



Coming Soon DUO Multifactor Authentication!

KEY REMINDERS:

DUO multifactor authentication **begins on May 5th**. Participants are encouraged to review the step-by-step instructions for enrolling in DUO multifactor authentication before May 5th. These instructions, as well as, a DUO tutorial video can be found on the Florida PRIME website.

Florida PRIME participants need to insure their account information is up to date in advance of the May 5th **go-live date**. This means some participants may need to submit an updated Participant Account Maintenance (PAM) form to our office **before** the new authentication process is activated.

Florida PRIME account users are reminded to keep their 4-digit Caller Verification number accessible should they need to contact our office to complete a transaction by phone. FL PRIME participants may access their 4-digit Caller Verification number by logging into the FL Prime website – navigate to the Manage Profile tab – select Caller Verification Code. Note: First-time FL PRIME website users may need to establish a new 4-digit Caller Verification code during the online registration process.

We encourage you to visit our website or call us at 1-850-488-7311 with any questions or concerns.



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