



# ONE-TIME PIN AUTHENTICATION

Randall + Hurley Multi-Factor Authentication

In order to increase your security, we are deploying a Multi-Factor Authentication system. This will require a One-Time Pin (OTP) in order for you to log into your account. An OTP code is a code that is valid for only one login session. These codes are less vulnerable to fraud due to their single use nature. Please verify that your personal information is up to date. You must have a valid mobile number and/or email address on file in order to receive your OTP.

## FIRST LOGIN

When you login for the first time, you will select which device will receive the OTP. If you have:

### Multiple Contact Points Listed

- Select the phone or email address to receive an OTP
- This selection will be the default unless later changed

### One Contact Point Listed

- An OTP will automatically be sent to the single option

### No Contact Point Listed

- Contact your HR department to update your personal information

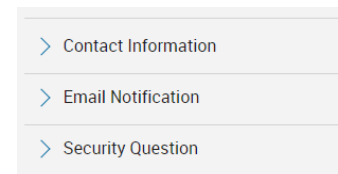
If you choose the option to “Remember This Device”, you will not be prompted to enter an OTP to login on the same device. This setting will be saved for 30 days. However, if you make changes to certain personal information, beneficiary information, or request any disbursements, an OTP will be required.

## WHAT YOU NEED TO DO

- Log on to your account
  - If username or password are the default, we recommend updating it
- Ensure proper contact points by reviewing the information listed in the *Your Profile* section.

## ACCESSING YOUR PROFILE

- Click on the gear (⚙️) in the top right menu.
- Select *Your Profile* link to edit account information:



Contact us at 1-877-895-5146 if you need assistance updating your profile.