

2-step SMS authentication

with CAPTCHA verification

M-Files id 42765

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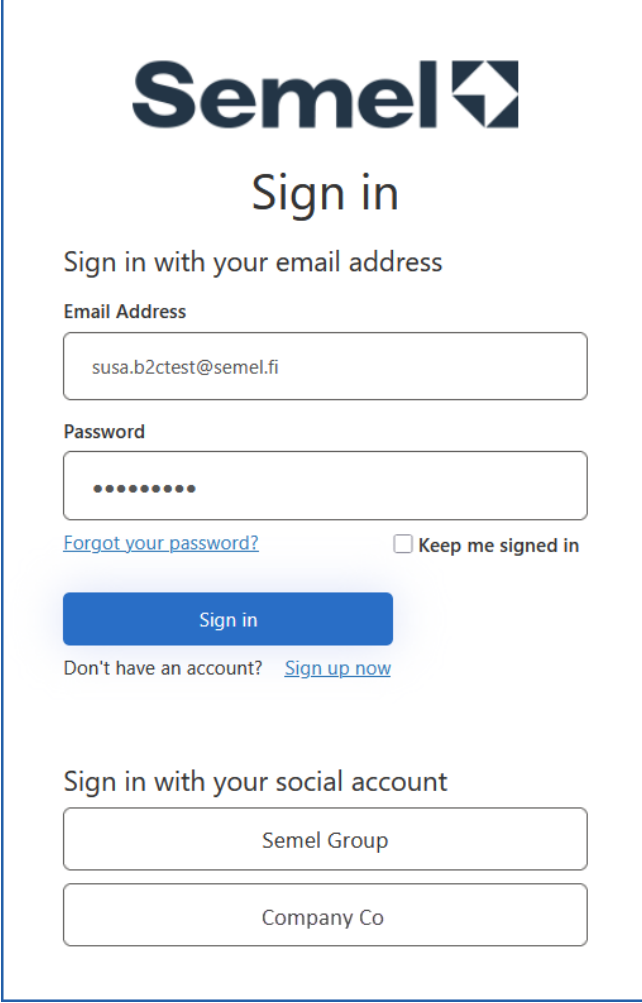
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1. GENERAL

As of 1 October 2026, CAPTCHA verification will be introduced for SMS-based two-factor authentication in Semel systems. The CAPTCHA challenge must be successfully completed before signing in.

This change applies both to the registration of new user accounts and to multi-factor authentication for existing accounts.

This guide describes the two-factor authentication process that includes the CAPTCHA verification.



The image shows a screenshot of the Semel 'Sign in' page. At the top is the Semel logo. Below it is the heading 'Sign in'. The first section is 'Sign in with your email address', which includes an 'Email Address' field containing 'susa.b2ctest@semel.fi', a 'Password' field with masked characters, a 'Forgot your password?' link, and a 'Keep me signed in' checkbox. A blue 'Sign in' button is below these fields. Underneath the button is the text 'Don't have an account? [Sign up now](#)'. The second section is 'Sign in with your social account', featuring two buttons: 'Semel Group' and 'Company Co'.

In practice, this change means that a CAPTCHA verification step will be displayed before the verification code is sent to the user's phone. The user must enter the characters shown on the screen into the field in the login window.

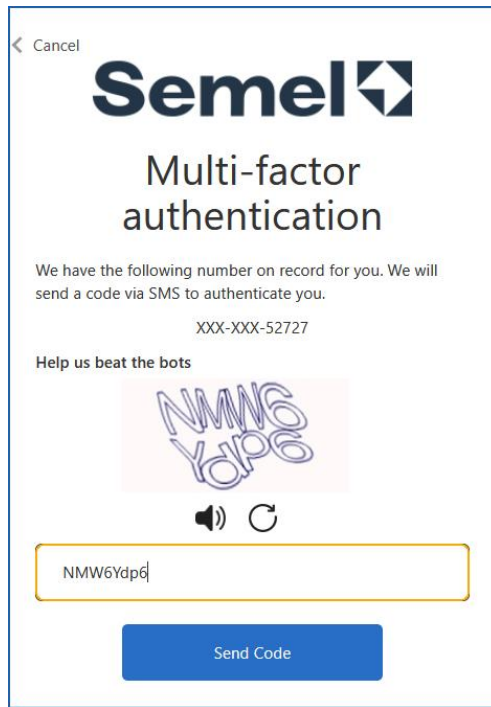
Note: If the user has not previously signed in to the service, they must also complete the B2C registration process and accept the Terms of Use.

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2. CAPTCHA VERIFICATION

The first challenge in the multi-factor authentication process appears after you have entered your username and password and clicked the **Sign in** button.

A box on the screen will display a combination of letters and numbers. You must identify these characters and enter them into the field below.



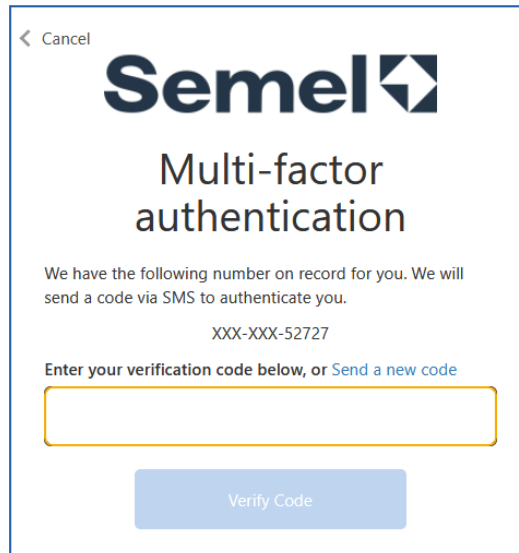
Enter the letters displayed on the screen into the field and click **Send Code**.

If you cannot clearly read the text displayed on the screen, you can generate a new challenge by clicking the  button.

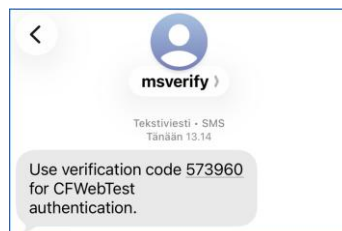
PLEASE NOTE! Audio verification has not yet been implemented.

Once the code has been submitted, a verification code entry window will appear, and a 6-digit verification code will be sent to your mobile phone.

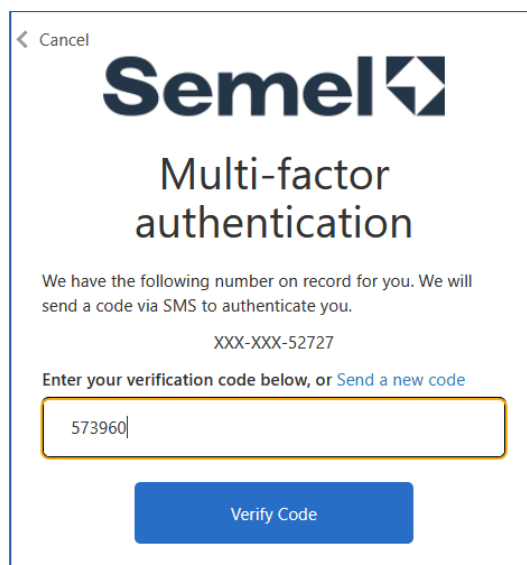
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Multi-factor authentication screen. It features the Semel logo at the top, followed by the title 'Multi-factor authentication'. Below the title, a message states: 'We have the following number on record for you. We will send a code via SMS to authenticate you.' The phone number 'XXX-XXX-52727' is displayed. A prompt asks the user to 'Enter your verification code below, or [Send a new code](#)'. There is an empty text input field for the code and a 'Verify Code' button at the bottom.



Enter the 6-digit verification code received on your phone into the **Verification Code** field in the sign-in window, and then click **Verify Code**.



The same Multi-factor authentication screen as above, but with the verification code '573960' entered into the text input field. The 'Verify Code' button remains at the bottom.

Please note that the verification code is only valid for a limited period of time and will expire afterwards.

If there is a delay in entering the verification code into the application, you will need to request a new verification code.

Click the Send New Code button to request a new verification code.
