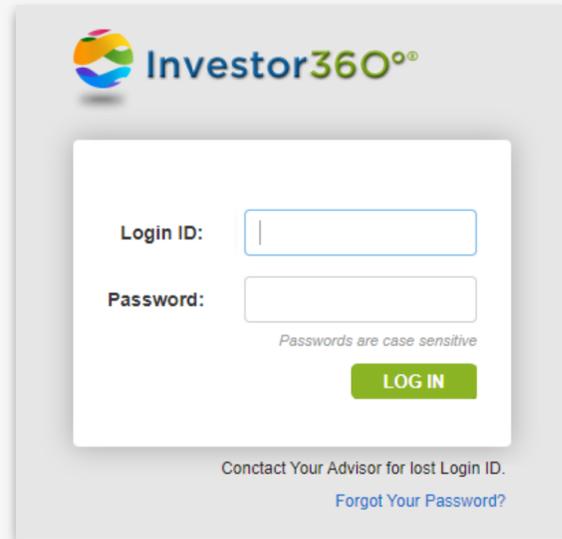


## Setting up MFA

- 1 Log in to Investor360.com using your login ID and password.



Investor360<sup>®</sup>

Login ID:

Password:

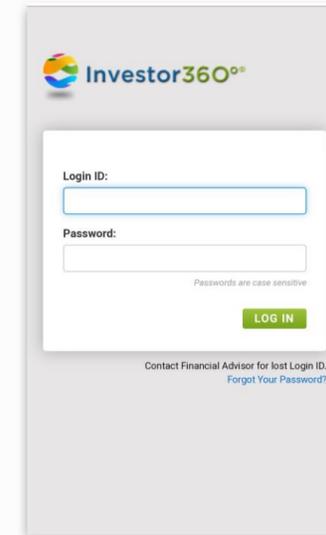
Passwords are case sensitive

**LOG IN**

Contact Your Advisor for lost Login ID.  
Forgot Your Password?

### Using the Mobile App?

Visit the app store on your Android or iOS device to download the latest version of the Investor360<sup>®</sup> app.

Investor360<sup>®</sup>

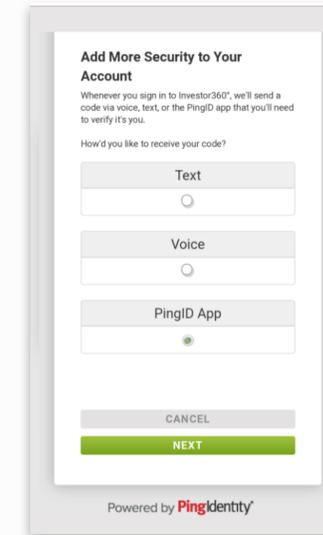
Login ID:

Password:

Passwords are case sensitive

**LOG IN**

Contact Financial Advisor for lost Login ID.  
Forgot Your Password?



**Add More Security to Your Account**

Whenever you sign in to Investor360<sup>®</sup>, we'll send a code via voice, text, or the PingID app that you'll need to verify it's you.

How'd you like to receive your code?

Text

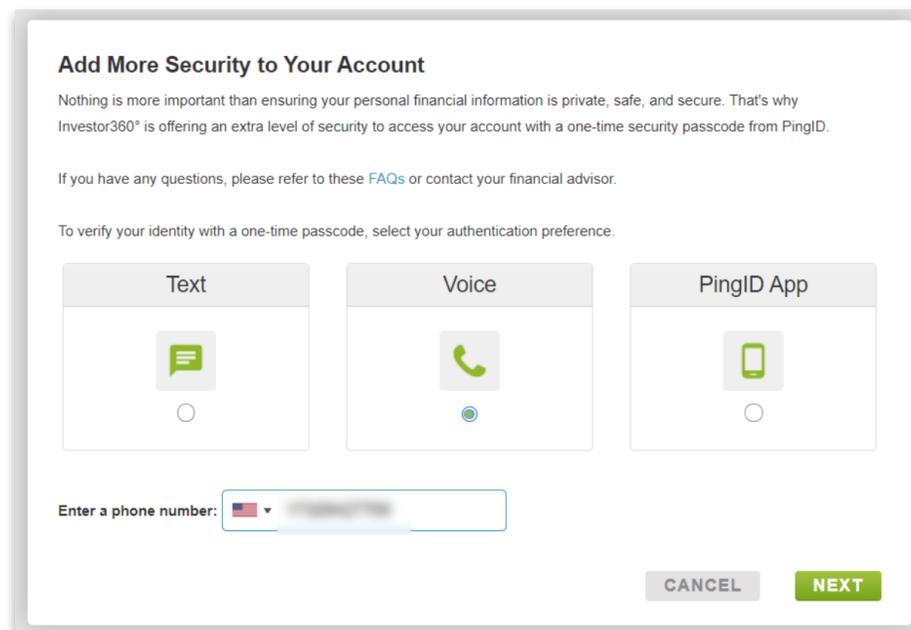
Voice

PingID App

**CANCEL** **NEXT**

Powered by PingIdentity<sup>®</sup>

- 2 If you haven't already done so, you'll be asked to add a second factor to your account for security.



**Add More Security to Your Account**

Nothing is more important than ensuring your personal financial information is private, safe, and secure. That's why Investor360<sup>®</sup> is offering an extra level of security to access your account with a one-time security passcode from PingID.

If you have any questions, please refer to these [FAQs](#) or contact your financial advisor.

To verify your identity with a one-time passcode, select your authentication preference.

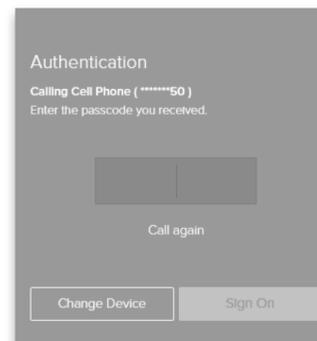
Text  Voice  PingID App

Enter a phone number:

**CANCEL** **NEXT**

### For Text and Voice:

Enter your **phone number** in the box that appears, then enter the **six-digit registration code** sent to your phone via the option you selected.

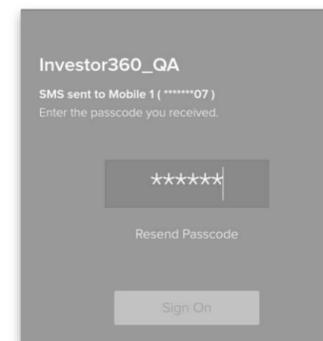


Authentication

Calling Cell Phone (\*\*\*\*\*50)  
Enter the passcode you received.

Call again

**Change Device** **Sign On**



Investor360\_QA

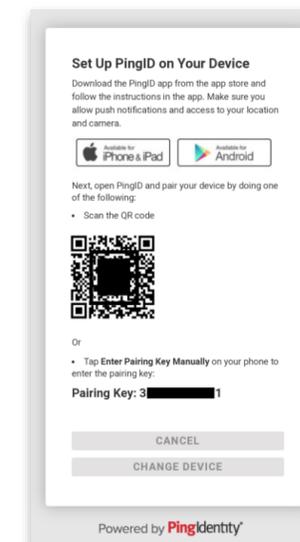
SMS sent to Mobile 1 (\*\*\*\*\*07)  
Enter the passcode you received.

Resend Passcode

**Sign On**

### For PingID

Follow the instructions to download the **PingID app** on your mobile device. Scan the **QR code** or enter the **Pairing Key** manually to finish registering your device.



**Set Up PingID on Your Device**

Download the PingID app from the app store and follow the instructions in the app. Make sure you allow push notifications and access to your location and camera.

Available for  

Next, open PingID and pair your device by doing one of the following:

- Scan the QR code



Or

- Tap **Enter Pairing Key Manually** on your phone to enter the pairing key:

Pairing Key: 3  1

**CANCEL** **CHANGE DEVICE**

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Investor360<sup>®</sup>

**Register Another Device**

You may want add another way to verify it's you in case the primary method or device you've chosen is unavailable.

You have registered 1 device(s).

Device	Details	Registered Date
Mobile 1 (PRIMARY)	1	Fri Mar 26 12:17:45 EDT 2021

**REGISTER ANOTHER DEVICE** **SUBMIT REGISTRATION**

Powered by PingIdentity<sup>®</sup>

Choose **Text**, **Voice**, or **PingID App**.  
Enter a phone number if applicable, then select **Next**.

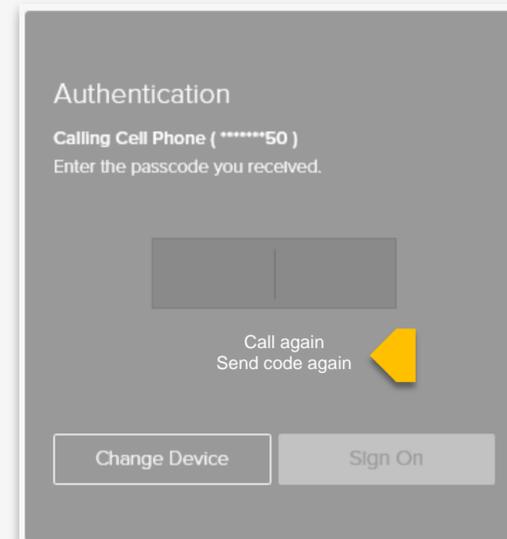
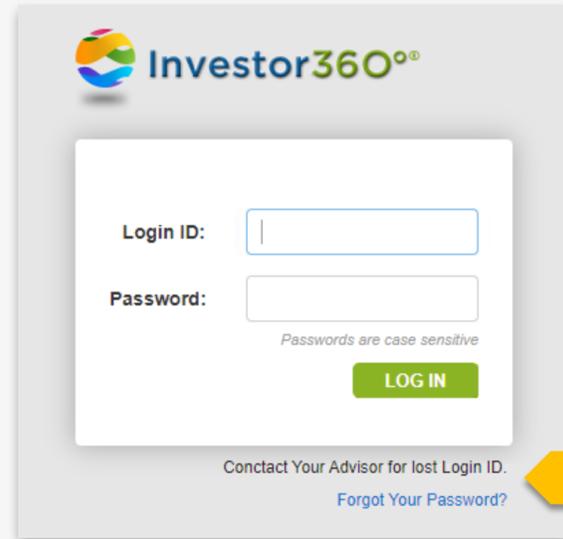
## Troubleshooting Login Issues

### Forgotten Password?

Select **Forgot Your Password?** enter your login ID, and answer two secret questions in order to change your password.

### Forgotten Login ID / Forgotten Secret Questions?

Contact your advisor.

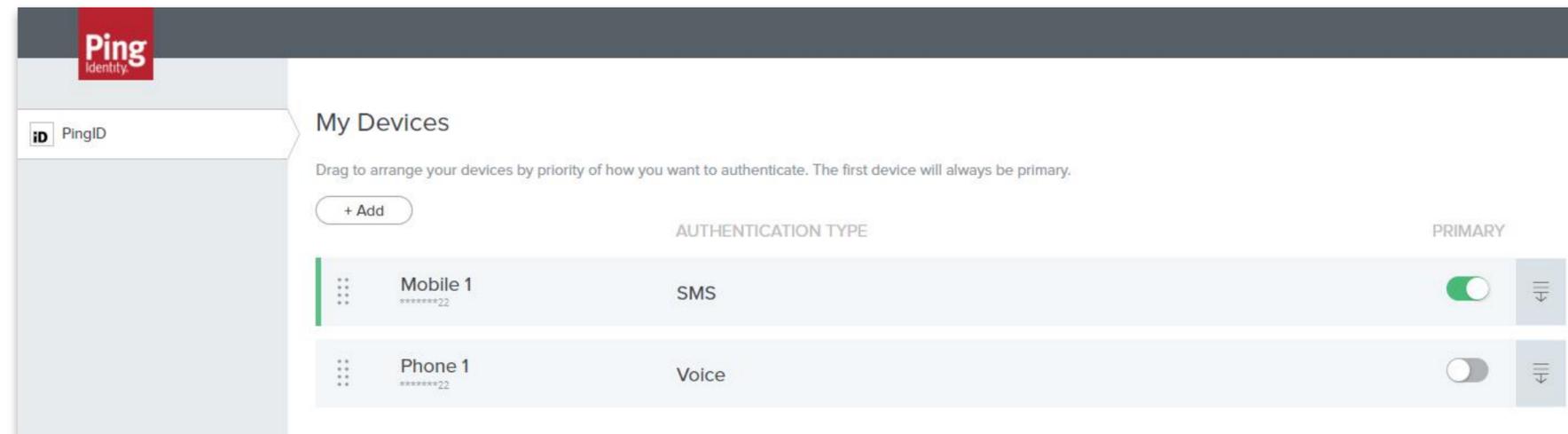
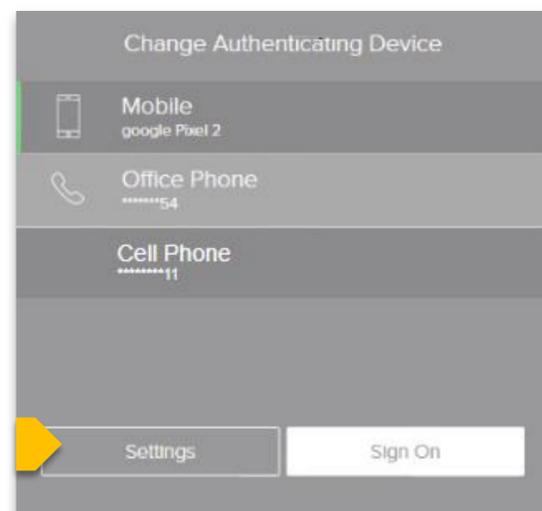


**Didn't Receive Passcode?**  
Voice: Select Call again  
Text: Select Send code again

## Managing Multiple Devices

Add, remove, and change the priority of your registered devices by selecting **Settings** on the **Change Authenticating Device** screen.

Devices are listed on this screen in the order they are used for authentication.



### My Devices (Settings)

Add a new device: **+ Add**

Edit an existing device: **Expand** icon (at the right of the row)

Delete an existing device: **Expand** icon, then select the **trash can** icon

Set a primary device: Drag and drop a device to the top of the list