



Ark PES, Inc. | 545 Boylston Street, 6th Floor | Boston MA, 02116

Deployment Notes and Updates - Ark

Release Date - Jan 6, 2026

New Features

Following the successful rollout of enhanced authentication across all client portals, we're extending these improvements to the **Admin Portal**.

What's new

- Stronger security controls with a smoother login experience
- More flexible authentication options, including:
 - One-time passcodes via SMS or phone call
 - Authenticator apps (e.g., Google Authenticator)
 - Optional passkeys using biometric authentication (when supported by your device and system settings)

What to expect

- Admin users will continue to log in using their existing username and password
- A verification code via SMS or phone will be required upon first login (same as today)
- After logging in, users can configure additional authentication methods via **Manage MFA Devices** from the action menu on the top, right hand side of the admin portal.

No action is required ahead of the release. Additional authentication methods can be set up at your convenience after logging in.