

Two-Factor Authentication (2FA) Coming Soon!

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What you should know

As part of our ongoing commitment to security, we are introducing **Two-Factor Authentication (2FA)** for order processing on the SimplePart Control Panel.

Beginning **27 March 2025**, all users accessing the Control Panel will be required to enable 2FA to ensure an extra layer of protection for your business and customer data. This update aligns with industry best practices and enhances the security of your transactions.

FAQs

[updated March 27th @ 7:00 a.m. AEDT]

Q: How do I sign up for 2FA?

A: Our login process will prompt you to input a mobile phone number on March 28, 2025 to begin your 2FA enrollment.

Q: Can I opt out of this?

A: No, this is required to use the SimplePart Control Panel.

Q: I don't have or wish to use a mobile phone. Is there another option?

A: Authentication via text message will be the default method. Authenticating via email address will also be an option.

Q: I log in to SimplePart through my brand's online single-sign-on (SSO) portal. Will I still be required to set up 2FA with SimplePart?

A: Yes, all SimplePart Control Panel users will need to set up 2FA.

Q: We only have one login for our dealership. Do we need to set up a user for each employee accessing the SimplePart Control Panel?

A: Yes, each of your staff should have their own login. Please email us at service@infomedia.com with the employee's first name, last name, and email address to take the next steps.

Q: Can I use a third-party authentication tool?

A: No, not at this time.

Q: How often will I need to reauthenticate 2FA?

A: You'll need to verify your identity every 30 days. Note, this may change over time as requirements for our business change.

Q: What if I lose my device or need to change the phone number/email address associated with my login?

A: No problem! Please reach out to service@infomedia.com for assistance.

More questions or concerns? Email us at service@infomedia.com. We're here to help!
