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# User Guide

So Simple, It's Intuitive™

Click Your Photo



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## Welcome to Photolok

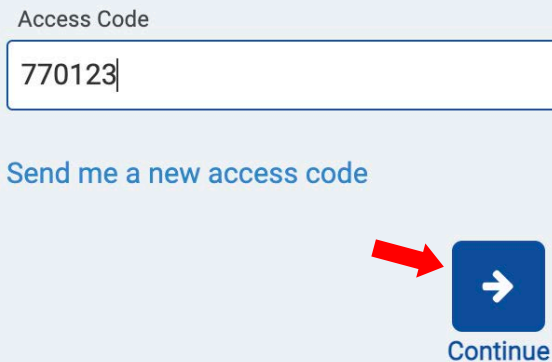
Enter Email Address

john.sample@netlok.com



[Forgot My Photos](#)

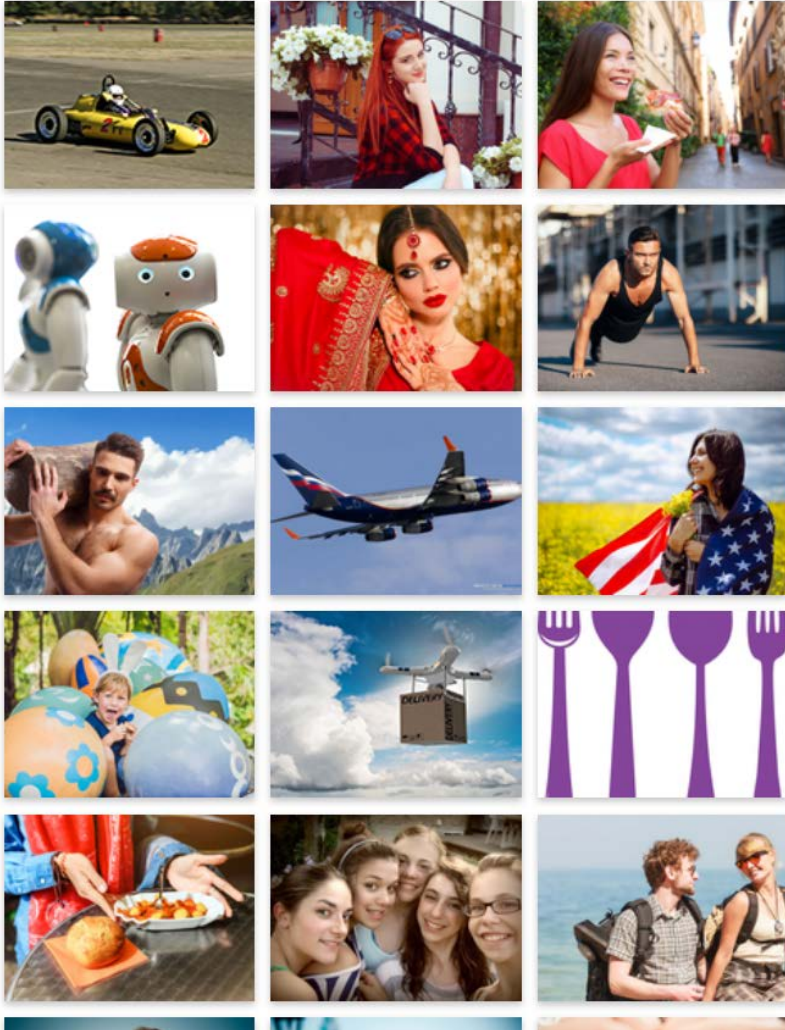
Enter Access Code, click **Continue**.



## 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 the user mis-types the code, the correct code will need to be re-entered. Entering the access code sends you to the photo panels.

Click Your Photo



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.



**Note:** Do Not share or show your photos to anyone.

## Access Code

Would you like to remember this device?

✓ Yes

✗ No

### 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 eliminate the Access Code step for subsequent logins on the device.

- ⚠ When using public devices, click **“No”** to maintain the optimum security possible when accessing your sensitive data from another device, which you do not want to authorize for future use.

# Forgot My Photos

1) Click **Forgot My Photos**

## Welcome to Photolok

Enter Email Address



Login



Settings



Message



Video

Forgot My Photos

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

## Recovering My Photos

Enter Email Address

Send Access Code

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

Enter Access Code

Send a new Access Code

Continue

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

## Security Questions

Please answer your security questions.

What is your favorite soda pop?

Mr. Fizz

What is your favorite fruit?

Avocado

Continue



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

*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 **Settings Button** to enter Account Settings

## Welcome to Photolok

Enter Email Address

john.sample@netlok.com

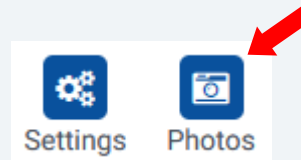


[Forgot My Photos](#)

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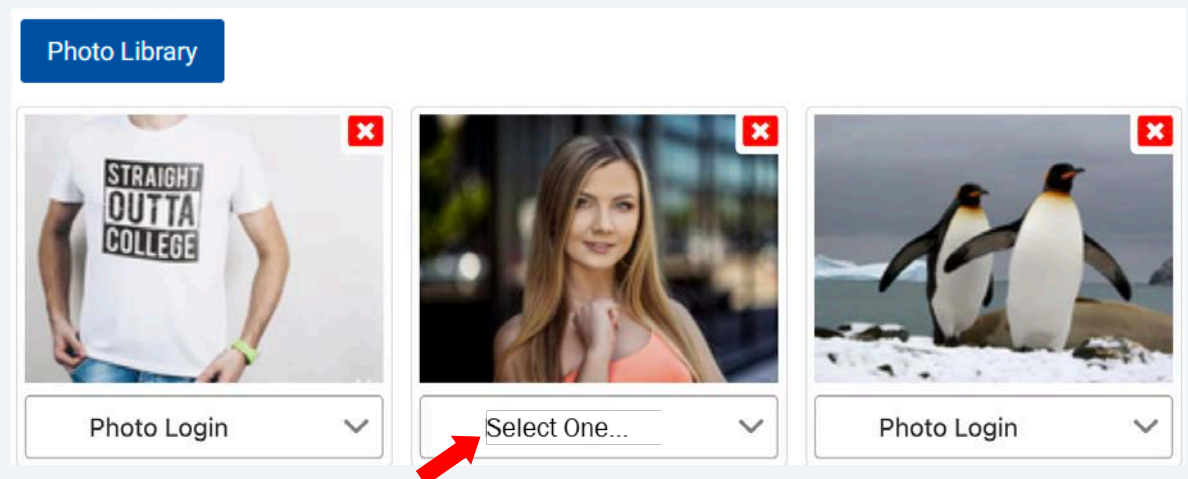
When you first create your account, you will receive **3 “Photo Login”** photos, which you can change in Account Settings.



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

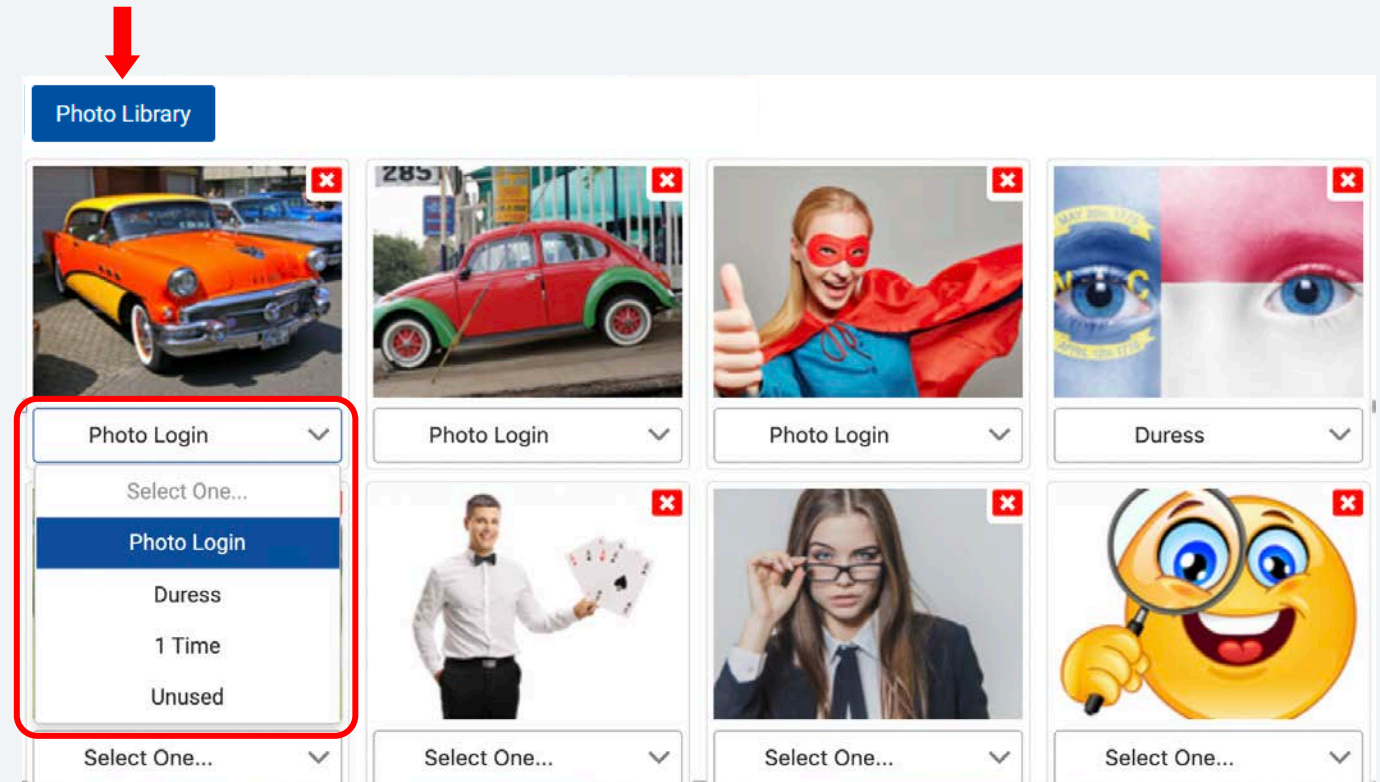
## Manage Your Photos: Add, Delete and/or Label Photos

- 1) **Add new photos** by clicking a blue theme box and scroll down to see 10 **“Select One”** photos. Click **“Select One”** to see drop-down menu. Click a label and the photo will be autosaved.  
*Do not share or show your photos.*
- 2) **Delete a photo** by clicking the **Red X** on the right upper corner.
- 3) **Label a photo** by clicking a photos’ **“Select One”** to see the drop-down menu. Click a label and the photo is autosaved.



# 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 a photo, click the **Red X** at the right corner of that photo.





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 Alert.** When activated, the account owner receives an alert when someone has entered the account. If the account owner did not login, the owner should log in immediately and lockout their account. Then, notify the administrator of an unauthorized entrance, asked to be unlocked, and change their photos. 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.**

**Send Photolok Alert**

Duress

**Duress Email**


security@netlok.com

**Duress Number to Text**

(555) 111-2222

**Duress Message**

Execute security procedure

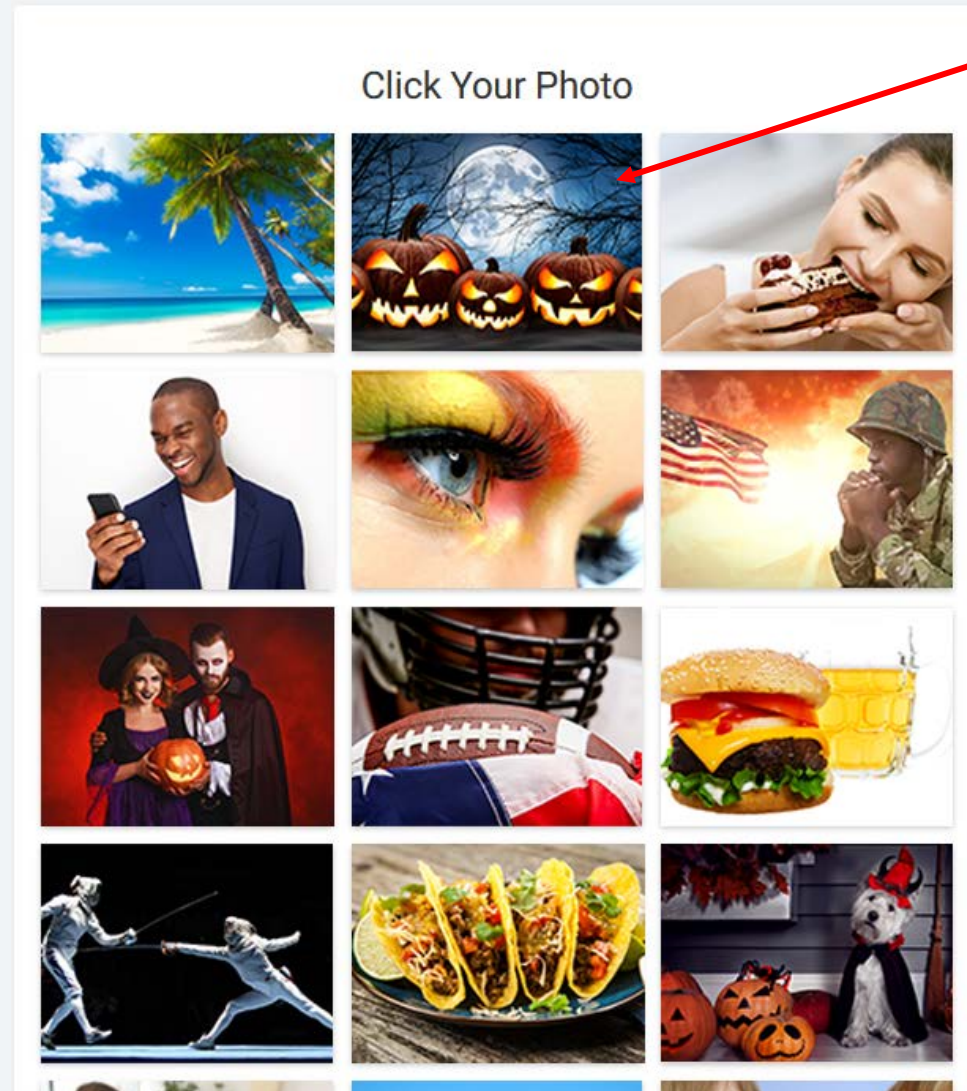
 **Save**

# Using a Duress Photo

## Duress Security Alert

Photolok is the only login whereby the alert comes directly from the account owner when they feel that they are in danger and/or forced to enter their account to give access to a bad actor.

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 is logged into the intended destination without any disruption.



Click  
**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.

## Using the 1-Time photo

- 1) Login using the **Setting** button on the login page.
- 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 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 2<sup>nd</sup> photo panel, and you must click it to enter your destination.
- 5) Once used, the **1-Time** photo is automatically removed from your account.

Click **1-Time** Photo



## 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 **Setting** button to open Accounts Settings and the Authenticator option is 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" to your Authenticator (2). Click **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, 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

2



Security Key: 72R3LTYZMRBPBJWZ4YWRHIBI2Y

3 Disable