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PLAN NEWS

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# Two-Factor Authentication to be Rolled Out for *my-benefits*®

Two-factor authentication (2FA) is widely recognized as the best way to secure online accounts. To improve the security of your plan information, **2FA will be mandatory on all *my-benefits* accounts**, including Plan Administrators and employees, effective June 7, 2022. When users access my-benefits, they will see a pop-up message directing them to sign up.

With 2FA, a six-digit number is sent to verify the user's identity. We will be supporting three different ways to get those codes:

- Smartphone apps, like Google Authenticator (preferred option)
- Text
- Email

*my-benefits* will remember the user's identity and will not ask them to confirm again for six months. If they use a different device or browser to access the account, they'll be asked to confirm their identity again. For example, if they verified their identity with two-factor authentication on a computer at work using Chrome, and later attempt to enter *my-benefits* through their home computer or at work through Firefox, they will then be asked to verify again.

Each user's *my-benefits* account can register up to three contact options for receiving the six-digit codes.

**Each person using *my-benefits* as a Plan Administrator should have their own account** so they can use their own email and phone for verification. Please refer to Plan News 28-4 for instructions on how to add a Plan Administrator.

If you have any questions or need assistance creating accounts for additional Plan Administrators, please contact your advisor or our customer service line.