

Introduction of Two-Factor Authentication in TheAssetAdvantage™.

From 23rd Oct 2023, Equigroup will be introducing two-factor authentication for all user logins to TheAssetAdvantage™.

Two-factor authentication is an extra layer of security that is applied to account logins to provide additional protection around data and user profiles. Instead of entering a username and password only to log in, under two-factor authentication, users will also need to enter an additional security code. This security code is generated by an authentication app installed on the users' mobile device.

All users will be required to install an authentication app on their mobile device to enable two-factor authentication. Apps can be any Time-based One Time Password (TOTP) Authentication App, including: Google Authenticator, Microsoft Authenticator, Authy, etc.

On initial enablement of two-factor authentication in TheAssetAdvantage™, users will also be provided with a recovery code. This code can be used if users lose access to their authentication app, e.g., lost or replacement phone, and can only be used once to login to your account. It is important to save your recovery code in a safe place, however please contact Equigroup support should you have any issues with locating, or do not store it.

Please see below instructions for the enablement of two-factor authentication:

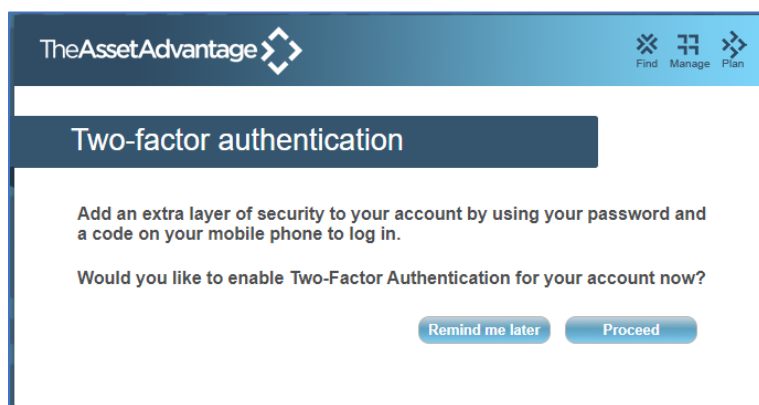
1. Enabling Two-Factor Authentication via Login Page
2. Enabling Two-Factor Authentication via User Settings
3. Locating your Recovery Code & Account Recovery
4. Disabling Two-Factor Authentication

NOTE: Two-factor authentication is not yet mandatory and can be set up a later point in time by the user by selecting the "Remind me Later" function. However, please be aware that 'Remind me Later' functionality will be disabled and mandatory set up of two-factor authentication will be required by the end of January 2024. If you have any questions about this process, please contact customer.solutions@equigroup.com .

1. Enabling Two-Factor Authentication via Login Page (from 23rd Oct 2023):

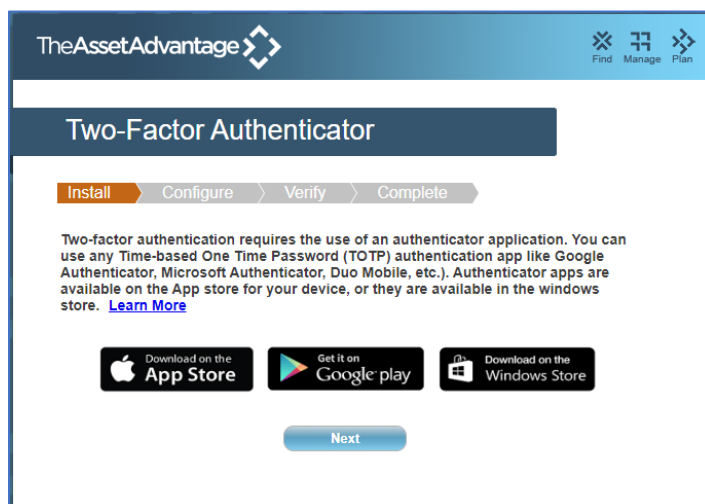
1. On the login page of TheAssetAdvantage™, users will be notified of the two-factor authentication security implementation. Users can ignore this setup by clicking on Remind me later or to proceed with two-factor authentication setup by clicking on Proceed.

NOTE: If users select Remind me later, a reminder message will not be shown for the next 30 days. Users can setup two-factor authentication within this time via your user settings directly but will not be promoted by the main login page.



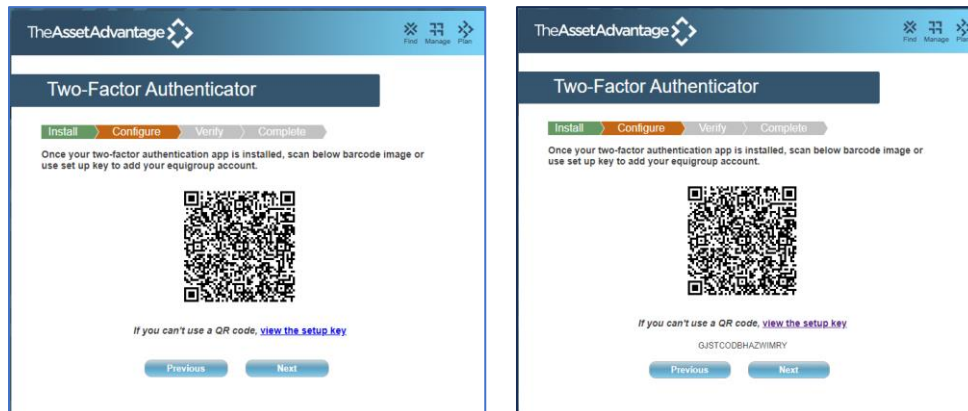
2. Download a TOTP Authentication App (see above) to your mobile device. To do this, users can login to their personal app store and search for TOTP. Users can install an authenticator of their choice.

Prompts to respective app stores (Apple, Google, Windows, etc.) will be provided at the Install stage.



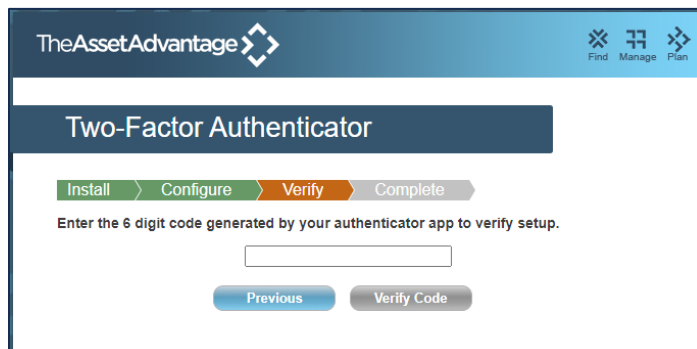
3. Once the app has been successfully installed, click on the Next button in TheAssetAdvantage™.

4. Scan the QR code through the two-factor app on your mobile device. If you cannot scan a QR code, click on the view the setup key link and enter the Secret Key manually on the app.

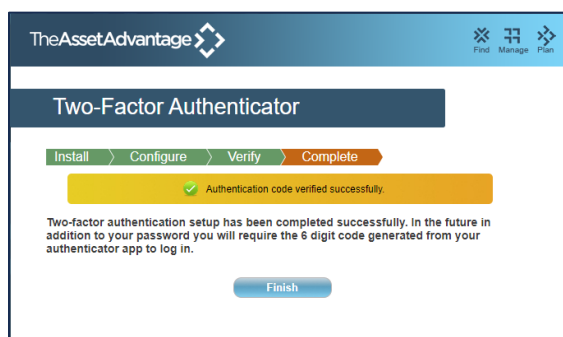


5. Click on the Next button in TheAssetAdvantage™.

6. Enter the 6-digit code from your TOTP app in the box.



7. Click on the Verify Code button in TheAssetAdvantage™. A success verification will be displayed once the verification has been completed.

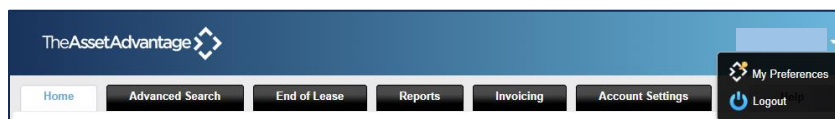


8. Click on Finish in TheAssetAdvantage™. This will ensure that the Two-factor authentication is enabled on your account.

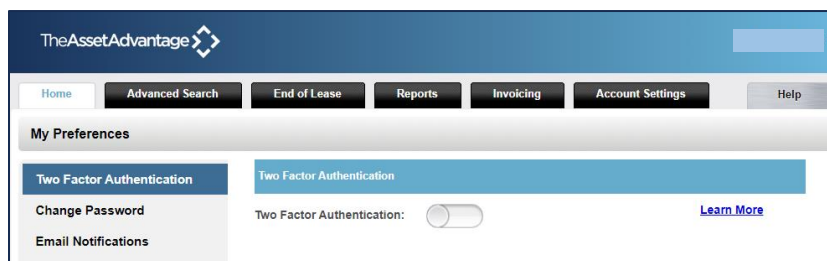
2. Enabling Two-Factor Authentication via User Settings (from 23rd Oct 2023):

If users choose to ignore setup prompts at the TheAssetAdvantage™ login, two-factor authentication can still be setup via the user settings on standard login.

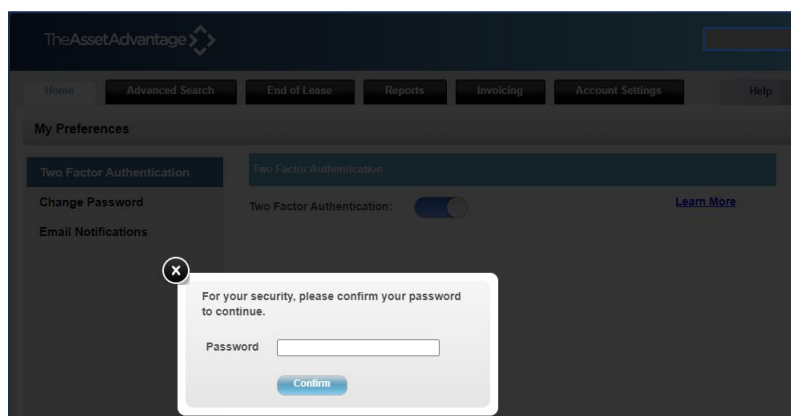
1. Log in to your TheAssetAdvantage™ account online.
2. In the top right corner of the page click the arrow next to your username.
3. Click My Preference.



4. Click Two Factor Authentication and enable the Two Factor Authentication toggle.



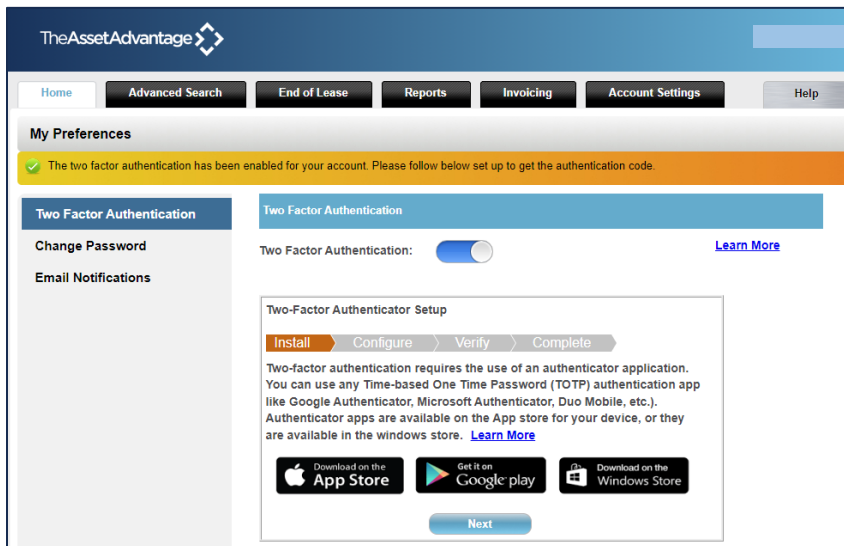
5. On enabling, users will be requested to enter their current TheAssetAdvantage™ password to proceed with the change.



6. Once entered, clicking on Confirm will enable two-factor authentication on your account and users will be displayed the steps for setup.

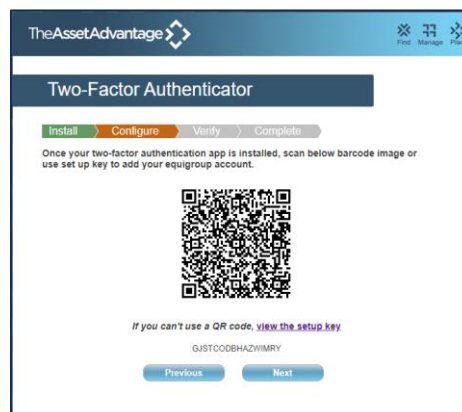
7. Download a TOTP Authentication App (see above) to your mobile device. To do this, users can login to their personal app store and search for TOTP. Users can install an authenticator of their choice.

Prompts to respective app stores (Apple, Google, Windows, etc.) will be provided at the Install stage.



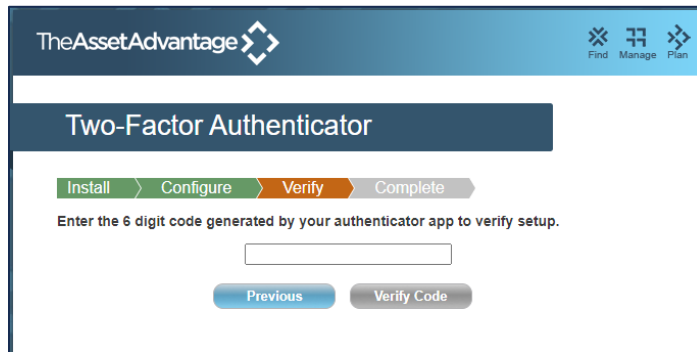
8. Once the app has been successfully installed, click on the “Next” button.

9. Scan the QR code through the two-factor app. If you cannot scan a QR code, click on the “View the setup key” link and enter the Secret Key manually on the app.

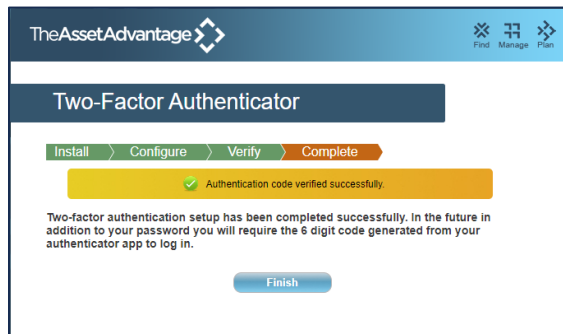


10. Click on the Next button in TheAssetAdvantage™.

11. Enter the 6-digit code from your TOTP app in the box.



12. Click on the Verify Code button in TheAssetAdvantage™. A success verification will be displayed once the verification has been completed.



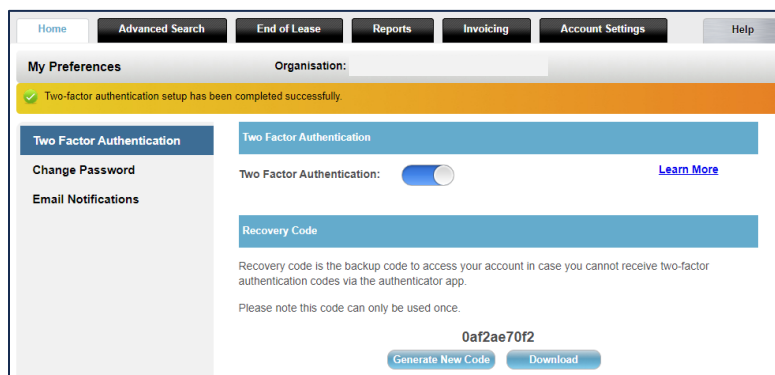
13. Click on Finish in TheAssetAdvantage™. This will ensure that the Two-factor authentication is enabled on your account.

3. Locating Recovery Code & Account Recovery

Recovery codes can be used to log into your account should users lose access to their personal two-factor authentication application. This recovery code will be provided to all users at initial set up of two-factor authentication.

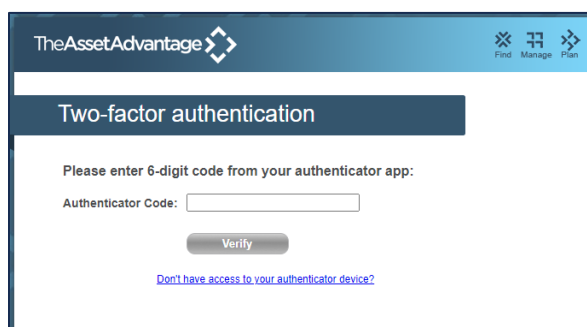
Your individual recovery code will always be displayed under your Two Factor Authentication section in My Preferences.

Please keep this code in a safe place on, as recovery codes can only be used once.

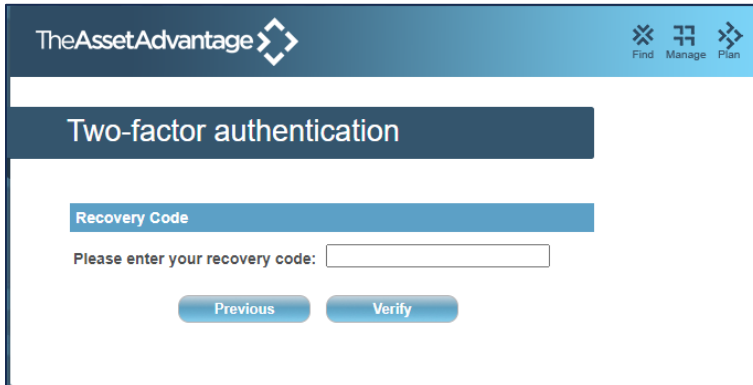


If you have lost access to your authentication app (for example, if you lose or replace your phone) this individual recovery code can be used to log into your account at next login.

1. Click on the link Don't have access to your authenticator device? on the TheAssetAdvantage™ login page.



2. Enter the recovery code in the box displayed and click Verify.



The screenshot shows a web interface for 'TheAssetAdvantage'. At the top left is the logo, and at the top right are three icons labeled 'Find', 'Manage', and 'Plan'. Below the header is a dark blue bar with the text 'Two-factor authentication'. Underneath is a light blue bar with the text 'Recovery Code'. The main content area contains the text 'Please enter your recovery code:' followed by a text input field. At the bottom of the form are two buttons: 'Previous' and 'Verify'.

3. Once verified, the user will be directed to the two-factor authentication setup screen under My Preferences.

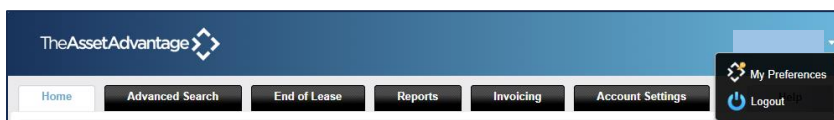
NOTE: In the event a recovery code is used, two-factor authentication on your account is automatically disabled and will need to be set up again per instructions above.

If you have also lost access to the recovery code we provided during the setup process, please contact the equigroup support team.

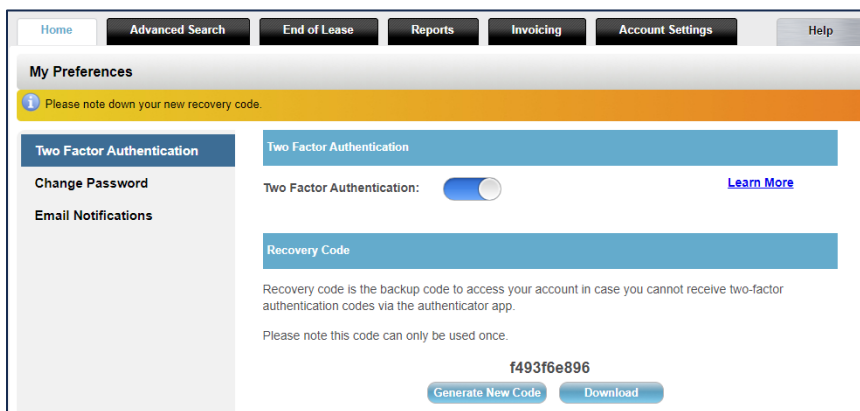
4. Disabling Two-Factor Authentication

To disable two-factor authentication on your account, see below instructions. Users will have the ability to switch off Two-Factor Authentication only in the period of non-mandatory roll out of Two-Factor Authentication.

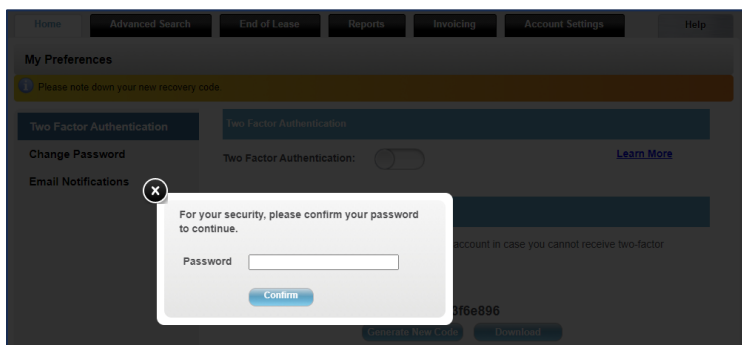
1. Log in to your TheAssetAdvantage™ account online.
2. In the top right corner of the page click the arrow next to your username.
3. Click My Preferences.



4. Click Two Factor Authentication and disable the Two Factor Authentication toggle.



5. On disabling, users will be requested to enter their current TheAssetAdvantage™ password to proceed with the change.



6. Clicking on Confirm will disable two-factor authentication for the account.

Two Factor Authentication (2FA) FAQ:

What is 2FA?

Two factor authentication (2FA) is one of the most effective ways to protect your information and account against unauthorised access. 2FA is a cyber security measure that requires users to provide 2 proofs of identity to grant access to an account or application. Usually this is a password and a one-time code generated by an authentication app or sent to your email address. You may be already using 2FA, for example when you receive an authentication code by SMS text message or by email after entering your password to log into an on-line account. equigroup 2FA will be similar.

Why is 2FA being implemented on TheAssetAdvantage™?

2FA is one of the best ways to protect against someone accessing your account by adding an extra layer of protection. 2FA helps make your information more secure. Taking the extra step beyond just a password improves protection of your entities' information from potential hackers.

When will 2FA be implemented on TheAssetAdvantage™?

2FA will be applicable from Monday 23rd Oct 2023.

Where can I get help with the authentication app I chose to use?

- Microsoft Authenticator: <https://www.microsoft.com/en-us/security/mobile-authenticator-app>
- Google Authenticator: <https://support.google.com/accounts/answer/1066447?hl=en&co=GENIE.Platform%3DAndroid&oco=0>

Which email address should I use for 2FA? Can I use a share one?

If you register to use 2FA through an email, your email address registered in you're TheAssetAdvantage™ user profile will be used to send the one-time code to you when you log on. You must use an email address only you have access to. You should not use a shared email address (e.g. admin@company.com.au or customerservice@company.com.au)

I can't find the code sent to my email address.

If you chose email as our 2FA method, the first time you receive a one-time code to your TheAssetAdvantage™ registered email address, it is possible the email will go to your junk/spam folder. Check this folder if you don't see the email within a few minutes. It is also a good idea to add the email address the one-time code comes from (**DoNotReply@equigroup.com**) to your email contacts so that the address is recognised by your email application.

After registering for 2FA, do I have to use the one-time code every time I sign on to TheAssetAdvantage™?

Yes. Once you have registered for 2FA on TheAssetAdvantage™ you will need to use 2FA to sign on. This means to sign on to TheAssetAdvantage™ you will need:

- Your TheAssetAdvantage™ username
- Your TheAssetAdvantage™ password
- The system generated one-time code (received via your chosen 2FA method).

Need 2FA support?

We are here to help. Contact us by:

- email: customer.solutions@equigroup.com
- phone: +61 2 9409 8200