



Multi-Factor Authentication: Client FAQs

The security of your account and retirement is critically important to us. As the nature of online threats continues to evolve, so do we.

These upgraded security features within myEQUITY can help us continue to protect your account with industry best practices.

In this guide, we will review some of the new features and options within myEQUITY, as well as provide some resources to enable you to take additional steps to keep your account secure.



What changes have been made to access my account information through myEQUITY?

The login process for myEQUITY has changed slightly, as can be seen from the initial page of www.myequity.com. You will first enter your username and separately enter your password.

The password requirements for myEQUITY have also been updated to increase the required complexity of your myEQUITY password.

Finally, myEQUITY will require that you complete an initial enrollment in a Multi-Factor Authentication option.

How can I protect my myEQUITY password?

- ▶ **First, be cautious when entering your password online** – always confirm that you are on "<https://www.myequity.com/>"
- ▶ **Second, ensure that you are using a unique password.** You should not use your myEQUITY password on other websites or applications.
- ▶ **Third, make your password complex and one that would not be easy to crack by someone that is not you.** Leverage pass phrases, special characters, and avoid including common words, your name, username, or well-known dates within your password.

What is Multi-Factor Authentication (MFA)?

When Multi-Factor Authentication is required to access a website, the user must successfully present two or more pieces of evidence (or factors) to verify their identity. There are different factors that are used within a multi-factor process:

Knowledge factors – something the user knows. *Example: Password*

Possession factors – something the user has. *Example: Text to a Device*

Biometric factors – something unique to the user. *Example: Fingerprint*

myEQUITY will leverage the first two factors as a part of the authentication process to access your account information and myEQUITY Wizards.



Multi-Factor Authentication: Client FAQs

What options are available within MFA?

In addition to the requirement to establish a password, you will have the option to select one of the following factors:

Okta Verify App

Okta Verify App is an app downloaded to your phone. The app will generate a One Time Passcode (OTP), which is a six-digit code for you to enter into myEQUITY for verification.

Okta Verify App also allows you to select to have a push notification sent to your phone or smart watch. By confirming the request within the notification on your device, it will allow you to complete the login to myEQUITY without entering the code directly into the website.

Google Authenticator

Google Authenticator is an app downloaded to your phone. The app will generate a One Time Passcode (OTP), which is a six-digit code for you to enter into myEQUITY for verification.

If your device does not meet the requirements for either of the apps above, you may select from the following options:

Text/SMS

You will receive a One Time Passcode via text to your primary phone listed on your Equity Trust account. You will then enter the code into myEQUITY for verification.

Voice

You will receive a One Time Passcode via a robotic call to your primary phone listed on your Equity Trust account. You will then enter the code into myEQUITY for verification.

How can I get more information about setting up my specific MFA selection?

The steps for each of the available MFA options for your account (and some that are not being used by myEQUITY) can be found on this guide: <https://support.okta.com/help/s/setting-up-mfa-for-end-users>

Will I have to complete an additional step or MFA process every time I log into myEQUITY?

No, Equity Trust Company security policies will assess several elements to determine if an additional authentication challenge is required to complete your login to myEQUITY.

Isn't receiving a text message as secure as the other options available for MFA?

No, research has shown that text or SMS security is lacking and has risks of being compromised through spoofing or social engineering attacks.

Here is an additional resource that provides details on the risks associated with text or SMS security options:

<https://www.ftc.gov/news-events/blogs/techftc/2016/06/your-mobile-phone-account-could-be-hijacked-identity-thief>

Equity Trust Company will continue to offer text or SMS options but strongly encourages that you select to use another option for your MFA election.

What happens if the device my MFA application is set up on is stolen or lost?

Please contact our Client Service Department at **1-888-382-4727**. Please be prepared to complete steps required to validate your identity.