 [eye icon] Show  
 [text box]

**Password Strength**  
 [scale]

2 **Requirements**  
 May not contain username or previous password.  
 X or check] 8 - 20 characters  
 [X or check] At least 1 letter  
 [X or check] At least 1 number  
 [X or check] At least 1 symbol  
 [info bubble] ~ ! @ # \$ % ^ & \* ( ) \_ + - = [ ] \ ; ' , . / : "  
 [X or check] No more than 2 consecutive repeating characters  
 [info bubble] 111, aaa, !!!

3 **Confirm New Password**  
 [eye icon] Show  
 [text box]

4 Button [Cancel]  
 Button [Submit]

Center Nav: [Lexus Financial Services Logo]

Forgot Password

Please choose a new password

1 **New Password**  
 Password is case sensitive  
 [eye icon] Show  
 [text box]

**Password Strength**  
 [scale]

2 **Requirements**  
 May not contain username or previous password.  
 X or check] 8 - 20 characters  
 [X or check] At least 1 letter  
 [X or check] At least 1 number  
 [X or check] At least 1 symbol  
 [info bubble] ~ ! @ # \$ % ^ & \* ( ) \_ + - = [ ] \ ; ' , . / : "  
 [X or check] No more than 2 consecutive repeating characters  
 [info bubble] 111, aaa, !!!

3 **Confirm New Password**  
 [eye icon] Show  
 [text box]

4 Button [Cancel]  
 Button [Submit]

5

Password Reset



Center Nav: [Toyota Financial Services Logo]

1

Your Password Has Been **Reset**

2

**Your password has been reset successfully!**

Button [Login]

Center Nav: [Lexus Financial Services Logo]

1

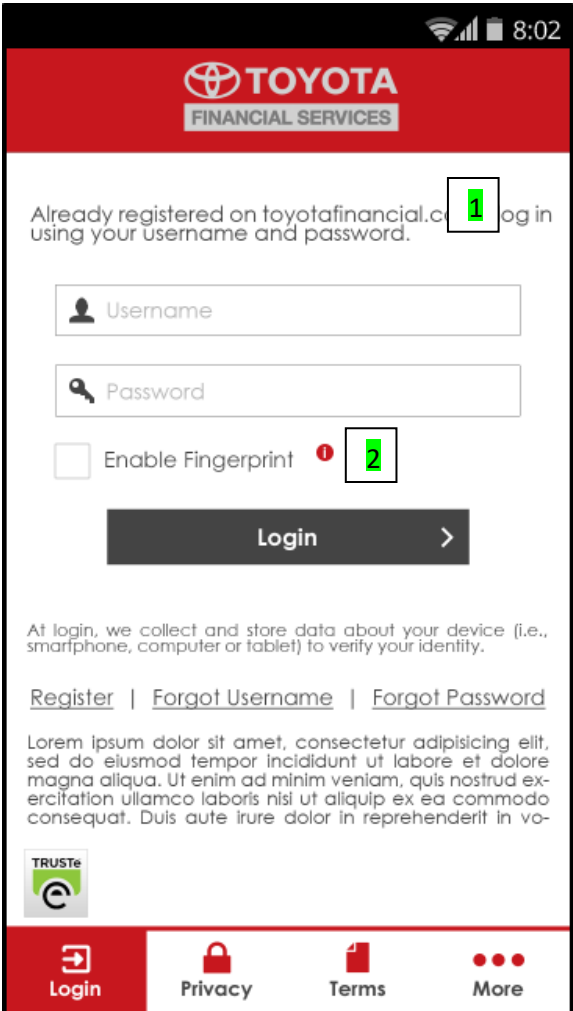
Your Password Has Been **Reset**

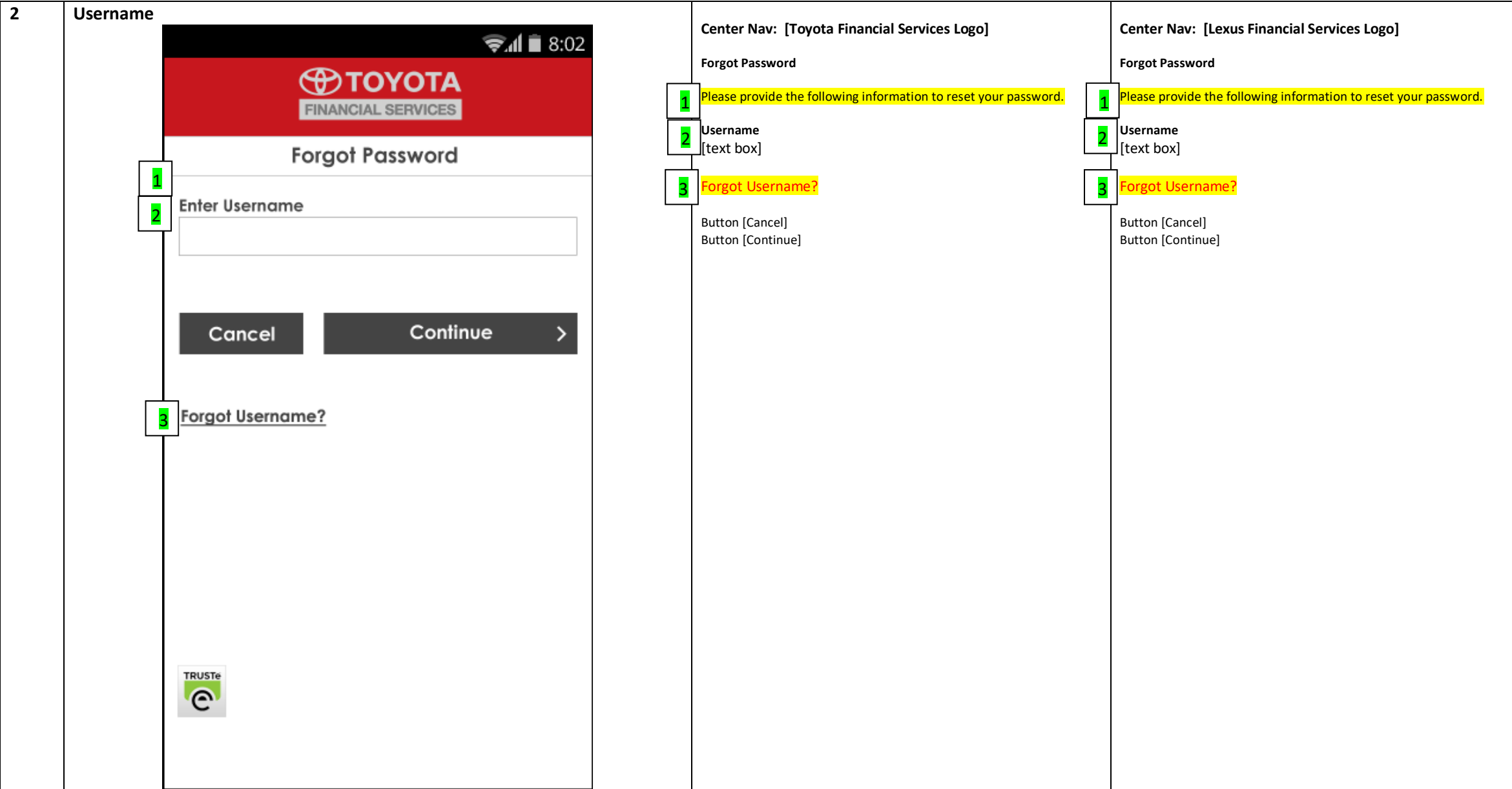
2

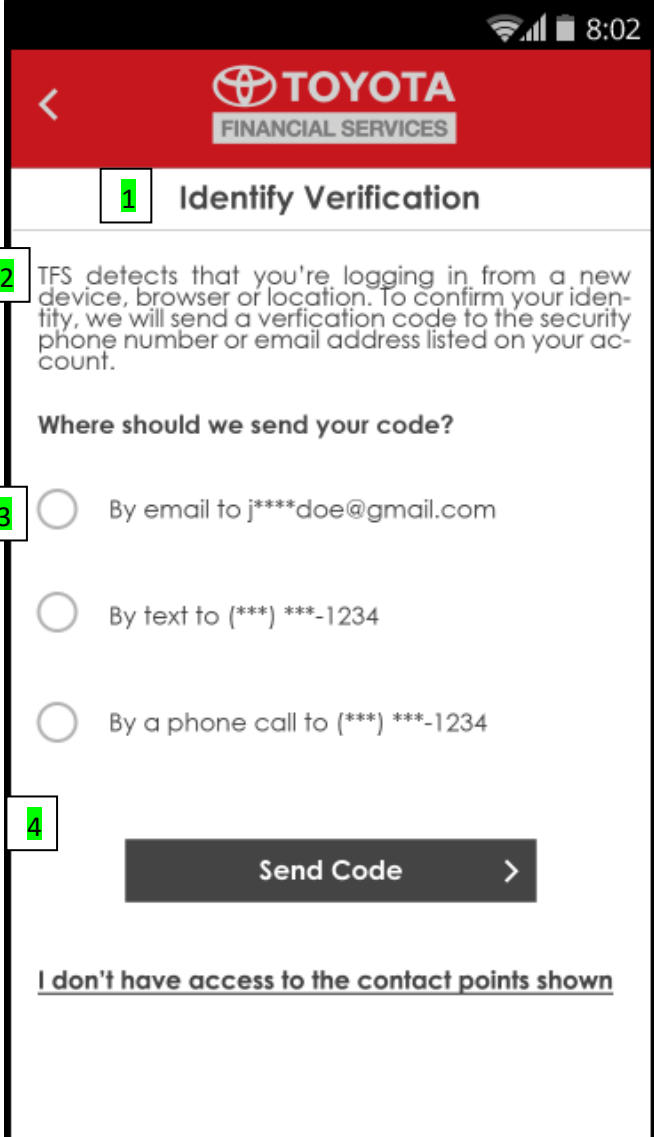
**Your password has been reset successfully!**

Button [Login]

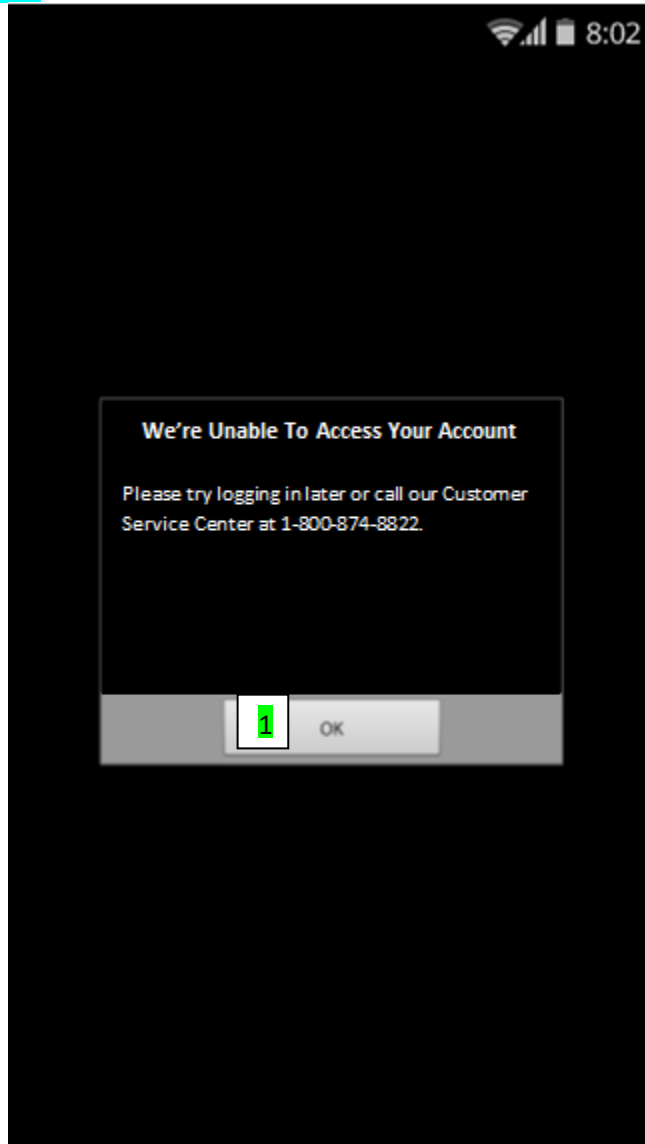
## 2.6 FORGOT PASSWORD MFA COMPLIANT (PRIVATE & PUBLIC)

<p>1</p>	<p><b>Login</b></p> 	<p><b>Center Nav: [Toyota Financial Services Logo]</b></p> <p><b>1</b> Already registered on toyotafinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p><b>2</b> [Radio Button] Enable Fingerprint [info bubble] Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>	<p><b>Center Nav: [Lexus Financial Services Logo]</b></p> <p><b>1</b> Already registered on lexusfinancial.com? <b>Log</b> in using your username and password.</p> <p>[text box] Username [text box] Password</p> <p>[Radio Button] Enable Fingerprint [info bubble] Fingerprint lets you log in to your LFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Register [link]Forgot Username [link]Forgot Password</p>
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<p>3</p>	<p><b>MFA Challenge</b></p> 	<p>Center Nav: [Toyota Financial Services Logo]</p> <p>1 Security Verification</p> <p>2 To confirm your identity, we will either email, text or call you with a one-time verification code. Please select your preference:</p> <p>3 Email to j****oe@gmail.com [radio button]</p> <p>Text to (***) ***-1234 [radio button]</p> <p>Call to (***) ***-1234 [radio button]</p> <p>4 Button [Cancel]</p> <p>Button [Send Code]</p> <p>I don't have access to the contact points shown</p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p>1 Security Verification</p> <p>2 To confirm your identity, we will either email, text or call you with a one-time verification code. Please select your preference:</p> <p>3 Email to j****oe@gmail.com [radio button]</p> <p>Text to (***) ***-1234 [radio button]</p> <p>Call to (***) ***-1234 [radio button]</p> <p>4 Button [Cancel]</p> <p>Button [Send Code]</p> <p>I don't have access to the contact points shown</p>
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4 Model displayed when I don't have access to the contact points shown. is selected. (New)



We're Unable To Access Your Account

Please try logging in later or call our Customer Service Center at 1-800-874-8822.

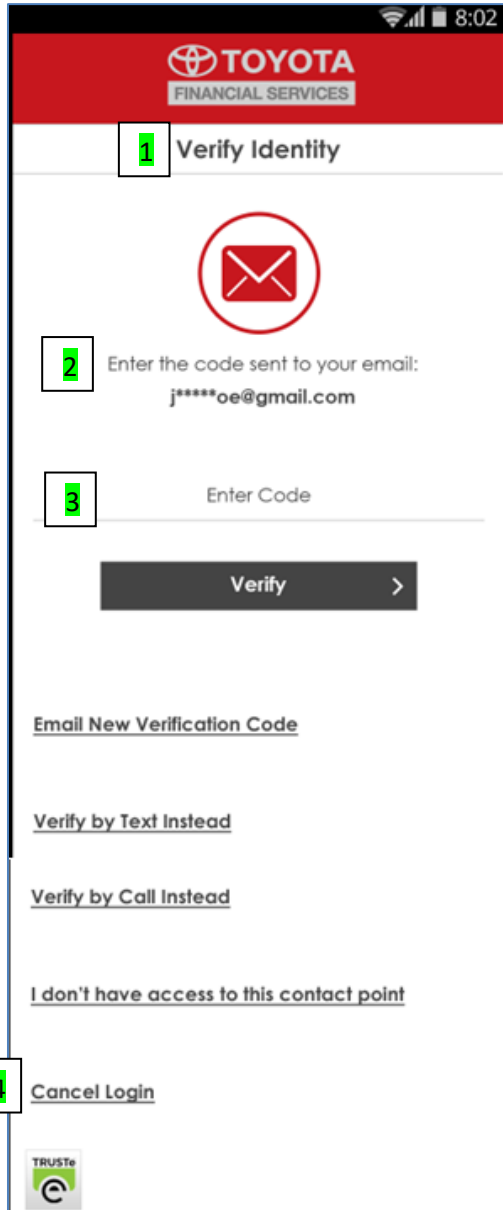
1 tton [Close]

We're Unable To Access Your Account

Please try logging in later or call our Customer Service Center at 1-800-874-7050.

1 tton [Close]

5 MFA Challenge



Center Nav: [Toyota Financial Services Logo]

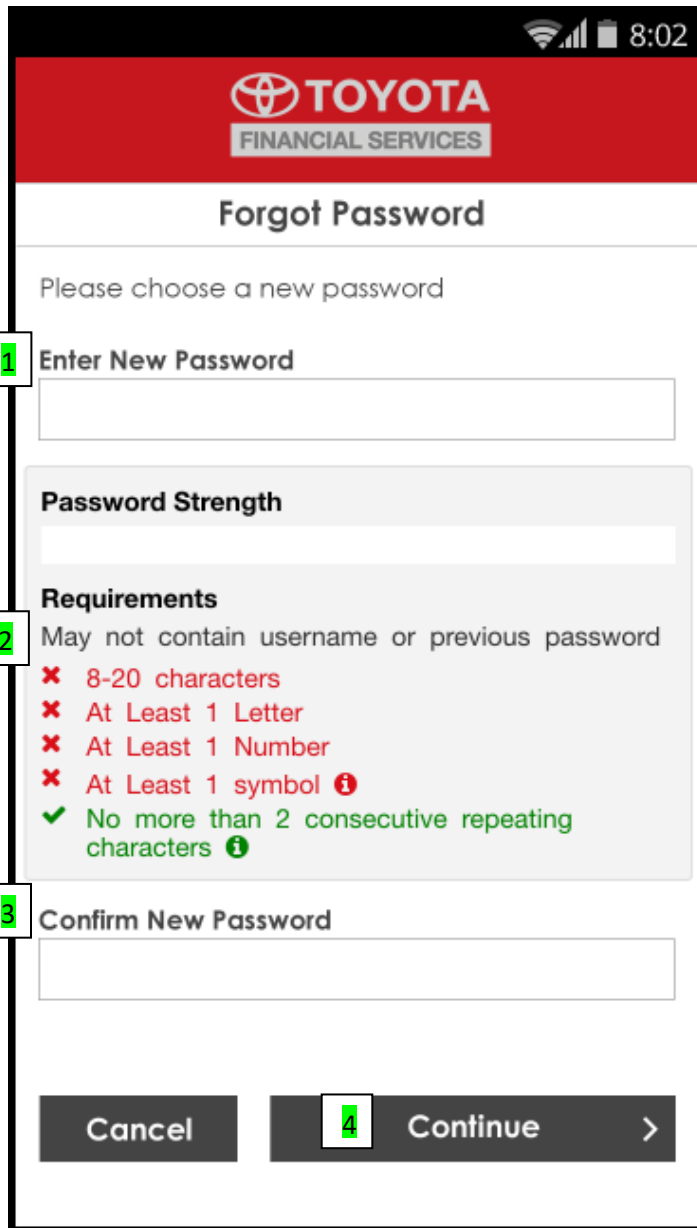
- 1 Security Code Verification  
[envelope icon]
- 2 A verification code was sent to [email address]
- 3 Enter Verification Code  
[numeric input field]
- Button [Verify]
- Email New Verification Code  
Verify by Phone Number Instead  
I don't have access to this contact point
- 4 Cancel

Center Nav: [Toyota Financial Services Logo]

- 1 Security Code Verification  
[envelope icon]
- 2 A verification code was sent to [email address]
- 3 Enter Verification Code  
[numeric input field]
- Button [Verify]
- Email New Verification Code  
Verify by Phone Number Instead  
I don't have access to this contact point
- 4 Cancel

6

New password



Center Nav: [Toyota Financial Services Logo]

Forgot Password

Please choose a new password

1 **New Password**  
 Password is case sensitive  
 [eye icon] Show  
 [text box]

**Password Strength**  
 [scale]

**Requirements**  
 May not contain username or previous password  
 X or check] 8 - 20 characters  
 X or check] At least 1 letter  
 X or check] At least 1 number  
 X or check] At least 1 symbol  
 [info bubble] ~ ! @ # \$ % ^ & \* ( ) \_ + - = [ ] \ ; ' , . / : " ' "  
 X or check] No more than 2 consecutive repeating characters  
 [info bubble] 111, aaa, !!!

3 **Confirm New Password**  
 [eye icon] Show  
 [text box]

4 Button [Cancel]  
 Button [Submit]

Center Nav: [Lexus Financial Services Logo]

Forgot Password

Please choose a new password

1 **New Password**  
 Password is case sensitive  
 [eye icon] Show  
 [text box]

**Password Strength**  
 [scale]

**Requirements**  
 May not contain username or previous password  
 X or check] 8 - 20 characters  
 X or check] At least 1 letter  
 X or check] At least 1 number  
 X or check] At least 1 symbol  
 [info bubble] ~ ! @ # \$ % ^ & \* ( ) \_ + - = [ ] \ ; ' , . / : " ' "  
 X or check] No more than 2 consecutive repeating characters  
 [info bubble] 111, aaa, !!!

3 **Confirm New Password**  
 [eye icon] Show  
 [text box]

4 Button [Cancel]  
 Button [Submit]

7

Password Reset



Center Nav: [Toyota Financial Services Logo]

1 Your Password Has Been **Reset**

2 Your password has been reset successfully!

Button [Login]

Center Nav: [Lexus Financial Services Logo]

1 Your Password Has Been **Reset**

2 Your password has been reset successfully!

Button [Login]

