



# Multi Factor Authentication Frequently Asked Questions

## 1. How long will my PIN last?

Your PIN will last for 5 minutes but after 1 minute you can have the PIN resent to you if needed. If your time runs out, there is a button on the web to resend the PIN to you. If you are not getting the email, check your junk folder first. If further help is needed, call our participant service representatives.

## 2. What if I don't get the email?

If you are not getting the email, check your junk folder first. If further help is needed, call our participant service representatives.

## 3. What if I get the PIN but it doesn't work?

If your PIN doesn't work, you can choose to resend the PIN and try the new one. If that still doesn't work, call our participant service representatives.

## 4. Will I have to go through MFA every time I login?

No. You can click to save the device so you won't need to go through MFA on each login. If you login from a new device, you will be triggered for MFA again. Saved devices expire after 60 days.

## 5. Why did I get triggered for MFA on my withdrawal after I already went through MFA to login?

When taking money out of your account, you will always be triggered for MFA.

## 6. I have my account linked to Mint or another aggregator tool. How will MFA work?

When logging into Mint or your other aggregator account, you will be prompted to sync your account. In that process you will receive a PIN to enter into their app or website. Once you enter the PIN, your account will sync as it did before. Some aggregators will sync your account behind the scenes. When this happens you will receive a text, but no action is needed on your part.