

Multi-Factor Authentication (MFA) For Investors

What is MFA?

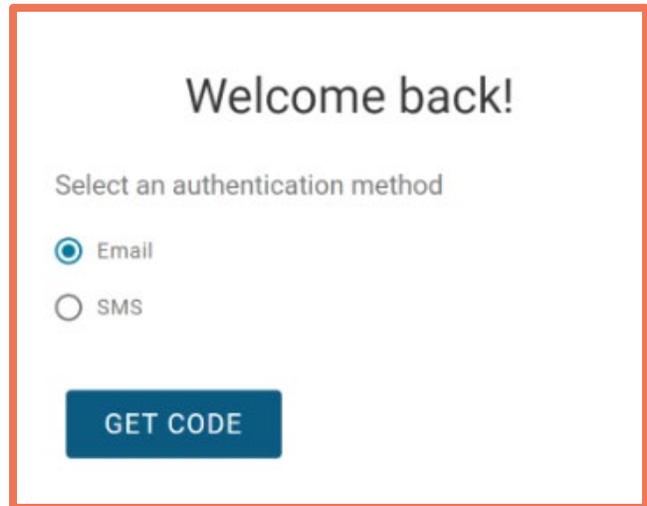
Multi-factor Authentication (MFA) is a two-step authentication process that supplies an additional layer of security to your account to prevent unauthorized access. If your Sponsor has enabled Multi-factor Authentication, you will be required to enter a single-use confirmation code to verify your identity each time you log into your Investor Portal.

How does MFA work?

If your Sponsor has elected to enable MFA, you will be prompted to enter an authentication code upon signing into your investor portal.

1. When you log in, you will be given a choice of either Email or SMS text message. Once selected, you will be sent a code to the communication method that you have chosen.

Please Note: If your sponsor has not enabled SMS Text Messaging as an authentication option, you will see only the Email option.

A screenshot of a web interface for Multi-Factor Authentication. The screen is titled "Welcome back!" and prompts the user to "Select an authentication method". There are two radio button options: "Email" (which is selected) and "SMS". Below the options is a blue button labeled "GET CODE".

Welcome back!

Select an authentication method

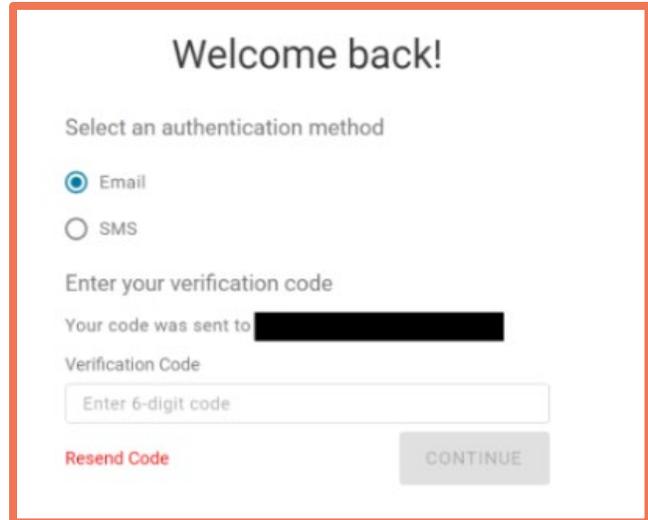
Email

SMS

GET CODE

2. Once you receive the code, you will need to copy this code into the login page to proceed into your investor portal.

Please Note: If you do not receive a code within a couple of minutes, you can choose to Resend Code at the bottom of this screen.

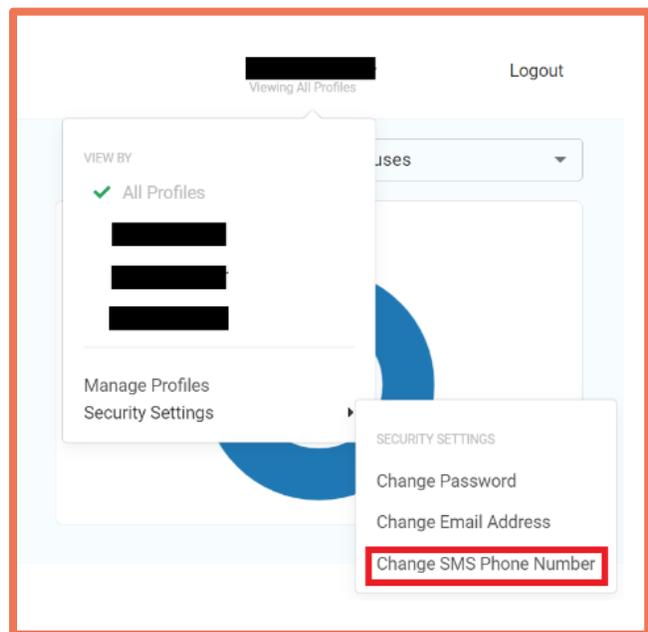


How does the SMS text messaging work?

To take advantage of SMS text messaging for MFA, you will first need to add your SMS phone number in your Security Settings. To do this, you will need to select the Email option the first time you log in using MFA. Once you've logged in successfully using the Email method, you will be able to follow the steps below:

1. Select your name at the top right
2. Select "Security Settings"
3. Choose "Change SMS Phone Number"

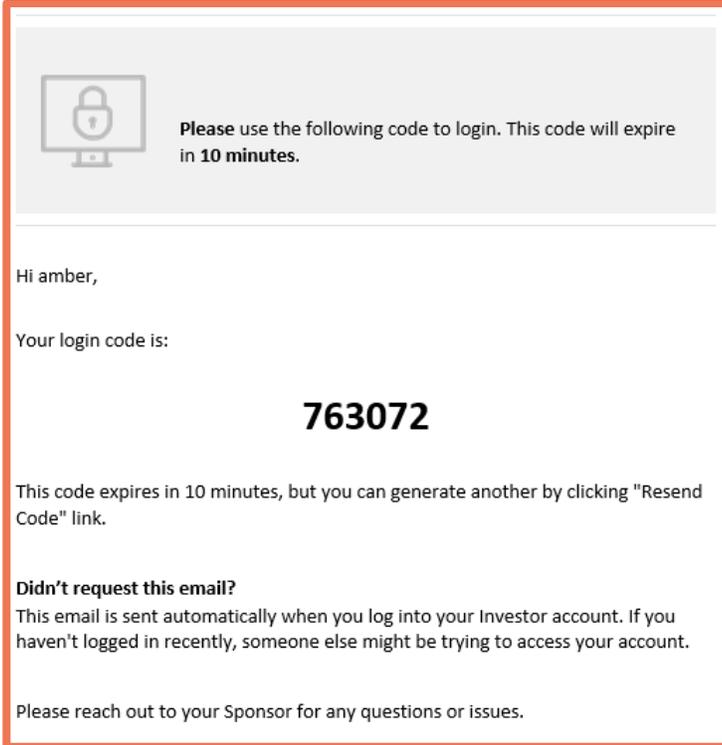
Please Note: Adding a number for SMS Text Message does not allow your Sponsor to have access to that phone number. It is only stored for MFA purposes.



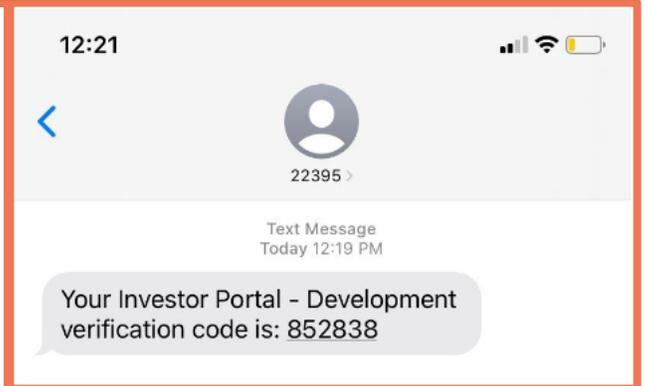
What does the code notification look like?

Examples of each notification are below:

Email



SMS



How long is the code good for?

Each code either email, or SMS text message, will be valid for 10 Minutes. Once 10 minutes has passed, the code will expire, requiring you to resend a new code. This can be done from the same page where you enter the code.

What if I need to update my email address?

Once you're logged in to the portal, you will be able to update your email address as you normally would through Security Settings. This will allow the code to be sent to the new email address that you have selected.

Please Note: Updating your email address also updates your login used for signing into the Investor Portal.

