# Client login and password reset

## Quick Reference Card | March 2021
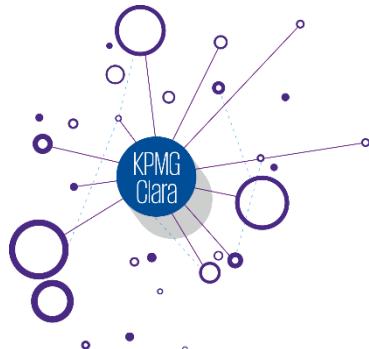
## Overview

Client users are required to log in to KPMG Clara audit sites using a unique username and password on the KPMG Login page. Your engagement team will add approved client users to the sites based upon the users you provide to them. If you are a new user to KPMG sites, you will receive an email which includes your username, which is your email address, and a one-time use link to create a new password. If you are an existing user of KPMG sites, such as KPMG Clara or Accounting Disclosure Checklist, you will use your existing username and password.

### Minimum requirements and supported browsers

| Category | Minimum Requirements | Recommended |
|---|---|---|
| Operating System | Windows<br>Mac OS | Windows |
| Internet Browser | Internet Explorer 11<br>Chrome 70<br>Safari 11<br>Edge 44 | Internet Explorer 11 or higher<br>Chrome 70 or higher<br>Edge 44 |

### To promote successful client user experience

- – Have your IT administrator perform the following for your organization:
    - • Whitelisting the following URL as a trusted site
      https://*.us.kpmg.com

    - • Add these emails addresses as trusted email domains
      donotreply@kpmg.com
      noreply@kpmg.com

## Initial login

For new users, the initial email received will contain a one-time use link to initiate the password setup process. Upon clicking the link provided in the email, an email with a link that will allow you to create a new password will be sent, as confirmed by an on-screen prompt.



The additional email sent will now include a link which when clicked, will allow the new user to set their initial password.
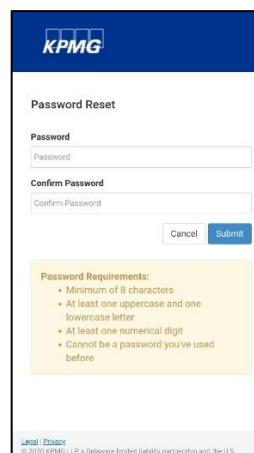
Next you will create a unique password which will be used to log in when navigating to the site.

New password requirements:
- – Cannot be a password you've used before
- – Password must be 8 characters or longer
- – Password must contain the following characters:
  - › At least one uppercase characters (A - Z)
  - › At least one lowercase characters (a - z)
  - › At least one numerical digit (0 - 9)

On successful change of password, confirmation of password creation is displayed, and you are prompted to navigate back to your KPMG Login page. Upon login, input the new password.



Password Changed

Your password has been changed. You may now close this window and re-launch your application"s login screen.
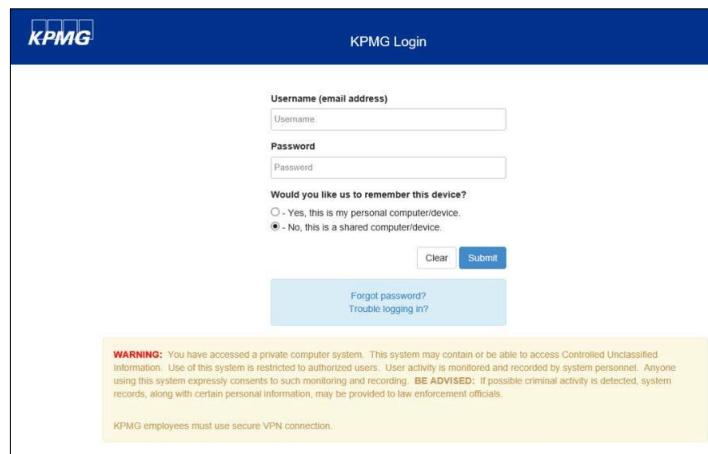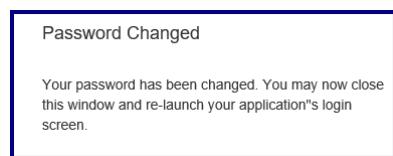


## Dual factor Authentication

After entering your username and password, answer the "Would you like us to remember this device?" question as:

- "Yes" if this is personal computer/device (i.e. not shared with others), which will allow the browser to remember your device as trusted and eliminate the need for a one-time passcode for 90 days. At the end of the 90 day period, one-time passcodes will resume for each login and you will be asked again if you want your device to be remembered as trusted.

-"No", if this is a shared computer/device, you will be prompted for the one time passcode each time you log on.

*Tip:* If your browser is not configured by your IT administrator for accepting 'cookies', the selection to this question will not be remembered and you will need to enter the one-time passcode each time you log in regardless of how you answered the question. Contact your IT administrator to determine if cookies can be accepted for this trusted site. See Appendix for more information.

## Forget password / Password reset

Utilize the "Forgot password" link on the login page to initiate setting up a new password for your account.
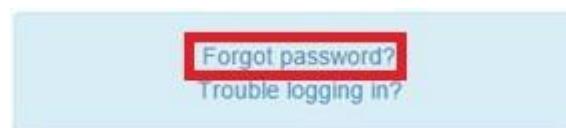


Enter your username and click Submit and you will receive an email with a link, which expires in 60 minutes to click and create a new password for your account. Ensure you follow the new password requirements stated previously. If you click the password reset link after the 60 minutes you will be prompted to request a new one from the KPMG Login screen. Navigate back to the URL site's login screen and click "Forgot password?" again. If you click the link prior to the 60 minute expiration and receive a message that the link has already expired, see Appendix for more information.

If you try to log in unsuccessfully five times, the system will lock you out for 30 minutes. After the 30 mins you can utilize the "Forgot password" link to unlock your account and create a new password.

If you require quicker access or additional assistance, please call the Client Support line at 844-414-0049 between the hours of 8:00 a.m. to 8:00 p.m. EST. Client Support analysts can assist with unlocking accounts and password resets. The Client Support line phone number is also located on the log in page for your convenience. If preferred, you can contact Client Support via email us-fwkpmgcentralsup@kpmg.com between the hours of Monday – Friday 9:00 a.m. to 5:30 p.m. EST.
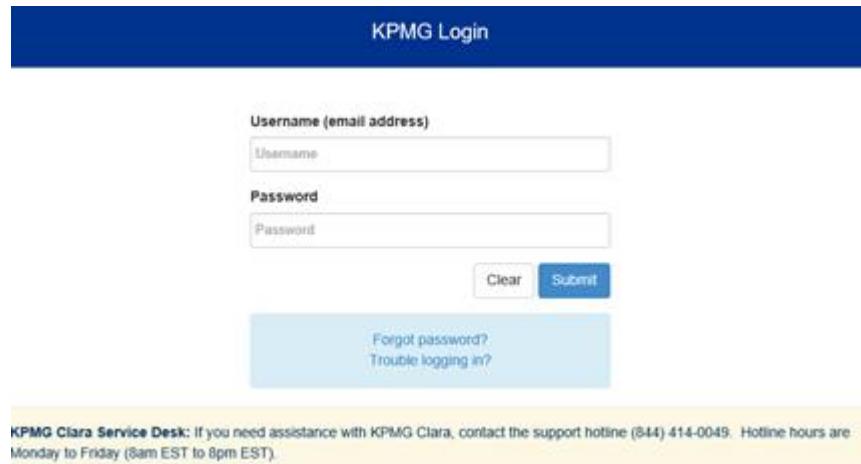
**KPMG Login**

Username (email address)

Username

Password

Password

Clear    Submit

Forgot password?
Trouble logging in?

**KPMG Clara Service Desk:** If you need assistance with KPMG Clara, contact the support hotline (844) 414-0049. Hotline hours are Monday to Friday (8am EST to 8pm EST).

Once the password is reset by Client Support, you will receive an email with a temporary password that you can use to log in. Upon log in, you will be prompted to create a new password for your account following the new password requirements stated previously.

## Refer to Appendix for troubleshooting and common questions

## Appendix: Troubleshooting and common questions

This appendix provides guidance for the most common IT-related KPMG login questions. If the guidance below does not resolve your IT question, please reach out to your engagement team or the Client Support line for further assistance.

### Site performance questions
- The site seems to be running slow, from the homepage loading to uploading documents.
    - Run the speed test at www.speedtest.net, and review the results. In order for the site to operate at optimal performance, the download speed should be at least 10mbps and the upload speed should be at least 5mbps.
    - Assuming the speed is sufficient in the previous step, discuss with your internal IT department the performance issues you're experiencing and ask about potential causes (network infrastructure, firewalls, IP filters, etc.). Suggest that they whitelist/trust the following URL: https://*.us.kpmg.com which might resolve these issues. If speed is sufficient and the site has been whitelisted, reach out to your engagement team for KPMG IT support or email  directly.

### Emails
- Emails come from donotreply@kpmg.com and noreply@kpmg.com, be sure to have your IT administrator add these addresses as trusted email accounts for your organization to prevent delays in receiving emails for one-time passcodes and password resets, which result in expirations of the time sensitive information contained in the email.

### One-time passcode questions
- Each time I login I am required to enter the "one-time passcode': Is there a way to only enter it once?
    - When entering your password within the log-in page, be sure to select "Yes, this is my personal computer/device': By selecting yes, the browser will remember the one-time passcode, and you will only be required to re-enter it once every 90 days for security reasons.
    - If you have already selected "Yes, this is my personal computer/device'; but are still being prompted to enter the one-time passcode upon each log-in, verify with the system administrator that the internet browser is setup to accept cookies.
- I received the one-time passcode in my email, but when I enter it into the KPMG Login page, it says that it has expired or is incorrect.

- For security reasons, the one-time passcode expires after 10 minutes. If it has been longer than 10 minutes since you received the one-time passcode email, navigate back to the login screen to enter your username and password to generate a new one-time passcode. If you entered the expired one-time passcode and the on-screen prompt indicates your passcode is expired, click the "Regenerate" button to have a new one-time passcode sent to your email.
- If you have requested multiple one-time passcodes (by using the regenerate button), you may be trying to enter an old passcode. Each time you regenerate a new code, the previous code becomes invalid. Click the regenerate button one more time, and delete all old passcode emails. Enter in the new passcode received into the site.

### General log-in questions
- I have entered my username and password but am receiving a "Sorry, this site hasn't been shared with you" message.
    - Please discuss with the engagement team to ensure they have correctly added you to the site and has given you access rights.

- I have correctly entered the username, password and one-time passcode, but instead of getting directed to the KPMG Clara or KPMG Central Audit site homepage, I am receiving an error message. It is possible that a bad cookie has been embedded within the browser. Clear the cookies, cache and temporary internet files per the instructions here, and then try accessing the KPMG site again.