



ICO Plus – Sign on Guideline

This document will help navigate the set up, sign on, password requirement, and the “forgot password” process and account lockout settings in Loomis Direct.

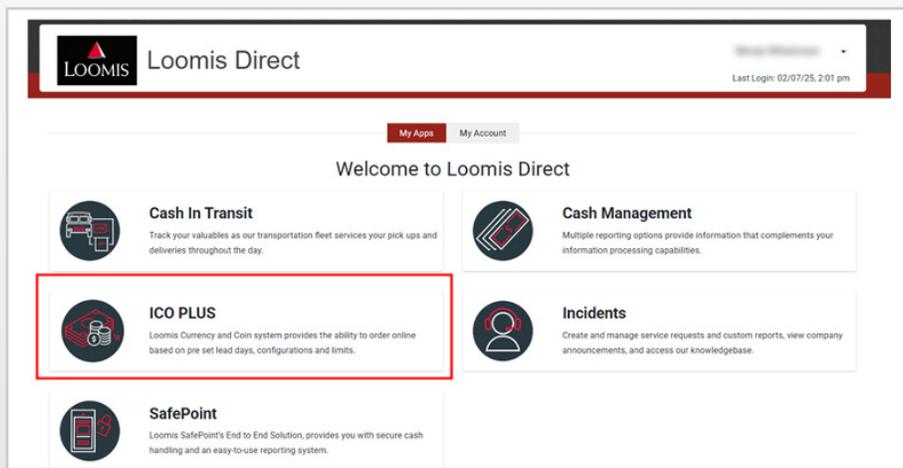
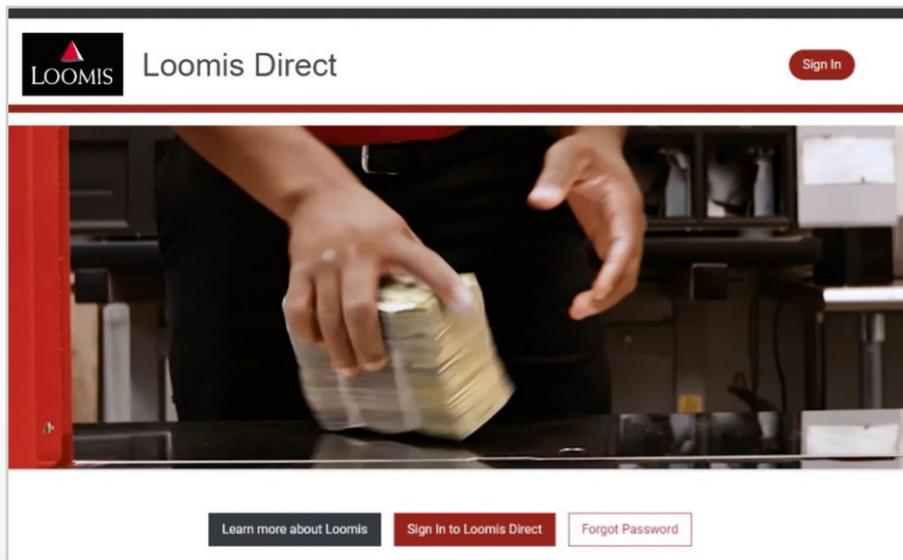


To Request ICO Plus Access:

- The Financial Institution will contact Loomis Account Representative
- Loomis Representative will work with the Financial Institution to complete the ICO Plus User Worksheet
- Loomis Representative will send completed worksheet to ICOS_Request@us.loomis.com

Loomis Direct Access:

- If you currently access Loomis Direct for another Loomis Product, once the user profile is created, the ICO Plus application will display in the Loomis Direct lounge





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- If you do not have access today for Loomis Direct, an activation link will be sent via email with instructions on how to sign on for the first time. After clicking the Get activation email link, user will have 15-minutes to activate.
 - » Note: If you do not receive the activation link, welcome email, check with your IT Support team, as the us.loomis.com email domain may need to be whitelisted.
 - » Sender of Welcome to ICO Plus email: no-reply@us.loomis.com


ICO PLUS

Dear [username here],

We are thrilled to announce that we are moving to a new and improved Internet Change Order System, ICO PLUS! ICO Plus offers enhanced security features, improved performance, and a user-friendly interface. The upgrade is part of our ongoing commitment to provide you with the best possible experience.

What You Need to Do:

1. Click the link to receive a welcome email [Get activation email](#)
2. Check your inbox for an email with subject 'Welcome to ICO Plus'
3. Within 15 minutes, click on the 'Activate' link in the email. In case you missed it within 15 minutes, go to <https://loomisdirect.loomisusa.com>, click on Forgot Password and follow the steps provided.
4. Set up your password and you are ready to access ICO Plus!
5. After your password has been created, click the Sign In button to login and setup your MFA. Username is your email address.
6. We understand that changes can be challenging, but we are here to support you every step of the way. If you have any questions or need assistance, please do not hesitate to reach out to our support team at US-DL-ICOPlusmigrationsupport@us.loomis.com

Thank you for being a valued user. We look forward to seeing you on ICO Plus!

Your ICO team



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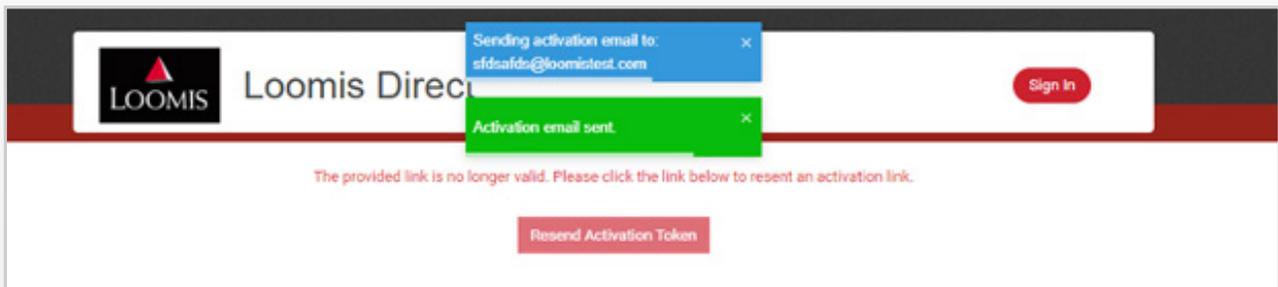
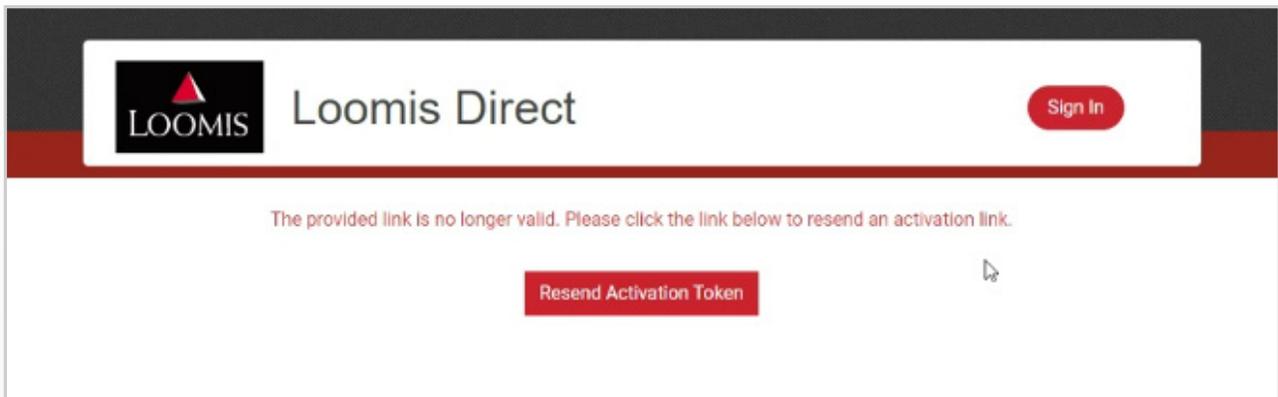


Expired Activation Token Workflow

If a user does not activate the Loomis Direct profile within the 15-minute window they can request a new activation token through the “Activate User” button on the original activation email.

When a user selects the “Activate User” again, the “Resend Activation Token” will be displayed. Once activated, there is a 15-minute window.

Note: Only click the “Resend Activation Token” button once. The “Activation email sent” message will be displayed as shown below.





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Sign In

- Enter your email address as the Username
- If you are signing in for the first time, an email would have been emailed to you. Follow the steps as outlined in the email to activate user.
 - » Note: The temporary password expires 15 minutes from receipt of email
- Enter your password
 - » If you need to reset the password, use the “Forgot Password” link



Password Policy –

- Minimum Password Length: 8 characters
- Password Characters Allowed: 1 or more upper case characters (A-Z)
- 1 or more lower case characters (a-z)
- 1 or more numbers (0-9)
- 1 or more keyboard special characters such as , ! @ # \$ % ^ & * ()
- Password History: Users are not allowed to use any of their 15 previous passwords.
- Password Lockout: Users are locked out if there are 5 incorrect password attempts.

MFA – MFA will be required. See MFA Guidelines



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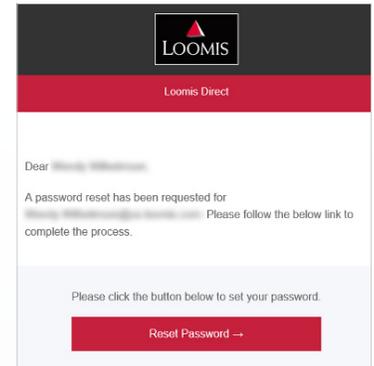
Forgot Password

- Click on Forgot Password
- Enter email and click “Reset Password”
- An email will be sent to you. Click on the Reset Password link in the email.

Forgot your password?

Enter email

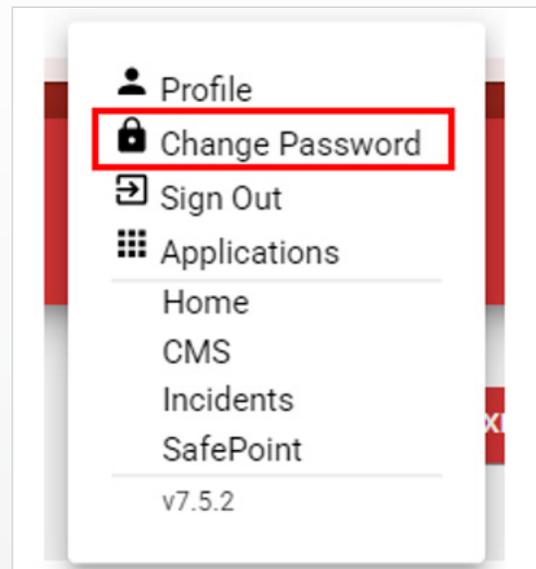
Reset Password Close



Change Password

To change the password once you are logged in to Loomis Direct

- Click arrow next to User's Name
- Click on Change Password



Account Lockout Settings

- At 45 days you can still log into Loomis Direct but will be prompted to change password.
- At 90 days of no log in activity, the account is disabled. To enable the account, reach out to your Financial Administrator.
- At 120 days of no log in activity, the account is fully deleted, and the financial administrator will need to create the user again.
 - » Note: Admin cannot change or request a password reset for users that have been deleted