Lightning App Quick Reference Guide
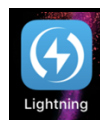
- You will receive 2 onboarding emails which contain important information you will need to:

    a. Download the Google Authenticator app and create an account using the secret authentication code

    b. Download the Lightning app

    c. Log into Lightning using the OTP

    d. Change your password

Download and Install the Google Authenticator and Create Account

1. From the first onboarding email, click the Google Authenticator link.
2. Follow prompts to complete the installation — just like adding any app from the app store.
3. Once installed, tap the icon from your phone.
4. Add a new account by tapping **Manual entry**.
5. Type your account name (**Lightning**) and then return to the second onboarding email to copy the secret key and paste it into the google authenticator.
6. Tap the check mark at the top-right of screen. You should see the accounts you set up along with a 6-digit code.

Download and Install Lightning App

1. From the first onboarding email, click the Lightning **Download** link. When your browser opens you will be prompted to select either the **iOS QA** or **Android QA** platform link.
2. Follow prompts to complete the installation.
3. Once installed, you will see the icon on your phone.

Note: iPhone users you will need to verify the app:

- Go to **Settings** > **General** > **Device Management** > **VeriClaim, Inc.** > **Trust "VeriClaim, Inc."**
- Tap **Trust**.

Log into Lightning (plus 2-part authentication)

1. Tap the Lightning icon and then tap **Log-in** button. It will ask you for your email and password.

   Note: If you get an error message, then you did not successfully verify the app.

2. Type your email (use the one listed in the onboarding email).

3. Go back to the second onboarding email and copy the one-time password (OTP). Be sure to copy ALL letters and characters. Return to Lightning and paste the OTP.

4. Tap **Log-in** button.

5. At the top of the screen, tap the blue **verification code** link.

6. Because you installed the Goggle Authenticator you will see a 6-digit code. Tap the code to copy it. (The code refreshes every 30 seconds.)

7. Return to Lightning and paste the copied code.

8. Tap **Continue**.

Change Password

1. Type a new password.

   Note: The password must be at least 8 characters in length and have one (1) of each of the following: upper/lower case letter, special character, and number. The new password should NOT match the last 12 passwords you created.

2. Confirm the new password by retyping it.

3. Tap **Update Account**.

4. You may have to allow or accept a series of notifications before you see the Claim Finder (home map) screen.