



Financial  
West  
Group

September 1, 2009

Effective September 14, 2009, National Financial Services will be deploying a Multifactor Authentication (Secure Questions at Log-in) for myStreetscape. The purpose for this is to add a secondary authentication procedure that may require you to answer a challenge question. Examples of login activities that could warrant a challenge include, logging in from a different computer, using a different browser or logging in at a different time, etc.

You will be presented with an enrollment page during the login process. You will be required to select three challenge questions during the enrollment. During subsequent log-ins, should the system determine it necessary, you will be asked to answer one of the challenge questions to be allowed system access.

You will be allowed to by pass the enrollment one time only. If you by passed the enrollment, you will be forced to enroll in the challenge questions upon the next login.

If you fail to answer the three questions correctly, you will be denied access to the site and will require a PIN reset. Please contact your FWG Investment Representative to have your PIN reset.

Please review the following pages for more detailed information.

# Multifactor (Strong) Authentication Screenshots

## Help Us Protect Your Login Experience

Your security is our priority. To further safeguard your login experience, we are requiring all customers to create security questions/answers.

### How it Works

- You add security questions and answers to enhance the security of the login experience.
- We may prompt you with one of these questions if unusual login behavior is detected.

### What You Need to Do

- Choose three security questions and create answers known only to you.

**i** Note that if you prefer not to add your security questions at this time, you'll be required to do so the next time you log in.

< Skip Questions for Now

Add Security Questions >

All links open in a new window.

#### About Security Questions

- [Why is my online experience changing?](#)

## Help Us Protect Your Login Experience

Your security is our priority. To further safeguard your login experience, we are requiring all customers to create security questions/answers.

### How it Works

- You will add security questions and answers to enhance the security of the login experience.
- We may prompt you with one of these questions if unusual login behavior is detected.

### What You Need to Do

- Choose three security questions and create answers known only to you.

**i** You will be unable to login until you create security questions/answers.

Add Security Questions

All links open in a new window.

#### About Security Questions

- [Why is my online experience changing?](#)

#### About Security Questions

##### Why is my online experience changing?

In order to enhance the security of your login experience, we are introducing this security enhancement. Unusual login activity, such as an attempt to log in from a computer you typically don't use, may prompt you with questions that only you know the answers to.

 Close Window

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513550.1.0

# Multifactor (Strong) Authentication Screenshots

The screenshot shows a web page with the following content:

- Help Us Protect Your Login Experience**  
Your security is our priority. To further safeguard your login experience, we are requiring all customers to create security questions/answers.
- How it Works**
  - You add security questions and answers to enhance the security of the login experience.
  - We may prompt you with one of these questions...
- What You Need to Do**
  - Choose three security questions and create answers.
- Navigation:** < Skip Questions for Now
- Right-hand sidebar:**
  - All links open in a new window.
  - About Security Questions
    - Why is my online experience changing?

**Modal Dialog Box:**

- Skip Questions for Now**
- You have chosen to postpone adding your security questions.
- Info icon:** You'll be required to add your security questions the next time you log in.
- Continue** button
- Warning icon:** Cancel and return to add your security questions.

# Multifactor (Strong) Authentication Screenshots

## **Mandatory Enrollment**

### Help Us Protect Your Login Experience

Your security is our priority. To further safeguard your login experience, we are requiring all customers to create security questions/answers.

#### How it Works

- You will add security questions and answers to enhance the security of the login experience.
- We may prompt you with one of these questions if unusual login behavior is detected.

#### What You Need to Do

- Choose three security questions and create answers known only to you.

**i** You will be unable to login until you create your security questions and answers.

Add Security Questions >

All links open in a new window.

#### About Security Questions

- [Why is my online experience changing?](#)

# Multifactor (Strong) Authentication Screenshots

## Add Your Security Questions & Answers

### Security Guidelines

- Answers must be between 3 and 31 characters
- Answers can contain both letters and numbers
- Special characters, such as & and (), are not allowed
- Answers are not case sensitive
- Choose questions with clear answers that you can easily remember

### Add Security Questions & Create Your Answers

These may be used to further verify your identity during log in.

All fields are required.

Question:

Answer:

Repeat Answer:

Question:

Answer:

Repeat Answer:

Question:

Answer:

Repeat Answer:

Do you frequently use this computer to access this web site?


Yes

No

Note: if you are using a public computer, you should always select No.

Submit >

**Confirmation: Your security questions are now in place.**

 Congratulations! Your login experience has been updated with enhanced security.

To make any changes to your security questions and answers, go to User Options.

Next >

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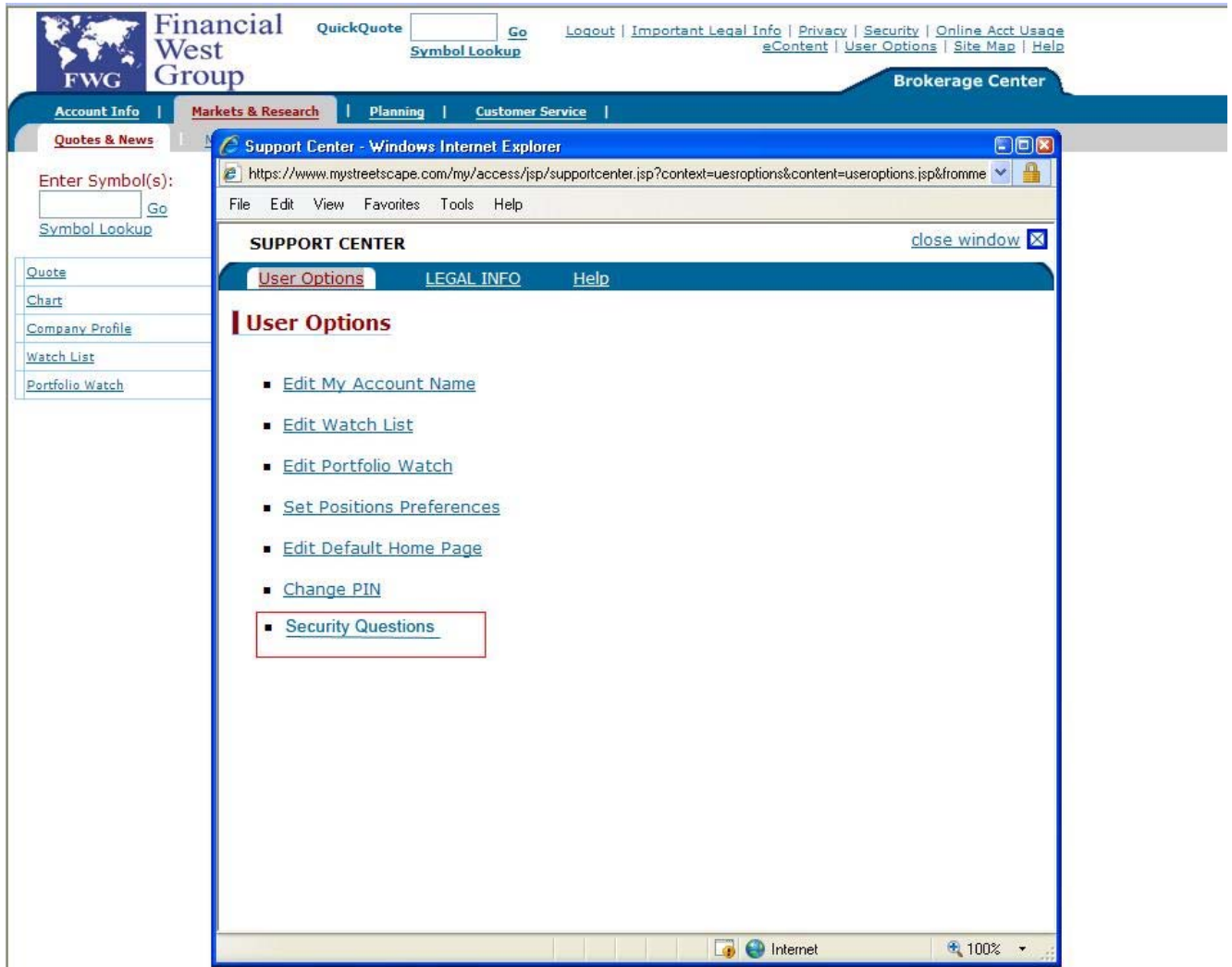
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# Multifactor (Strong) Authentication Screenshots

## Enrollment in Session



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# Multifactor (Strong) Authentication Screenshots

SUPPORT

User Options

Help

Contact Us

Terms of Use

[User Options](#) > Security Questions

## Add Your Security Questions & Answers

### Security Guidelines

- Answers must be between 3 and 31 characters
- Answers can contain both letters and numbers
- Special characters, such as & and 0, are not allowed
- Answers are not case sensitive
- Choose questions with clear answers that you can easily remember

### Add Security Questions & Create Your Answers

These may be used to further verify your identity during log in.

All fields are required.

Question:

Answer:

Repeat Answer:

Question:

Answer:

Repeat Answer:

Question:

Answer:

Repeat Answer:

Re-enter PIN\*

This is the same PIN you use to log into this web site.

### Do you frequently use this computer to access this web site?

- Yes  
 No

Note: if you are using a public computer, you should always select No.

Submit >

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# Multifactor (Strong) Authentication Screenshots

## Update Security Questions

SUPPORT [close window](#) 

[User Options](#) | [Help](#) | [Contact Us](#) | [Terms of Use](#)

[User Options](#) > Security Questions

### Update Your Security Questions & Answers

Here are the questions you've chosen to help enhance the security of your login experience. You can change the answer to an existing question, or select a new question from the list provided.

**Security Guidelines**

- Answers must be between 3 and 31 characters
- Answers can contain both letters and numbers
- Special characters, such as & and 0, are not allowed
- Answers are not case sensitive
- Choose questions with clear answers that you can easily remember

---

**Your Security Questions**

\* indicates required field

Question:

Answer:

Question:

Answer:

Question:

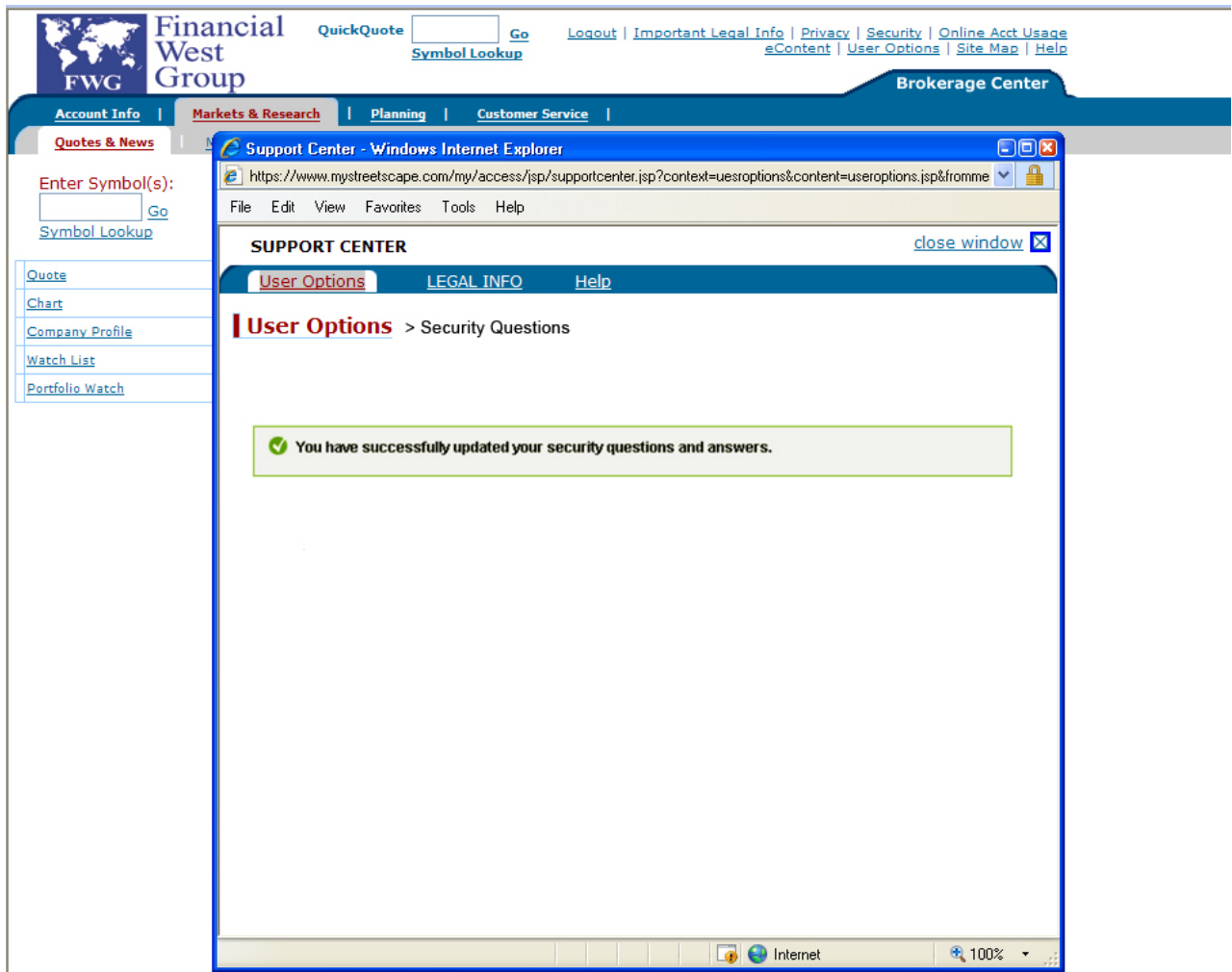
Answer:

Re-enter PIN\*

This is the same PIN you use to log into this web site.

Submit >

## Multifactor (Strong) Authentication Screenshots



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# Multifactor (Strong) Authentication Screenshots

## Challenge Question

### We're Unable to Verify Your Identity

We do not recognize the computer you are using. Please help us to verify your identity by answering a security question.

Question **What is the name of your first pet?**

Answer

---

Do you frequently use this computer to access this web site?

Yes

No

Note: if you are using a public computer, you should always select No.

Continue

## Challenge Failure

### We're Unable to Verify Your Identity

**❗ Error: Your Login Has Been Locked**

Due to repeated failed attempts to log in, your PIN has been blocked.  
Please call your representative to have your PIN reset.

[Return](#)