

MULTI-FACTOR AUTHENTICATION

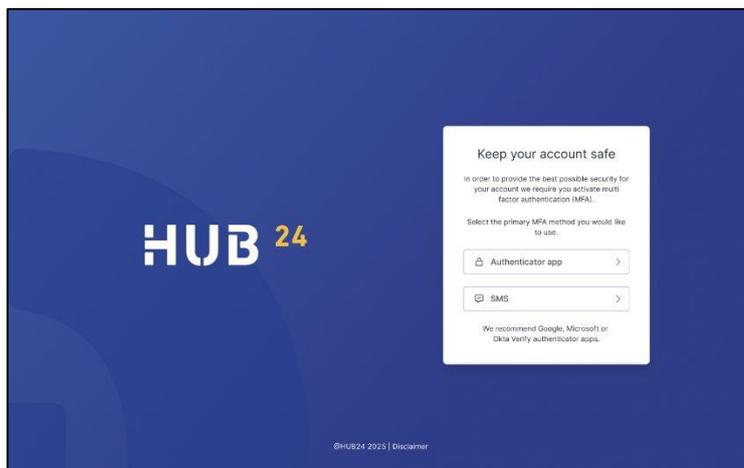
How to set up the different multi-factor authentication (MFA) options

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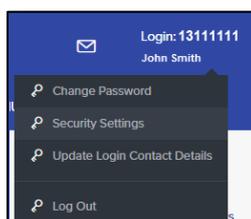
1. Log in to your account.

Note: A new URL (auth.hub24.com.au) is now in use. Any users attempting to access the existing URL (my.hub24.com.au) will be automatically redirected to the new URL.

2. You will be prompted to choose from 'Authenticator App' or 'SMS'.



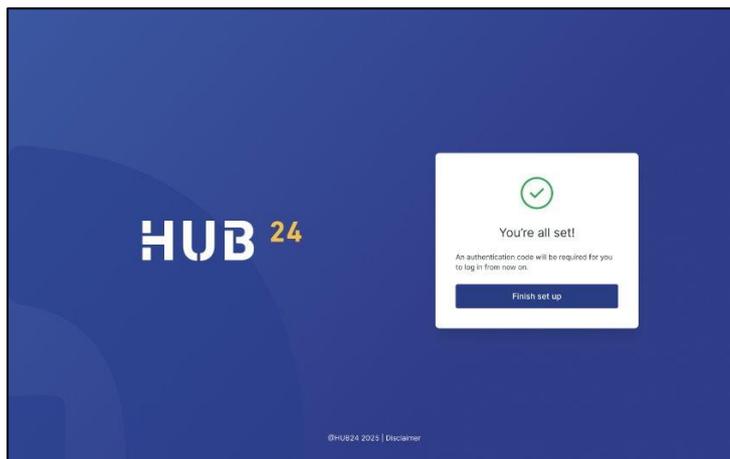
Note: MFA will be progressively required on all HUB24 accounts over the coming months. If your account is not yet automatically prompting you to setup MFA and you would like to enable it, you can do this by logging in, click on your login ID at the top right of the screen and select 'Security Settings'. You will then be able to register for MFA from this page.



Authenticator App

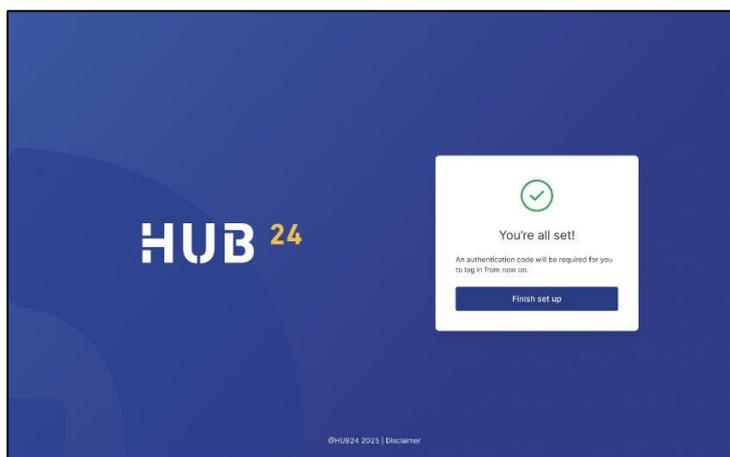
1. From your mobile device, open the Google Play Store or the Apple App Store app.
2. Download a free app like Google Authenticator or Microsoft Authenticator.

3. Scan the QR code in AdvisorHUB to link your account. The app generates a unique code every 30 seconds for login.
 - a. If you are unable to complete set up using the QR Code, enter the manual key provided on screen directly into the app.
4. Upon completion, you will be provided with a six-digit code in your chosen authenticator app.
5. Enter this code on the login page to verify your identity.
6. You will be shown a confirmation message once the setup has been successfully completed.



SMS

1. You will be prompted to enter your mobile number (Note that we are only able to support Australian-based mobiles, not international).
2. Once entered, the 6-digit code will be sent to the mobile number.
3. You will be shown a confirmation message once the setup has been successfully completed.



Tips for Using MFA

1. Use a trusted device for MFA setup and logins.
2. Keep your authenticator app or phone secure.
3. Contact the HUB24 Admin team immediately if you lose access to your MFA method or device.
4. For more information and MFA tips, please visit <https://www.hub24.com.au/cyber-security-measures-on-hub24/>

Need Help? If you have questions or need assistance, contact the HUB24 Client Services team at admin@hub24.com.au or call 1300 854 994.