



photolok[®]

Powered by Netlok[®]

Click Your Photo



Photolok User Guide

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* Click on content title to navigate directly to page.

Photolok Login Flow

Welcome to Photolok

Enter Email Address

john.sample@netlok.com



Login



Settings



Message



Video

[Forgot My Photos](#)

To Login:

- 1) Enter your email address and click the Login button, which sends you to the Access Code page.

- 2) Enter your **Access Code** provided from either your text, email, or Authenticator. If you type in the wrong code, you are given one more chance to enter the correct code before being locked out. Entering the correct access code sends you to the photo panels.

Enter Access Code, click **Continue**.

Get Access Code from your text and/or email. Do not share your Access Code.

Enter Access Code and click Continue

770123



Continue

[Send me a new access code](#)

Photolok Login Flow

Click Your Photo



Example panel of photos.

3) Scroll to find and click your **“Photo Login”** photo to enter the next photo panels.

◀ All account photos are randomly placed in Photo Panels 1-3. After clicking your **“Photo Login”** photo in the third panel, you will enter your destination.

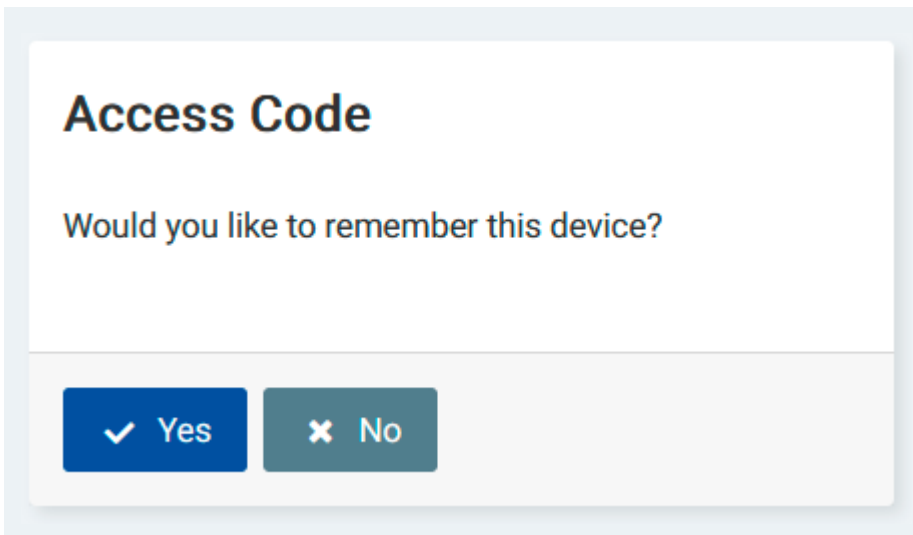


Do Not share or show your photos to anyone.

Access Code Utilization

First time login on a device:

The first time you login on a device you will be given the option to “**remember this device**”. Clicking the “**Yes**” button will minimize entering the Access Code for future logins on the device.



The screenshot shows a dialog box titled "Access Code". Below the title, it asks "Would you like to remember this device?". At the bottom, there are two buttons: a blue button with a checkmark and the text "Yes", and a grey button with an 'x' and the text "No".



When using public devices, or devices not authorized for regular use, click “No” to maintain the optimum security possible when accessing your sensitive data from an unauthorized device.

Forgot My Photos

Welcome to Photolok

Enter Email Address



Login



Settings



Message



Video

Forgot My Photos



If you have forgotten your photos, click the "Forgot My Photos" button and follow the instructions. You must answer two of your security questions before you are allowed to enter the Manage Your Photos page to see your photos.

1) Click **Forgot My Photos**

Recovering My Photos

Enter Email Address

Send Access Code



2) Enter your email address, and click **Send Access Code**

Enter Access Code and click Continue



Continue



[Send me a new access code](#)

3) Get Access Code from Authenticator, text, or email. Enter Access Code and click **Continue**.

Please answer your security questions.

What is your favorite soda pop?

Mr. Fizz

What is your favorite fruit?

Avocado

4) Answer security questions and click **Continue** to see your current account photos.









Do not share or show your questions and answers to anyone.

Adding, Deleting and Labeling Photos

Welcome to Photolok

Enter Email Address

john.sample@netlok.com 


 Login  Settings   Message  Video




[Forgot My Photos](#)

- 1) Enter your email address, then click the **Settings Button** to enter your Account Settings.



When you first create your account, you will receive **3 “Photo Login”** photos, which you can change in Account Settings.

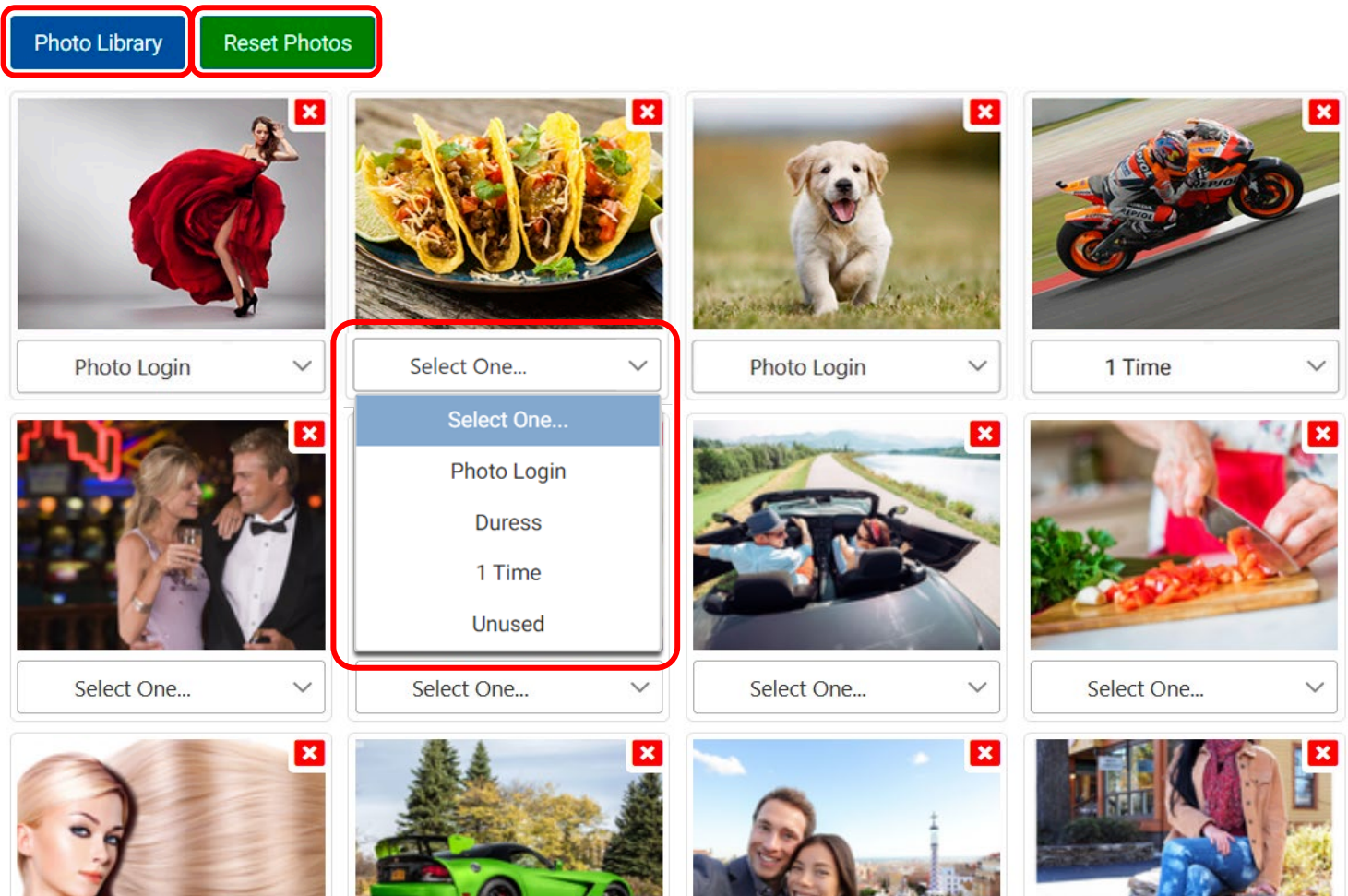


 Settings  Photos 

- 2) Click the **Photos** button to enter the “Manage Your Photos” page.

Adding, Deleting and Labeling Photos

- 1) Click the **“Photo Library”** button and 10 new photos will appear. Up to 30 new **“Select One”** photos can be added at any one time.
- 2) Choose and label your new photo by clicking **“Select One”** to show the label menu. Click the label and the photo is autosaved in seconds.
- 3) You can only have five Photo Logins and only one Duress and 1-Time photo active in your account at any one time. If you are changing photos, delete the old photos *after* selecting the new ones.
- 4) To delete photos, click the **Red X** at the top right corner of a photo, or click **“Reset Photos”** to delete *all unlabeled* photos in your account.



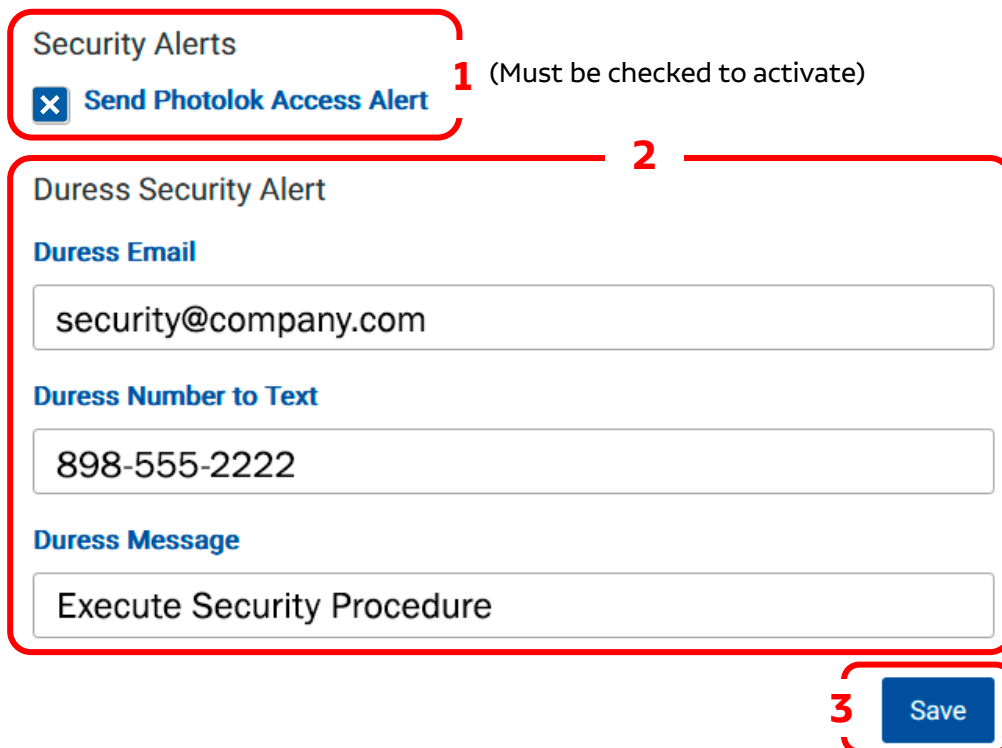
Example photos.

Security Alerts and Entering Duress Information

Photolok's security alerts detect and notify the account owner that someone has logged into their account.

Login using **Settings** to enter Security Alerts.

- 1) Send Photolok Access Alert.** When checked and activated, the account owner receives an alert when anyone has entered the account. If the account owner did not login, the owner should login immediately and lockout their account by selecting wrong photos. Then, notify the administrator of an unauthorized entrance, asked to be unlocked, and change their photos immediately. Uncheck the box to turn off this alert.
- 2) Enter Duress Information.** Make sure that the email address and text number entered will send the Duress message to authorized people who can respond appropriately.
- 3) Click Save.**



The screenshot shows a settings form for Security Alerts. A red box labeled '1' highlights the 'Security Alerts' section header and the checked checkbox for 'Send Photolok Access Alert'. A red box labeled '2' highlights the 'Duress Security Alert' section, which includes three input fields: 'Duress Email' (containing 'security@company.com'), 'Duress Number to Text' (containing '898-555-2222'), and 'Duress Message' (containing 'Execute Security Procedure'). A red box labeled '3' highlights the 'Save' button at the bottom right of the form.

Security Alerts **1** (Must be checked to activate)

Send Photolok Access Alert

Duress Security Alert **2**

Duress Email

security@company.com

Duress Number to Text

898-555-2222

Duress Message

Execute Security Procedure

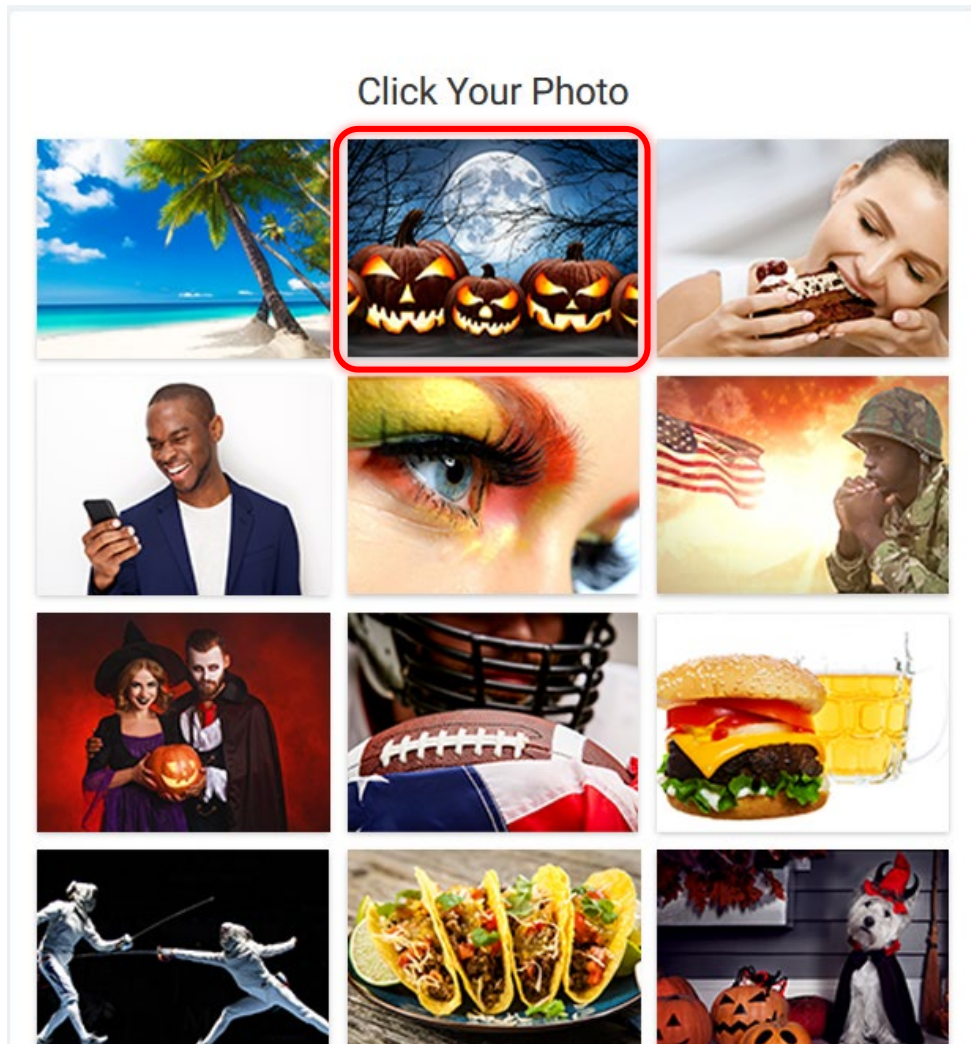
3 Save

Using a Duress Photo

Duress Security Alert

Photolok is the only login method that uses a “visual silent alarm”. When the account owner feels that they are in danger and/or forced to enter their account to give access to a bad actor, they can activate the **Duress Security Alert**.

To send the **Duress Security Alert**, the user finds and selects the **Duress** photo in the first photo panel. When clicked, an email and text are sent immediately. To avoid detection, the user continues to login to the intended destination without any disruption.

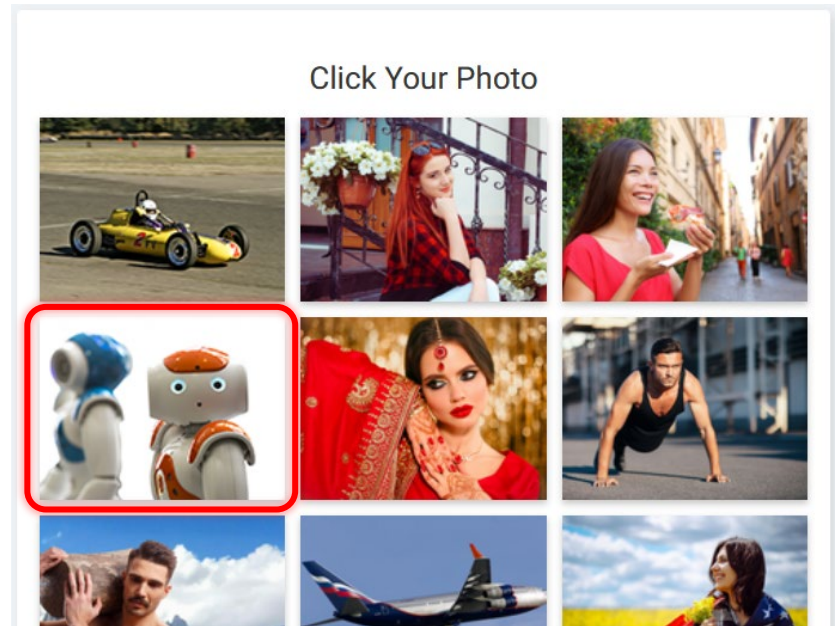


Example panel of photos and Duress photo.

Using a 1-Time Photo

1-Time Security Protection

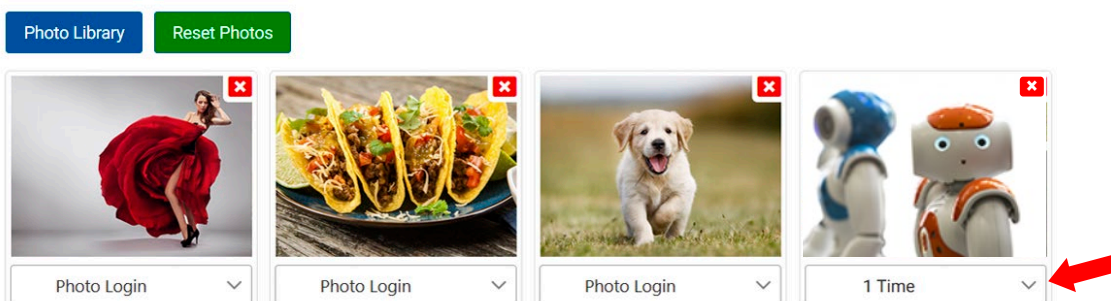
Photolok is the only login method that gives the user the option of using a temporary photo to prevent shoulder surfing in the office or public area. If someone is using a camera or just looking over your shoulder, the **1-Time** photo protects your account because it is removed from your account after one use.



Example panel of photos and 1-Time Use photo.

Using the 1-Time photo

- 1) Login using the **Settings** button on the login page, then click the **Photos** button on the Account Settings page to “Manage Your Photos”.
- 2) Click the “**Photo Library**” button in Manage Your Photos to display 10 new photos to choose your **1-Time** photo.
- 3) Click “**Select One**” to see the drop-down label menu, click the **1-Time** label and the **1-Time** photo is autosaved in seconds.
- 4) The next time you login, the **1-Time** photo will appear randomly in the 2nd photo panel, and you must click it to enter your destination.
- 5) Once used, the **1-Time** photo is automatically removed from your account.



Using an Authenticator to Get Access Code

Authenticator Option

Many companies are using Authenticator apps to generate Two-Factor login access codes because they are more secure than text SMS and protect against hackers who can generate an OTP code without you knowing about it.

Photolok gives users' the option to enable or disable an Authenticator, such as Google and Microsoft Authenticators. Login using the **Settings** button to open Account Settings and scroll to the Authenticator option in the left column.

Before clicking the **Enable** button (1), make sure you have your Authenticator app ready to use, so you can copy the QR code or the "Security Key" (2) to your Authenticator. Click the **Disable** button (3) to turn off the Authenticator.

Authenticator

If you want to use an Authenticator to get your Access Code instead of SMS text and/or email, click the "Enable" button below. A QR Code and secret key will appear. Use your authenticator process to copy and add your Photolok email address with account name to your authenticator. To disable the authenticator, click the "Disable" button and the QR code will disappear.

1

Enable

3

Disable



2

Security Key: R72C5MXE4VGONGA5MBWHNIYIVQ