

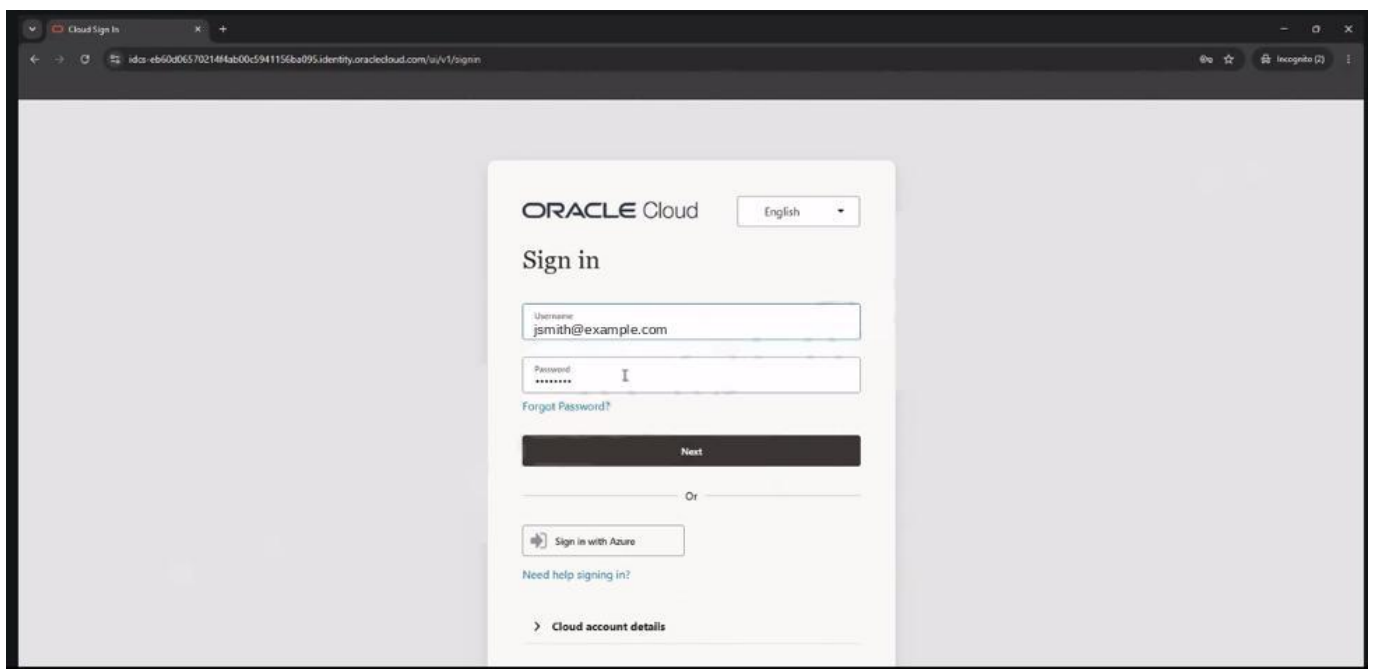
WHITE GLOVE CUSTOMER | MFA LOGIN GUIDE

Email-based multi-factor authentication is enabled for this environment.

Step 1 - Open Oracle Fusion Cloud and sign in

1. Open <https://fa-ewjd-saasfaprod1.fa.ocs.oraclecloud.com/> in your browser.
2. Enter your assigned Oracle Cloud username and password.
3. Select **Next** to continue.

Simple example: Example: If your username is user@company.com, enter that username and your own password. Never share your password.

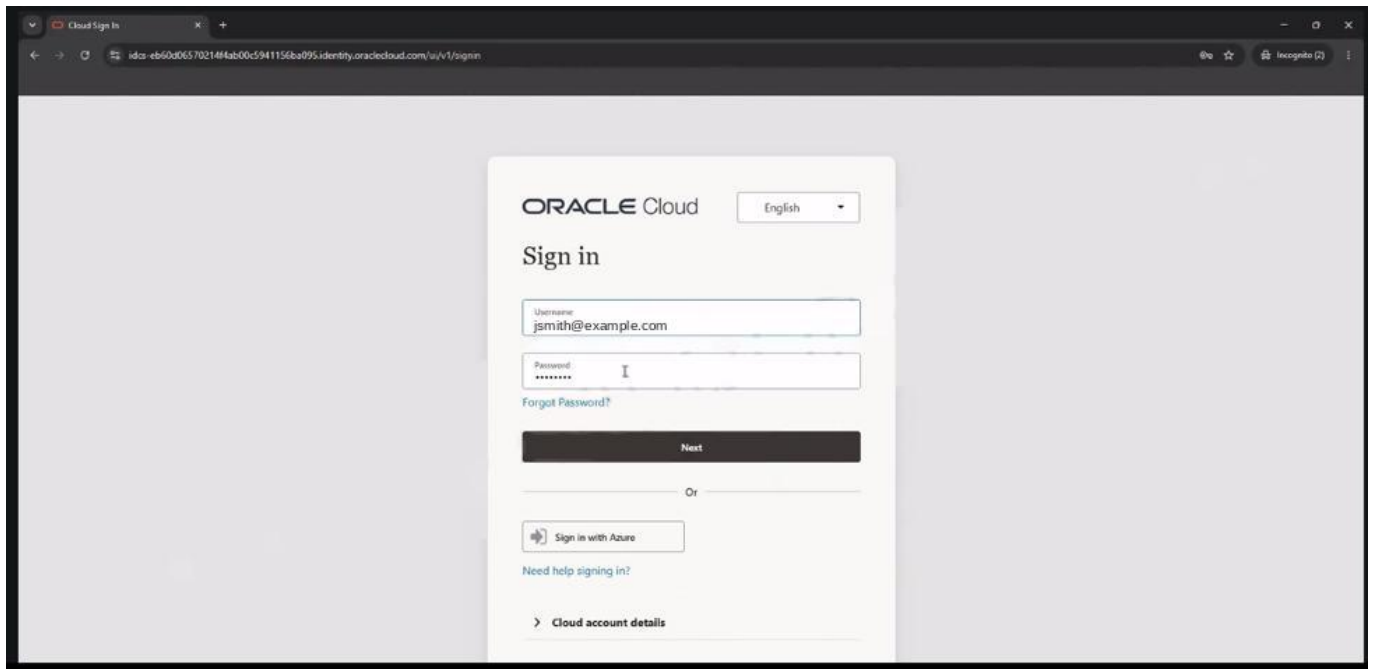


Screenshot 1: Oracle Cloud sign-in page

Step 2 - Submit your sign-in credentials

1. Check that you are on the Oracle Cloud sign-in screen.
2. After entering your username and password, select **Next**.
3. Because MFA is enabled for White Glove Customer, Oracle will ask for an additional verification code.

Simple example: Example: A correct password alone is not enough; you must also complete email verification.

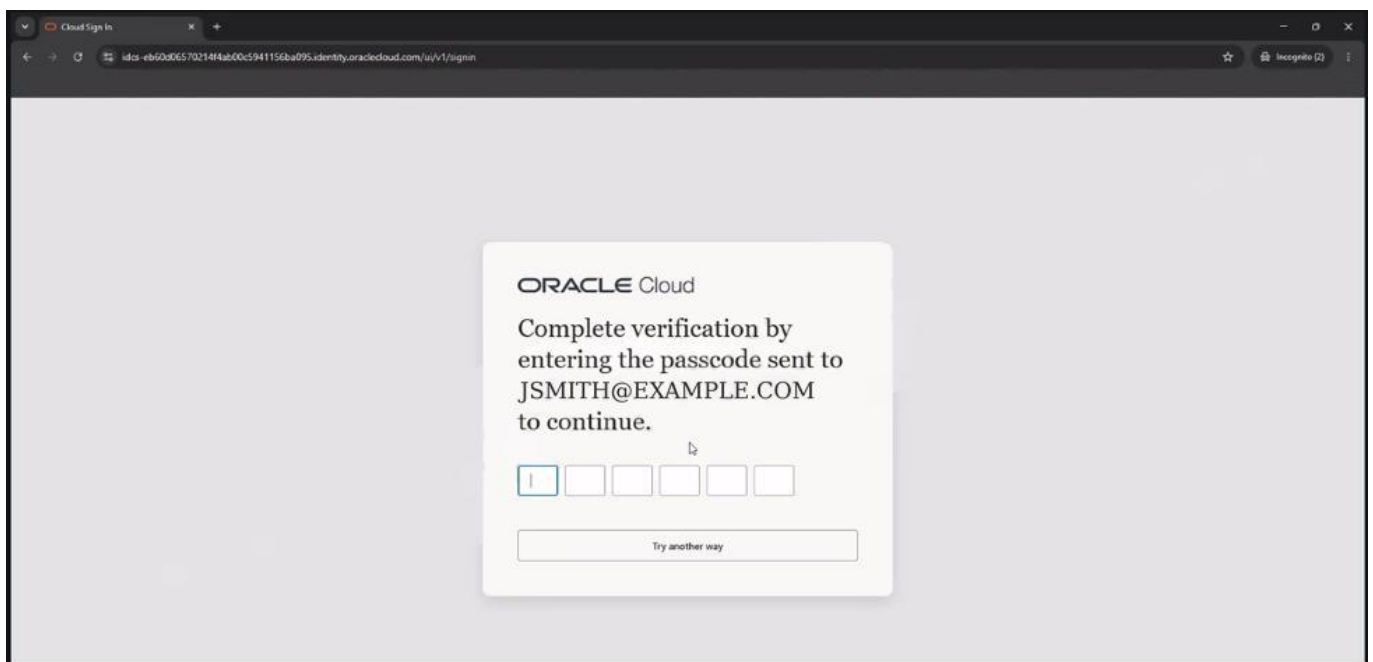


Screenshot 2: Username and password entry

Step 3 - Enter the email verification code

1. Look for an Oracle verification email in your registered email inbox.
2. Find the **6-digit passcode** and type it into the six boxes shown on the screen.
3. If no message arrives, check Spam/Junk. Select **Try another way** only if another method is available.

Simple example: Example: If the email displays 123456, type 1 2 3 4 5 6 in the six boxes. This is an illustrative code only.

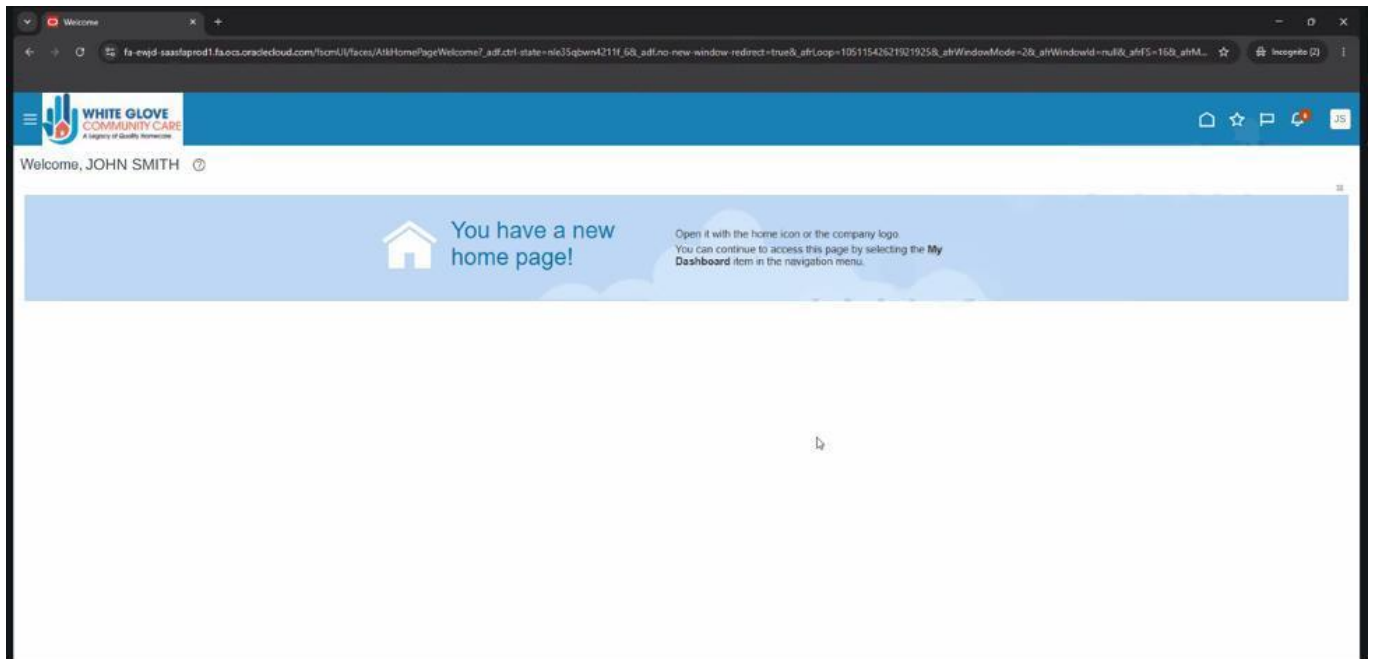


Screenshot 3: Six-digit email verification screen

Step 4 - Confirm successful login

1. After the code is accepted, Oracle redirects you to the Fusion Cloud home page.
2. Verify that the welcome page displays your account name.
3. Open the navigation menu to access applications available to your account.

Simple example: Example: Seeing the Welcome page confirms that sign-in and MFA verification have completed.



Screenshot 4: Oracle Fusion Cloud welcome page

Security reminder: Never share your password or one-time passcode. If you cannot sign in, contact your designated support team.