

CoAdQUANTUM Quick Tips

CoADVANTAGE®

Logging In



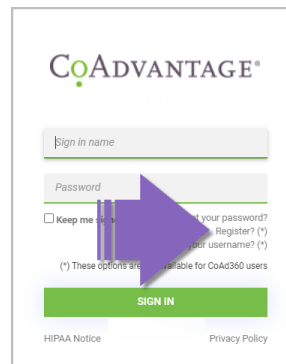
- If you have trouble logging in, contact CoAdvantage at (888) 925-2990.
- You must log in from a supported browser; Chrome, Edge (Version 89 or Higher), Firefox, or Safari. IE is not a supported browser.

1. Clients and employees will receive a registration email. Once received, you may register by clicking the **Register** link on the email or access coadquantum.coadvantage.com and click the **Register?** link.

Email Registration

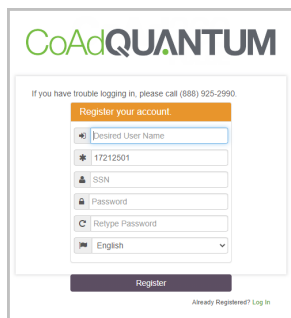


Site Registration

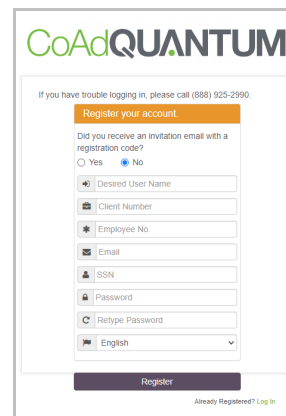


2. The CoAdQuantum registration page opens. Complete the fields and click **Register**.

Email Registration



Site Registration



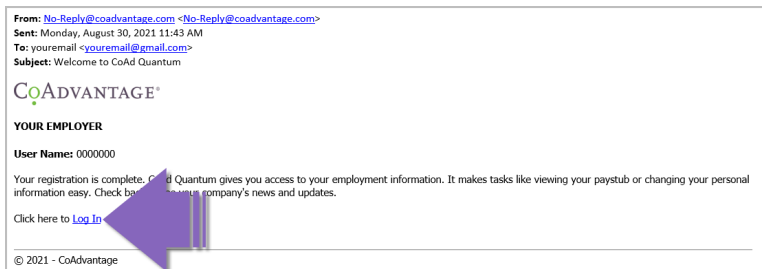
Field	Details
UserName	Create a user name that will be used to log into the website. Max size of user name is 100 characters.
Invitation Code	If needed, the 6 digit code in your invitation email. This will auto-fill if you clicked the Register link in the email.

Field	Details
Client Number	If needed, your company's client number with CoAdvantage. Your employer will provide you with this information.
Employee No.	If needed, your employee number with CoAdvantage. Your employer will provide you with this information.
SSN	Enter your full SSN to verify your identity.
Password	Enter a password that will be used to log into the website.
Retype Password	Retype the password that will be used to log into the website.
Language	Select the language the website will be displayed in, English or Spanish.

3. Once you have registered successfully, click **Log In**.



Alternatively, you may click on the **Log In** link on the **Welcome to CoAd Quantum** email. This email is sent to you after you have successfully registered.




4. Next you must complete your Multi-Factor Authentication (MFA).



What is multi-factor authentication (MFA)? MFA relies on two forms of authentication and thus is more secure. MFA will require you enter your username and password (first level of authentication via something you know) and then enter a pin or receive a phone call (second level of authentication via something you have) to verify you are who you say you are. When your account is protected with two-step verification that means that a malicious hacker cannot sign in as you if they get your password somehow because they do not have access to your phone, too.

5. Select your **Authentication Method**.

- a. Select at least one authentication method by checking the option and entering your information.
- b. Once entered, click **Continue**.



- By providing your phone number, you consent to receiving a one-time passcode sent by text message to help you sign in to CoAdvantage. Standard message and data rates may apply.
- If selecting via **Cell Phone**, it is recommended to also select via **Email Address** and add your email address. This adds your email address to the CoAdvantage Portal, which is required to receive notifications such as password reset alerts, changes to security questions, or changes to direct deposit.

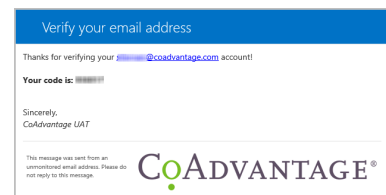
6. Enter your Verification Code.

Via Cell Phone

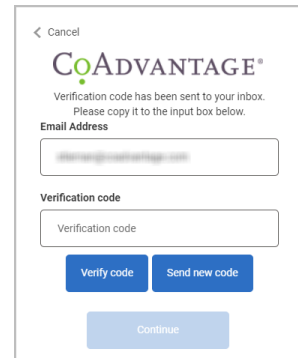
- a. Click **Send Code** to receive your verification code via text. OR click **Call Me** to receive your verification code via an automated phone call. This is a toll free call from 855-330-8653.
- b. Retrieve the code from your phone.
- c. Enter the code.
- d. Click **Verify Code**.

Via Email

- a. Check your email for the verification code.
 - **From:** Microsoft on behalf of CoAdvantage <msonlineserviceteam@microsoftonline.com>
 - **Subject:** CoAdvantage account email verification code



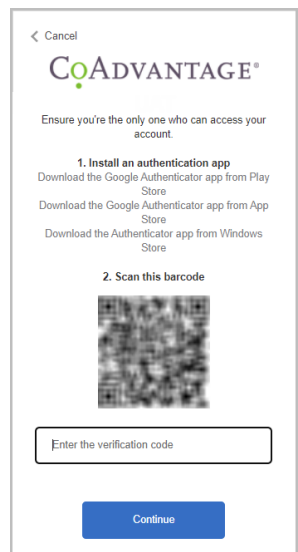
- b. Enter the code.
- c. Click **Verify Code**.



A screenshot of a mobile application interface for CoAdvantage. At the top left is a back arrow and the word "Cancel". The CoAdvantage logo is centered at the top. Below the logo, it says "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address" with a placeholder "*****@coadvantage.com" and "Verification code" with a placeholder "Verification code". Below the input fields are two blue buttons: "Verify code" and "Send new code". At the bottom is a light blue "Continue" button.

Via Authentication App on Your Phone

- a. If needed, install the authentication app on your phone.
- b. Scan the barcode.
- c. Retrieve the code from your phone.
- d. Enter the code.
- e. Click **Verify Code**.



A screenshot of a mobile application interface for CoAdvantage. At the top left is a back arrow and the word "Cancel". The CoAdvantage logo is centered at the top. Below the logo, it says "Ensure you're the only one who can access your account." There are two numbered steps: "1. Install an authentication app" with sub-points for downloading from the Play Store, App Store, and Windows Store; and "2. Scan this barcode" with a QR code. Below the QR code is an input field labeled "Enter the verification code". At the bottom is a blue "Continue" button.



- At any time, you may click **Cancel**. This resets the MFA process and returns you to the login page.
- If you do not receive your code, click **Send Code** to have the code resent to your chosen verification method.

7. Select your Security Questions.


Security questions will be used to validate your identity when changing your password. Therefore, make sure your answers are not easy to guess.


- Select 5 security questions and answers.
- Once complete, click **Continue**.

The screenshot shows a mobile-style interface for setting security questions. At the top, there is a 'Cancel' link and the CoAdvantage logo. Below the logo, the text 'Security Question 1' is followed by a dropdown menu. Underneath is a text input field labeled 'Answer 1'. This pattern repeats for Security Questions 2, 3, 4, and 5. At the bottom of the form is a blue button labeled 'Continue'.

8. A Federal Electronic Disclosure and Consent form displays. Review the form, select **I Agree**, and click **Continue**.

The screenshot shows a web page titled 'Federal Electronic Disclosure and Consent'. The page includes a header with 'CoAdQuantum' and navigation links. The main content area contains a paragraph explaining the electronic signature process and a bulleted list of documents covered, such as Direct Deposit Authorization, W-9 forms, and enrollment documents. At the bottom, there is an 'I Agree' checkbox and a green 'Continue' button.

9. If you are a new hire and have paperwork to complete, it displays on the home page at the top. Complete the items with a  by clicking on the **Not Started** link and following the online instructions.

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- Once completely logged in and on the CoAdQuantum home page, we recommend creating a bookmark to easily access the CoAdvantage Portal in the future.
 - See the **CoAdvantage Employee User Guide** for Frequently Asked Questions and Error Messages.