

How to set up Multi-factor Authentication

Step-by-Step Guide



How to Set Up Multi-Factor Authentication

When prompted to set up multi-factor authentication, you will be able to choose one of two options to verify your identity:



Option 1: Authenticator App
authenticate via a downloaded app on your phone



Option 2: Text message (SMS)
authenticate by receiving a code by text message (SMS) on your phone

We recommend using a computer or laptop to follow the steps below when logging in to your scheme, as you'll need to switch between your desktop and phone during the setup process. Follow the steps for the option that works best for you.

Option 1:

Authenticator App

Step 1: Download an Authenticator App on Your Phone

Here are some suggestions of apps* you can use:



Microsoft Authenticator



Google Authenticator



Authy Authenticator

*Available for iOS or Android.

Step 2: Log into your Scheme (On your Computer/Laptop)

Step 3: On the multi-factor authentication prompt screen, please follow the Authenticator App setup instructions.

Please set up your Multi-Factor Authentication.

For added security and convenience you are required to set up your Multi-Factor Authentication method before you use the website.



To help keep your account secure, we use multi-factor authentication (MFA). This means that when you log in, we will send you a security code for verification. To receive these codes, you will need to download an authenticator app of your choice, such as Google Authenticator, Microsoft Authenticator, or Authy, which are compatible with both Android and iOS devices.

Set Up Your Authenticator App

An authenticator app allows you to securely generate one-time codes on your phone, eliminating the need for text message-based codes. You are welcome to choose any standards-compliant authenticator app, such as Microsoft Authenticator, Google Authenticator, or Authy, depending on your company policy or personal preferences.

Here is how to get started:

- **Download an authenticator app:** Choose and install an app like Microsoft Authenticator, Google Authenticator, or Authy on your smartphone.
- **Open your authenticator app and add your account:** In most apps, you can press the "+" or "Add Account" button.
- **Scan the QR code below:** Use your app to scan the QR code on this page.
- **Enter the 6-digit code:** The app will generate a 6-digit code. Enter the code provided by the app in the field on the next page to complete the setup.

Scan QR CODE

Before scanning, make sure you have installed and opened an authenticator app on your smartphone.



25SGMNWQS2WEIX5U

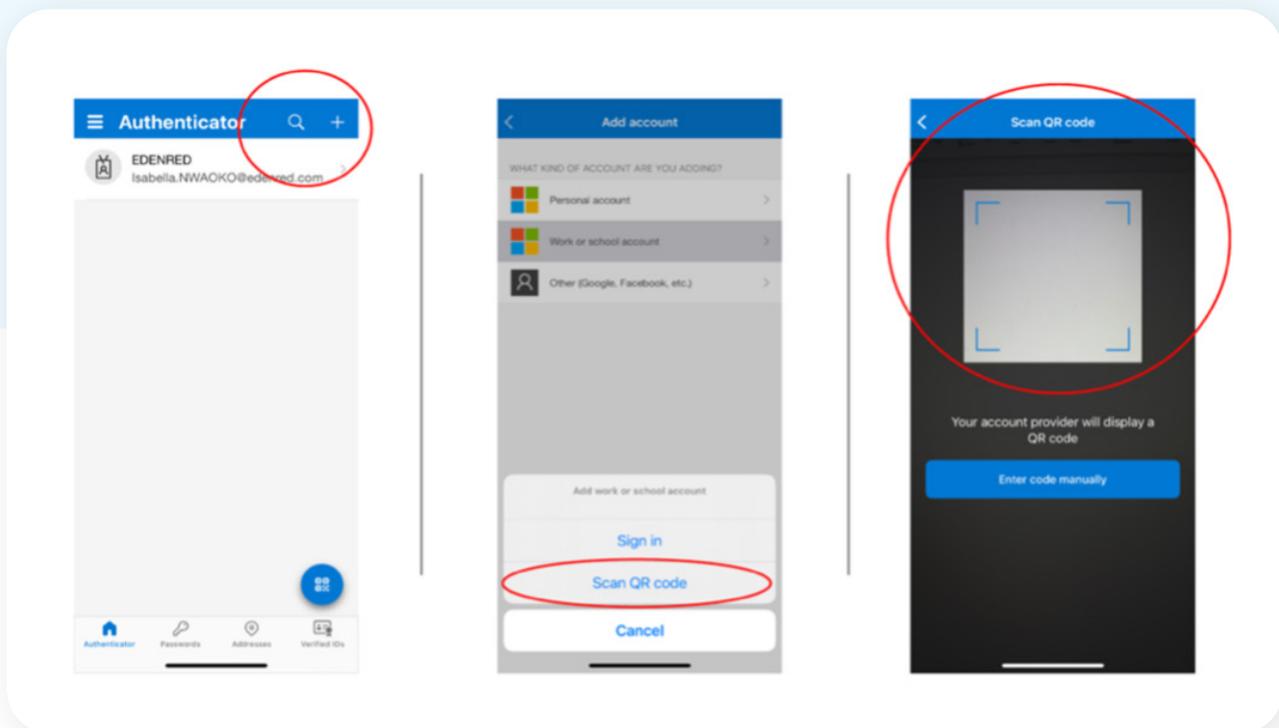
Code: *

Save

Or use another way of setting up Multi-factor authentication [here](#).

Step 4: Open the Authenticator App on Your Phone

- 1. Open Authenticator App on Your Phone. In the app click on the (+) sign:**
 - **Microsoft Authenticator:** Tap the **plus (+)** sign at the **top-right corner**.
 - **Google Authenticator:** Tap the **plus (+)** sign at the **bottom-right corner**.
 - **Authy:** Tap the **plus (+)** sign in the **middle** of the screen.
- 2. Select Account Type (Only applies for Microsoft Authenticator App).** If you're using **Microsoft Authenticator**, choose:
 - **"Work account" or "Business account"** when prompted.
 - **Google Authenticator** and **Authy will not** ask for account type.
- 3. Add Your Account - Choose one of the two options:**
 - **Scan QR Code** - Use your phone's camera to scan the QR code shown on your benefits platform.
 - **Enter Setup Key Manually** - Type in the **security code** shown on your benefits platform's multi-factor authentication setup page.



*The above image guide is based on Microsoft Authenticator – if you choose another app this might look slightly different but should follow the same principal.

Important:

The Authenticator App will open its own QR code scanner. Do not use your phone's regular camera app - it will not work. **You must scan the QR code from within the Authenticator App as shown in above Microsoft Authenticator screenshot.**

Step 5: Scan the QR Code Displayed on Your Computer

Using the in-app scanner, point your phone at the QR code shown on your scheme website.

Step 6: Enter the Code Shown in the App

The app will now show a 6-digit code. **Type this code into your scheme website and click “Save” to complete the setup.**

Scan QR CODE

Before scanning, make sure you have installed and opened an authenticator app on your smartphone.



25SGMNWQS2WEIX5U

Code: *

129857

Save

Or use another way of setting up Multi-factor authentication [here](#).



Your multi-factor authentication is now complete. From now on, you will receive a new code each time you are prompted to verify your login – once every 90 days on your chosen device.

Option 2:

SMS (Text message)

Use this option if you prefer to receive a code by text message (SMS) rather than via an Authenticator App.

Step 1: Click “Use Another Way”

On the **multi-factor authentication** setup screen, select the option to use a different method.

Set Up Your Authenticator App

An authenticator app allows you to securely generate one-time codes on your phone, eliminating the need for text message-based codes. You are welcome to choose any standards-compliant authenticator app, such as Microsoft Authenticator, Google Authenticator, or Authy, depending on your company policy or personal preferences.

Here is how to get started:

- **Download an authenticator app:** Choose and install an app like Microsoft Authenticator, Google Authenticator, or Authy on your smartphone.
- **Open your authenticator app and add your account:** In most apps, you can press the "+" or "Add Account" button.
- **Scan the QR code below:** Use your app to scan the QR code on this page.
- **Enter the 6-digit code:** The app will generate a 6-digit code. Enter the code provided by the app in the field on the next page to complete the setup.

Scan QR CODE

Before scanning, make sure you have installed and opened an authenticator app on your smartphone.



25SGMNWQS2WEIX5U

Code: *

Save

Or use another way of setting up Multi-factor authentication [here](#).

Step 2: Select SMS and Enter Your Phone number

Enter your phone number when prompted to receive the code by text.

Configure your SMS 2FA

Please select your country from the dropdown menu and write your phone number. Your privacy is important to us, and your information will be kept secure.

Phone number: *

[< Back](#)

Step 3: Enter the Code Sent to Your Phone

You will receive a 6-digit code via text message (SMS). Enter this code into your scheme website and click on “Verify”.

SMS multi-factor authentication verify

The confirmation code was sent to +359893863333
[Change the phone number](#)

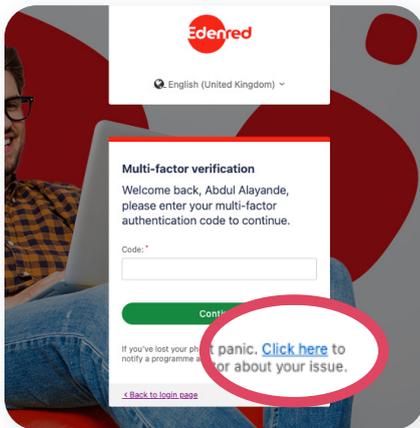
SMS code: *

[< Back](#)



Your multi-factor authentication setup is now complete. From now on, you will receive a new code each time you are prompted to verify your login - once every 90 days on your chosen device.

How to get support?



If you lose your phone or change your device and phone number, you can easily reset your multi-factor authentication verification.

Please refer to the screenshots below for guidance. Simply click on **“Click here”** to automatically send a reset request to your permission manager.

If you need help while signing in, simply click the **“Help”** on the bottom right, and then select the green **“Chat”** button - please refer to below screenshots for more guidance.

