



Weather Insight: Multi - Factor Authentication FAQs

For instructions on logging in, please see the end of this document

What is multi-factor authentication?

- Multi-factor authentication (MFA) is a second layer of security to protect your Weather Insight account. Along with using your email and password to log in, you will now be required to enter a one-time code sent to your email. You must enter this code on the sign-in screen to verify your identity and complete authentication.

Why are you requiring this?

- The protection of your data is very important to us. This measure makes it harder for bad actors to steal your credentials and attempt to access your information and customer data. This added layer also helps in meeting state and national requirements by organizations to protect customer data.

Can I opt-out of this?

- State and government entities are requiring that companies who use customer data to do business protect this data through additional security measures. This additional step is one more way to prevent cybercriminals from accessing sensitive data. MFA is the new sign-in standard. It will be required going forward to access Weather Insight.

What do I have to do to login?

- After you enter your email and password for Insight you will be presented a box to enter a code. This code is sent to your email you use to login to Insight. You have a short window of time to enter this code before it expires. After you have successfully entered the code and pressed login, you will now be able to access Insight as you normally would.

I entered the wrong code or missed the time window and now locked out. What do I do?

- If you are locked out of the MFA portion of Insight you will need to wait 24 hours to be able to login again. If you are still experiencing issues, please reach out to weatherservices.iss@corelogic.com for additional assistance. We will need to verify your identity when helping you login.

Can I use another login method besides email?

- At this time email is the only option to login using MFA. In the future, we will be implementing other login options on other devices.

Someone else at my company uses my email and password to login, how can they get into Insight?

- It is NEVER recommended to share your login credentials with anyone. All users will need to have their own login using an email and password to access Weather Insight.

I use other Cotality products and services, how will those be impacted with MFA?

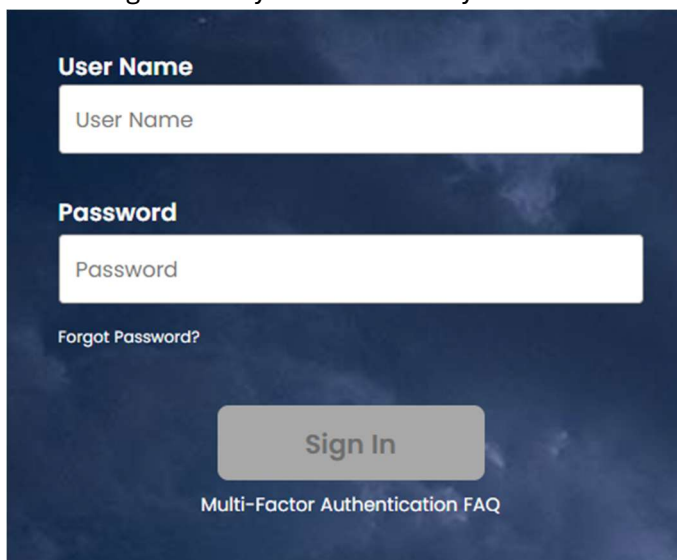
- There is an effort to enable MFA in all applications with Cotality. Each have their own timelines and login steps. If you have questions about these products or are locked out of another application, contact is.support@corelogic.com

I forgot my password or I am locked out before I was able to get to the MFA step, what do I do now?

- Use the password reset tool to reset your password on the Insight login screen. This will not have a direct impact to your MFA login.

Login Instructions

1. Go to insight.cotality.com and enter your Username and Password



The screenshot shows a login form with the following elements:

- User Name**: A white input field with the placeholder text "User Name".
- Password**: A white input field with the placeholder text "Password".
- Forgot Password?**: A link located below the password field.
- Sign In**: A grey button located below the "Forgot Password?" link.
- Multi-Factor Authentication FAQ**: A link located below the "Sign In" button.

2. You will be directed to a page to enter a 5 digit code that is sent to your email address. You have up to 10 min to enter this code. If you enter the wrong code, you will need to wait 10 min for an option to enter a new code. After several failed attempts your account will be locked for 24 hours.

Multi-Factor Authentication

Registered Devices

Verification code sent to your email:

Email

Enter Code:

Enter Code

Code reset in: 09:50

Submit Verification Code

3. The email will look like this below and come from Ping One. If you don't receive an email, please check your spam folder. After entering this code on the previous step, click "Submit Verification Code".

From: PingOne <noreply@pingidentity.com>
Sent: Wednesday, October 29, 2025 9:43:57 PM
To: sample@cotality.com
Subject: PingOne: Finish pairing your device

To finish pairing your device, enter this code: XXXXX

4. You should now successfully be logged in to Insight. For any issues, please reach out to client services.