Pepita Group Zrt. – Password Management Admin Policy

1. Introduction to the Two-Factor Authentication (2FA) System

1.1 Purpose of Introducing 2FA

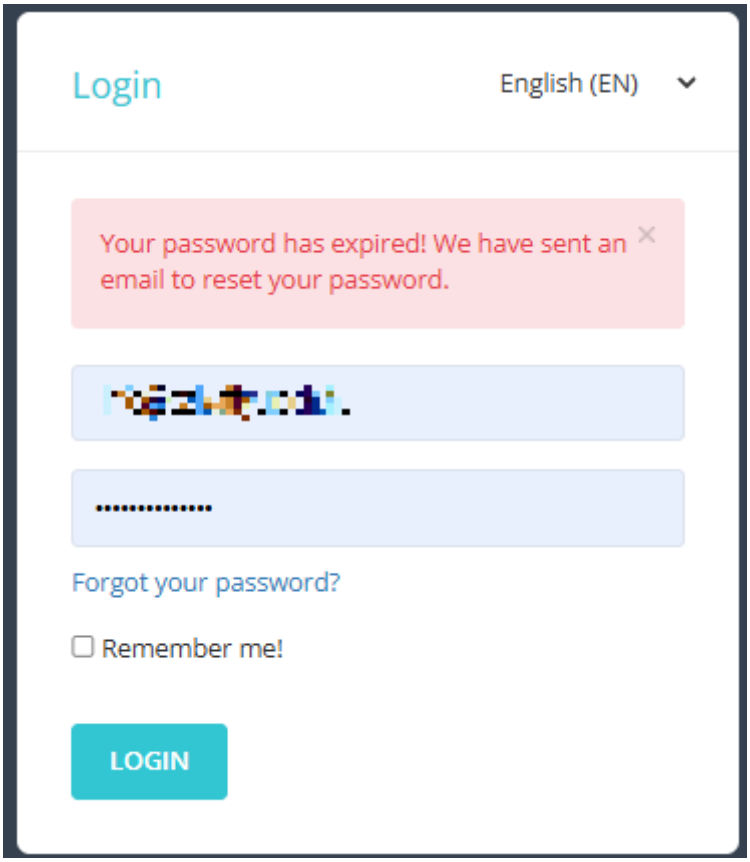
To enhance system security, two-factor authentication (2FA) is being introduced. Its purpose is to ensure that access to user accounts is protected not only by a password but also by a second layer of authentication.

1.2 Password Validity and Change

Currently used passwords will remain valid until May 15, 2026. After this date, the system will no longer accept old passwords, making password changes mandatory. Password changes can also be completed optionally before the deadline.

1.3 Handling Expired Passwords

If a password has expired, the user will receive an error message upon login indicating that a new password must be set. In this case, the system will provide guidance on how to change the password.



1.4 Password Requirements in the New System

New passwords must meet the following security requirements:

- Must be at least 12 characters long
- Must not exceed 64 characters
- Must include both lowercase and uppercase letters

- Must include at least one number
- Must include at least one symbol (e.g., #, $, @, _)
- Must not contain the same character repeated three times consecutively
- Must not contain the local part of the user's email address
- Must not be the same as any of the last 5 previously used passwords

1.5 Password Validity with 2FA Enabled
If the user enables two-factor authentication (2FA), the password validity period will be extended to 1 year.

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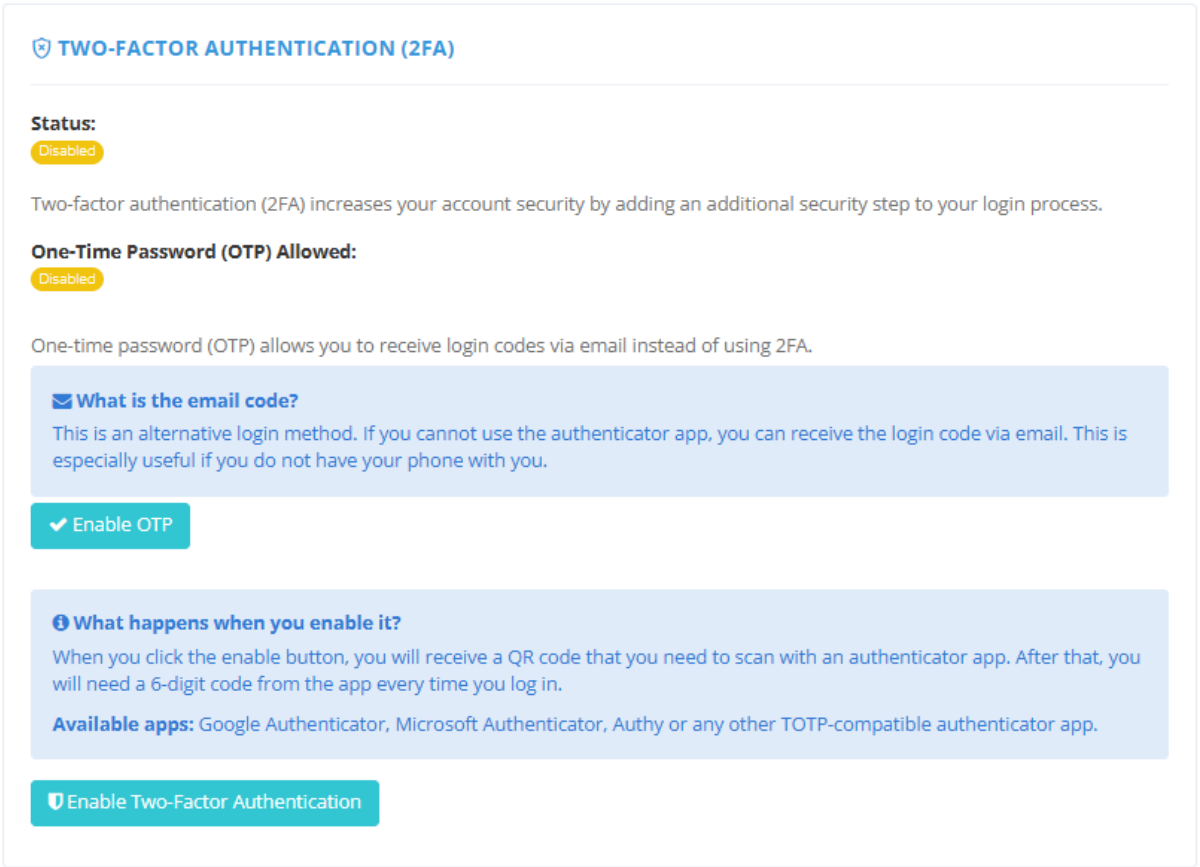
2. Enabling Two-Factor Authentication (2FA)

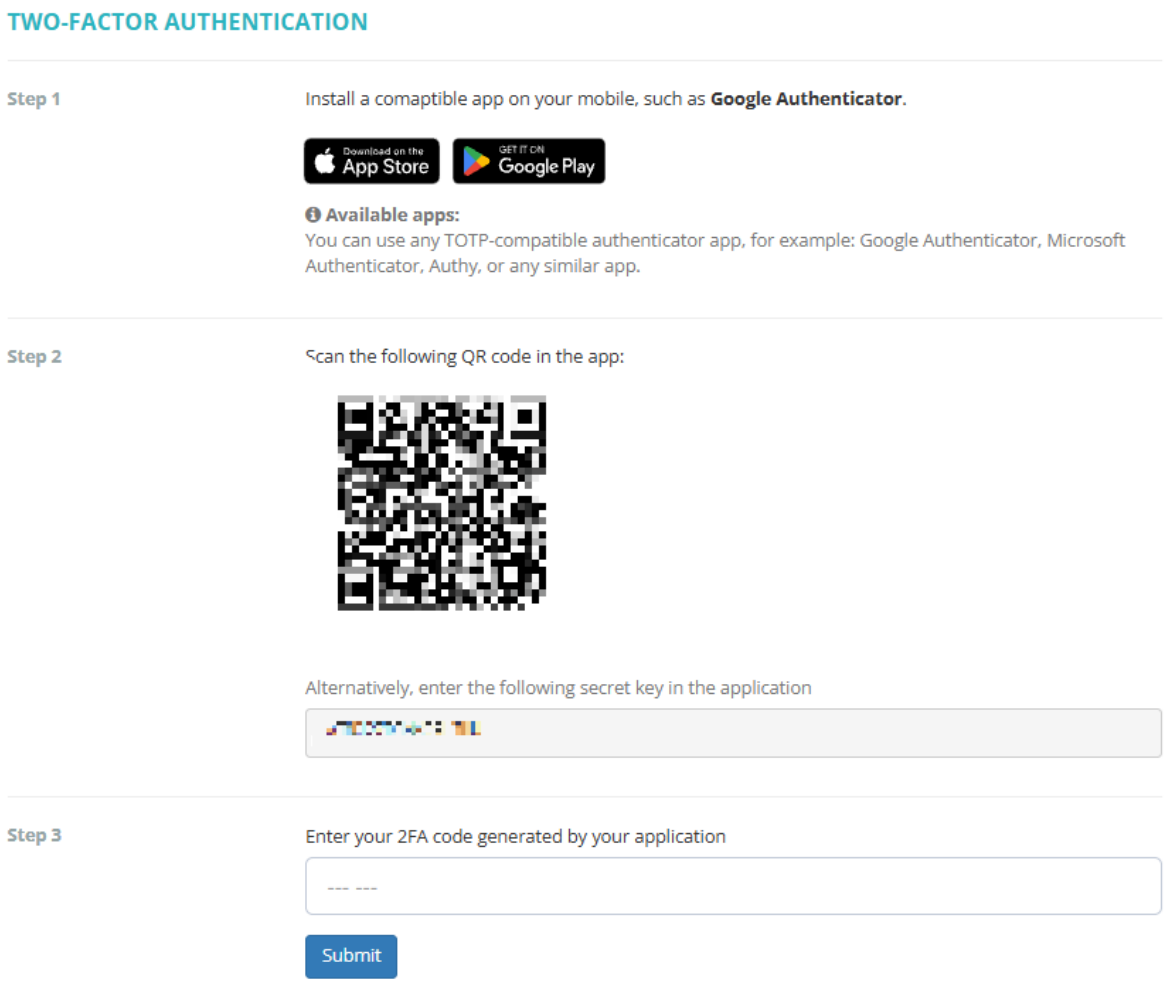
To ensure a higher level of security, we recommend that our partners enable two-factor authentication.

2.1 Accessing 2FA Activation
After logging in, navigate to the Users menu in the sidebar, then select the Two-Factor Authentication tab.
Click the "Enable Two-Factor Authentication" button to begin activation.



2.2 Redirect to Activation Interface

After clicking the button, the system will automatically redirect you to the activation interface where the 2FA setup can be completed.



2.3 Required Application

An authenticator application is required for activation. For example, the Microsoft Authenticator app can be used, available for both Android and iOS devices.

2.4 Scanning QR Code and Entering Code

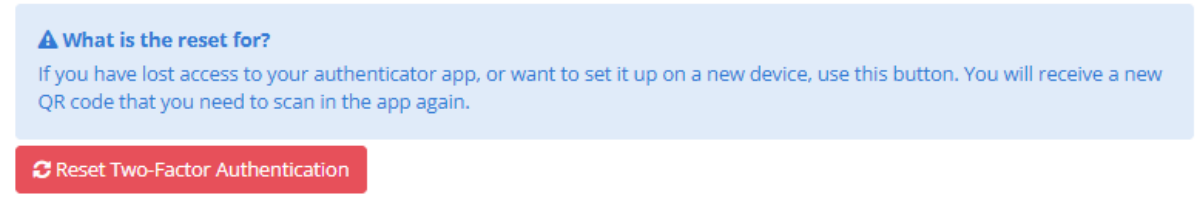
Scan the QR code displayed on the activation screen using the authenticator app.
After successful scanning, the app will generate a 6-digit security code.
Enter this code into the appropriate field and click “Submit” to finalize the activation of two-factor authentication.

2.5 Note on Interrupted 2FA Activation Process

If the 2FA activation process is interrupted for any reason, the process is not lost.

2.6 Restrictions and Recovery for 2FA

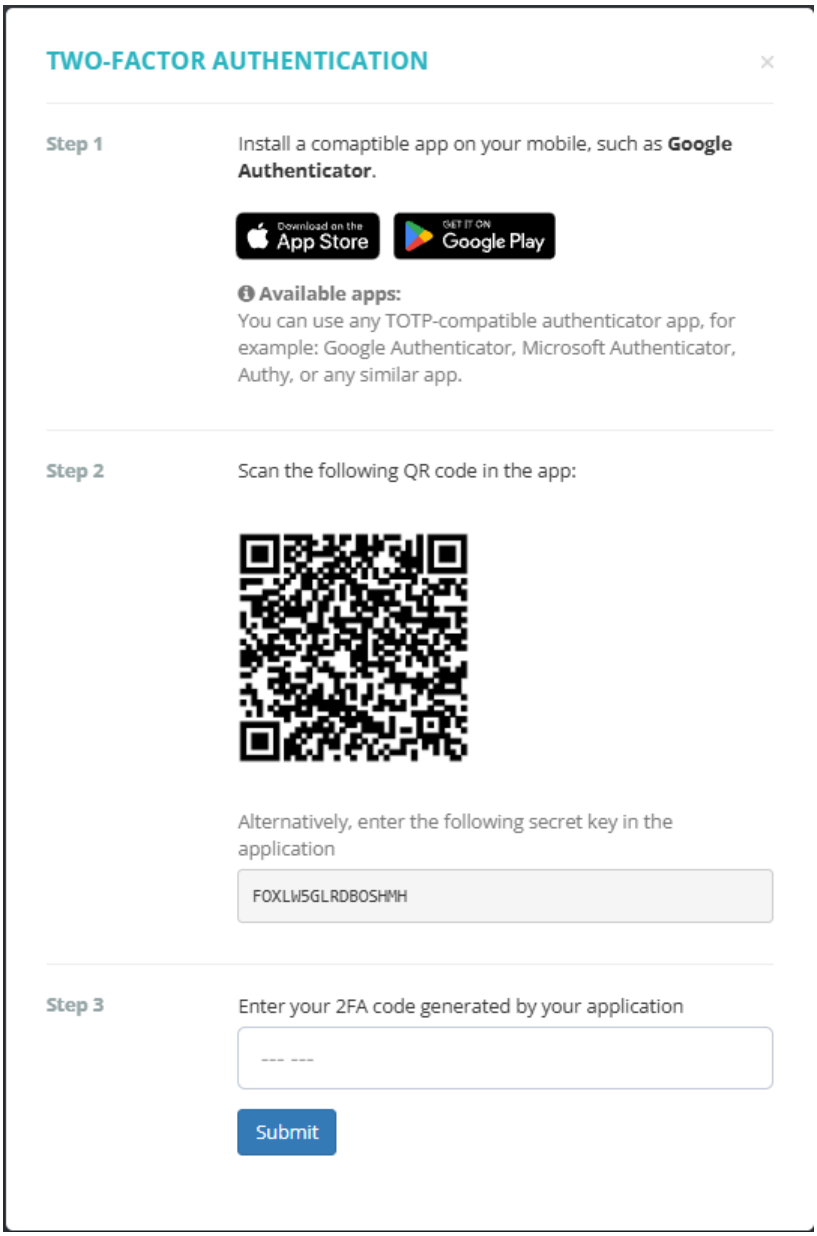
Once two-factor authentication has been enabled, it cannot be disabled. The system only allows deletion of the secret key used for 2FA.



If the user loses access to the authenticator application (e.g., due to device change or app deletion), access recovery must be handled through customer support.

After resetting the secret key, customer support will allow the user to register a new device or reactivate two-factor authentication.

After logging out and logging back in, the user will have the opportunity to complete the activation process again by following the previously described steps.



3. Use of One-Time Password (OTP)

3.1 Enabling One-Time Password

The OTP function is available under the Two-Factor Authentication tab. It can be activated by selecting the appropriate option.

3.2 Requirement for OTP Usage

OTP can only be used together with two-factor authentication (2FA).
It is not available as a standalone login method without 2FA enabled.

3.3 How OTP Works

OTP allows users to authenticate during login using a one-time code instead of an authenticator application.

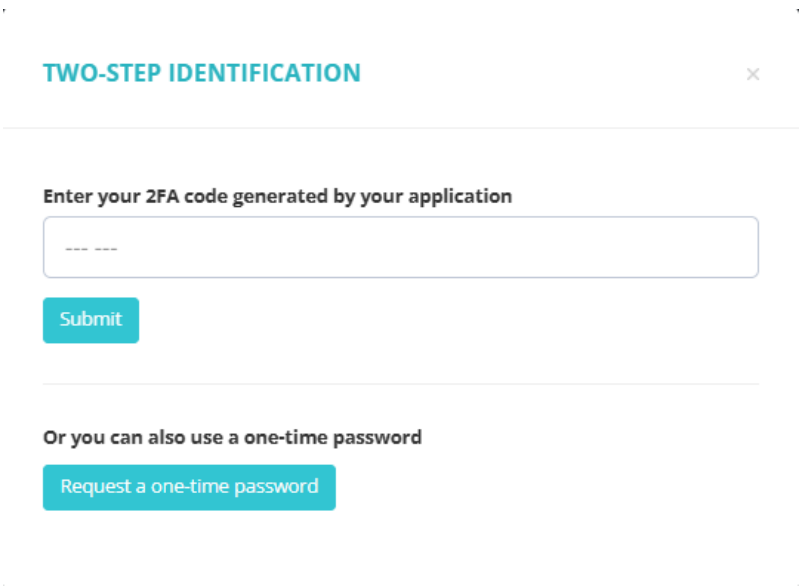
3.4 Sending and Using the Code

During login, the system sends a one-time security code to the user's registered email address.
By entering the received code, the user can successfully log in to the system.

4. Logging into the Account Using 2FA

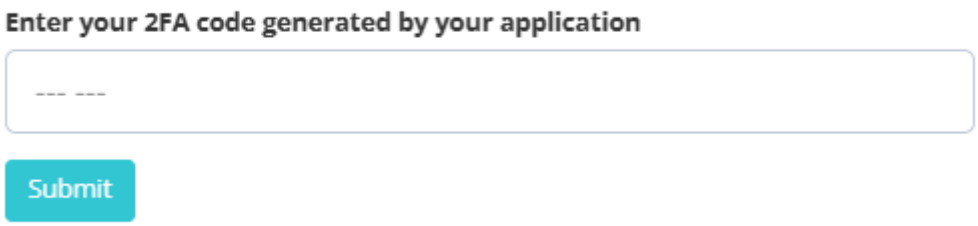
4.1 Initiating Login Process

After entering a valid username and password and clicking the "Login" button, an additional authentication panel will appear.
This panel contains a field for entering a 6-digit security code and a button labeled "Request One-Time Password."



4.2 Login with Authenticator Application

Enter the 6-digit code displayed in the authenticator application into the appropriate field.
Click "Submit" to successfully log in if the code is correct.

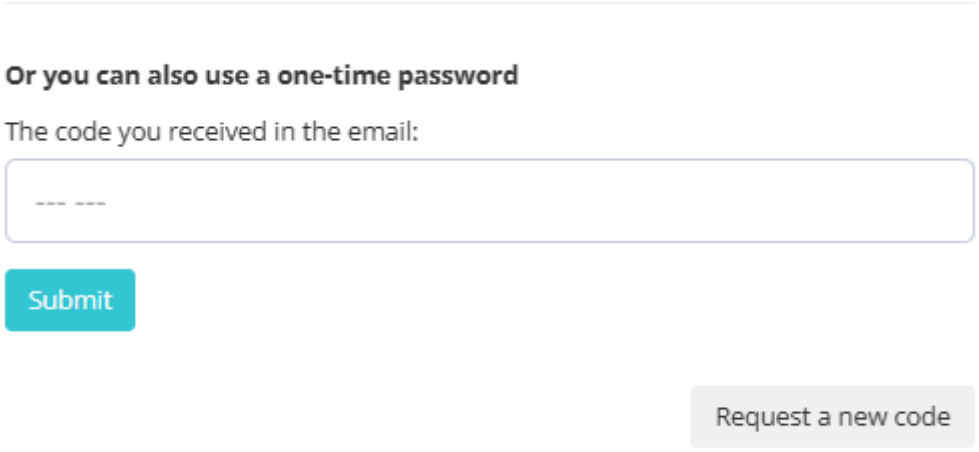


4.3 Login with One-Time Password (OTP)

Clicking the “Request One-Time Password” button will update the interface and display a new input field.

Enter the 6-digit code received via email into this field.

After entering the code, click “Submit” to complete login if the code is correct.



4.4 Requesting a New One-Time Code

If a new code is needed (e.g., the previous one expired or was not received), click the “Request New Code” button to receive a new one-time password.