

# Member Zone

# Security Upgrade

## MFA (OTP) User Guide

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**[Important Notice]** To enhance account security, a new “Email Verification” step has been implemented.

The process is similar to online banking: **Input** your credentials, retrieve the code from your email, and verify it. It takes just an extra 30 seconds.



# Step 1: Login with Credentials

## Login with Credentials

- ✓ Go to the Member Zone login page at <https://member.posiflex.com.tw/>
- ✓ Input your original **Username** and **Password**. Complete the mathematical captcha (e.g., 5+42) in the **Answer** field.
- ✓ Click "**SIGN IN**" to proceed.

Posiflex Member Zone

Username

Password

Answer:

5 + 42 =

**SIGN IN**

操作說明:中文 | [Instructions:English](#)

# Step 2: Wait for Verification Code

## Trigger the Code...

A prompt for a "6-digit verification code" will automatically appear. Now, please check your Inbox.

**⚠ Important:**

Keep this browser page OPEN and DO NOT close it while checking your email.

**POSIFLEX IDENTITY**

To secure your account,  
please enter the 6-digit verification code sent to  
your inbox.

Code expires in: 01:59

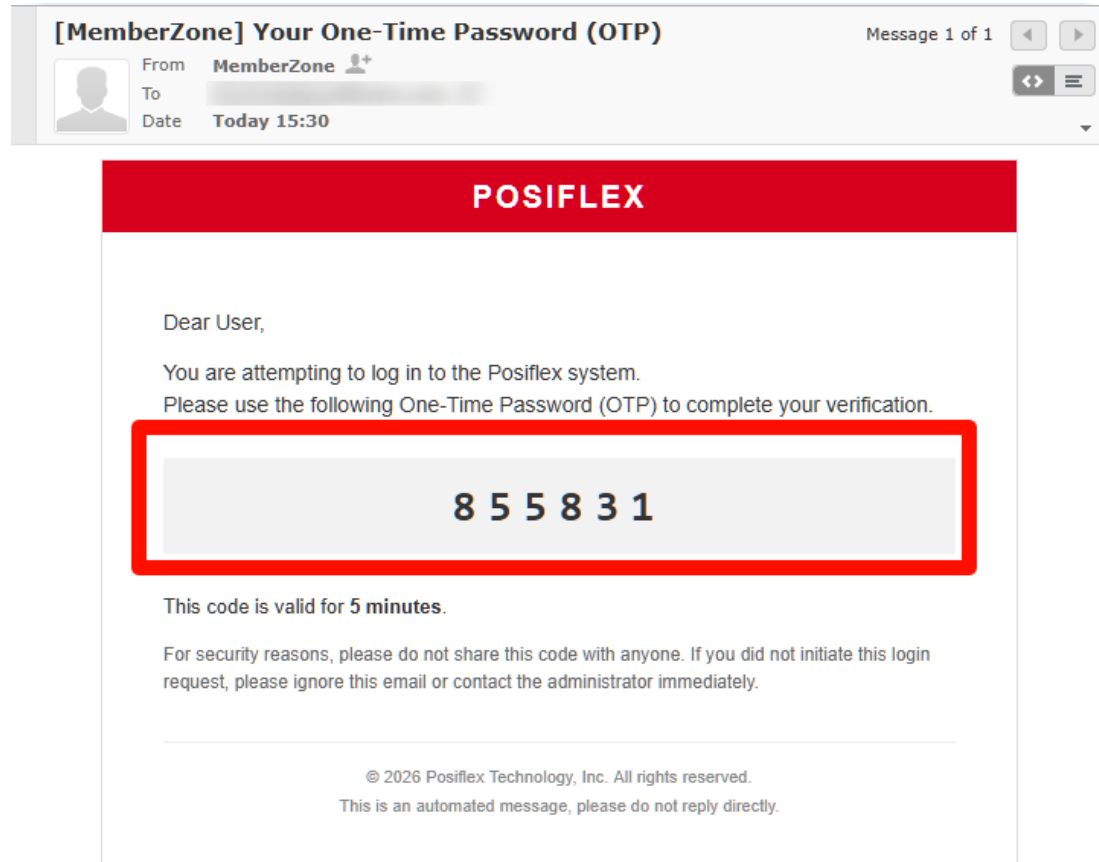
**VERIFY**

Didn't receive the code?

**RESEND OTP**

3 attempts remaining

# Step 3: Check Your Inbox




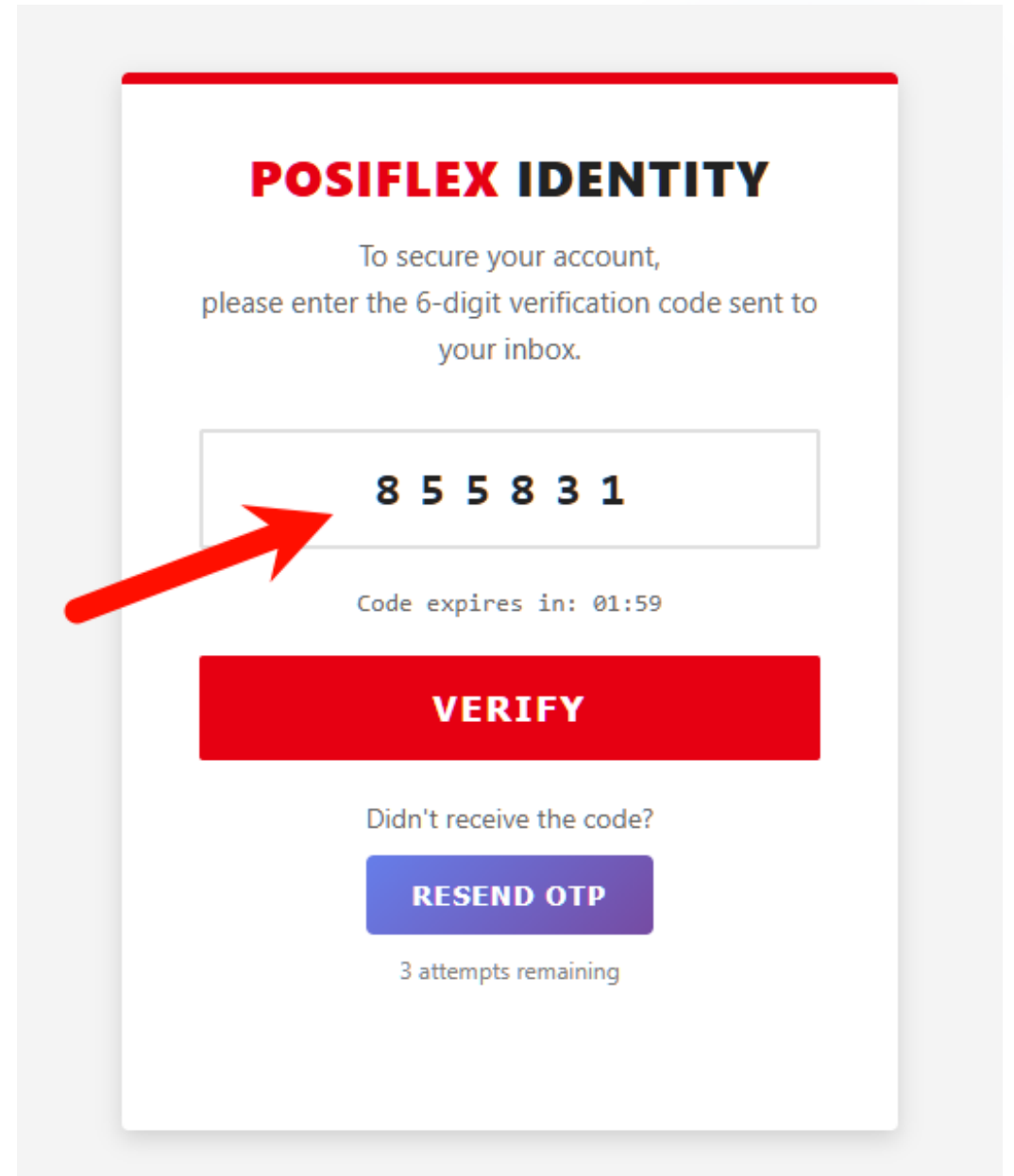
## Check Your Inbox

- ✓ Log in to your company email account.
- ✓ Look for an email from "**Member Zone Login Verification Notice**".  
If you don't see it, please check your "**Spam/Junk**" folder.
- ✓ The email contains **6 large digits** (valid for 5 minutes).

# Step 4: Enter Code to Login

## Complete Login

- ✓ Go to the Member Zone page and enter the 6-digit code found in your email.
  - ✓ Click "**VERIFY**" to complete the security check. Once the homepage loads, you have logged in securely.
-  **What if I did not receive the email?**
- ✓ Ensure your mailbox is not full.
  - ✓ Wait at least 60 seconds if the link is greyed out (cool-down period), then click "**Resend OTP**"
  - ✓ **It is recommended to add the sender's address to your whitelist.**



**POSIFLEX IDENTITY**

To secure your account,  
please enter the 6-digit verification code sent to  
your inbox.

8 5 5 8 3 1

Code expires in: 01:59

**VERIFY**

Didn't receive the code?

**RESEND OTP**

3 attempts remaining

# Step 5: Troubleshooting & FAQ

**POSIFLEX IDENTITY**

To secure your account,  
please enter the 6-digit verification code sent to  
your inbox.

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Code expires in: 03:31

**VERIFY**

Didn't receive the code?

**RESEND OTP**

2 attempts remaining

**OTP resent successfully! (2 attempts remaining)**

## Invalid or Expired Code" error?

- ✓ The code is for single-use only. If it has expired (over 5minutes), please refresh the login page and start again.

## User Account Locked?

**Security:** After multiple incorrect attempts, the system will temporarily lock the account.

**Solution:** Please contact your **Sales Representative** for IT assistance