

# UPPING YOUR ONLINE SECURITY

Like many banks and financial institutions, Active Super uses multi-factor authentication (MFA) to help keep your account secure, by providing another layer of protection whenever you log into Member Online.

## Your MFA options

You get to choose the MFA option you prefer when you register for Member Online. The options are:

- **SMS Authentication:** Sends a onetime passcode to your mobile phone
- **Voice call:** Allows you to authenticate over the phone by following voice instructions
- **Google Authenticator:** Sends a onetime passcode to the Google Authenticator app
- **OKTA Verify:** Sends a push notification to the OKTA app.

If you want to change your MFA preferences at a later date, you'll need to go to your Member Online settings, remove the existing MFA you have in place and select a new one.

## Going overseas?

Most people are used to the authenticating by SMS or voice call. But if you're heading overseas and won't have your mobile on international roaming to receive the passcode via text message or voice call, Google Authenticator and OKTA Verify may suit you better. Below you'll find our step-by-step guide that shows you how to set them up.

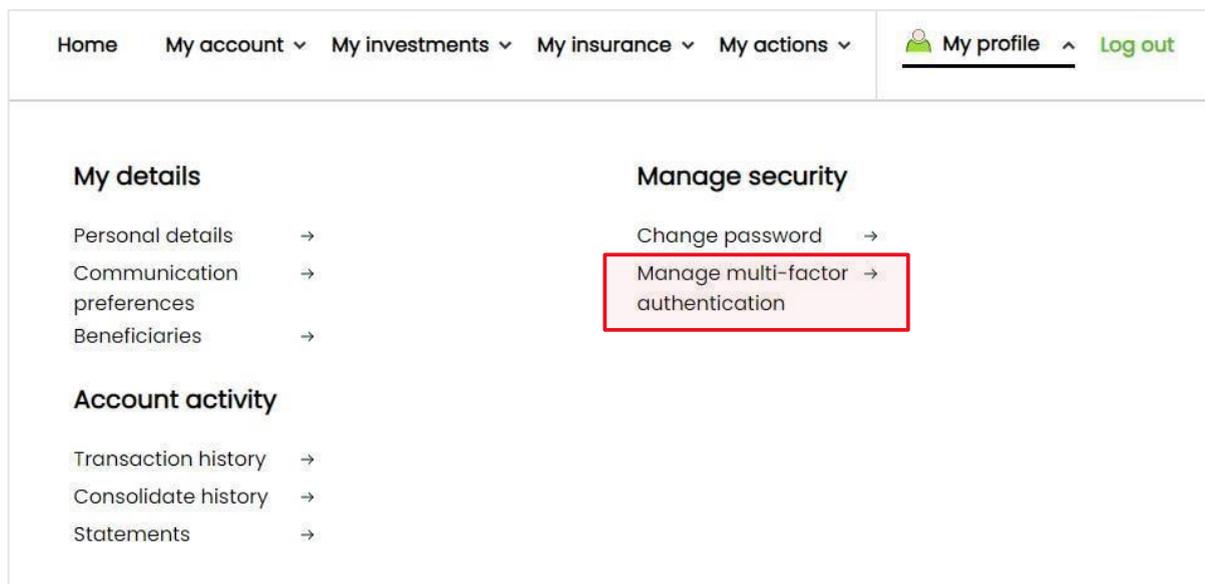
## We're here to help

If you have any questions, our virtual assistant 'Ace' is available 24/7 from your mobile at [activesuper.com.au](https://activesuper.com.au) and may be able to help. Alternatively, feel free to email us at [hello@activesuper.com.au](mailto:hello@activesuper.com.au) or you can chat to our friendly Member Care team via the webchat window on the website or call us on us on **1300 547 873**, weekdays between 8.30am and 6.00pm.

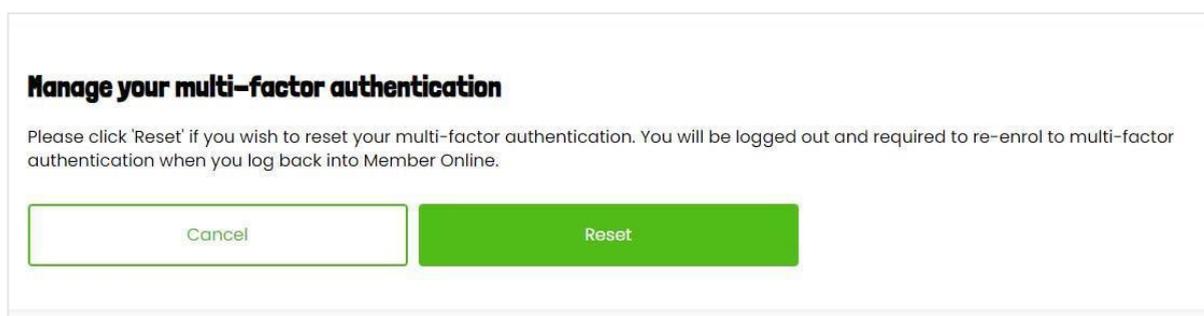
# 1. How to set up Google Authenticator

**Step 1:** Log into your Member Online account on a laptop or desktop. Please note, you can't change your MFA preferences using the app.

**Step 2:** Under 'My profile', click 'Manage multi-factor authentication' under the 'Manage security' navigation area.



**Step 3:** Here, you'll be asked to log out of Member Online to reset your method of receiving your onetime passcode. When prompted, click 'reset'.



**Step 4:** Next, you'll be asked to confirm if you'd like to reset your MFA. Click 'confirm' to continue.

## Are you sure you want to reset your multi-factor authentication (MFA)?

Once you reset your multi-factor authentication, you will be logged out and required to re-enrol to multi-factor authentication when you log back into Member Online.

Cancel

Confirm

**Step 5:** Once you've been logged out of Member Online, you'll be prompted to choose which MFA method you would like to set up. Choose 'Google Authenticator'.

### Set up multifactor authentication

We require multifactor authentication to add an additional layer of security when signing in to your account.



#### Google Authenticator

Enter single-use code from the mobile app

Set up



#### SMS Authentication

Enter a single-use code sent to your mobile phone.

Set up



#### Voice Call Authentication

Use a phone to authenticate by following voice instructions.

Set up

**Step 6:** Next, select your mobile device type and you'll be asked to download the Google Authenticator app from the Apple App Store or Google Play.



### Set up Google Authenticator

Select your device type

iPhone

Android

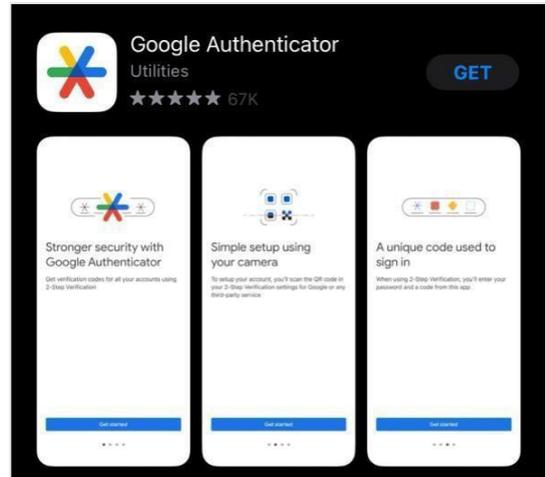


Download Google Authenticator from the App Store onto your mobile device.

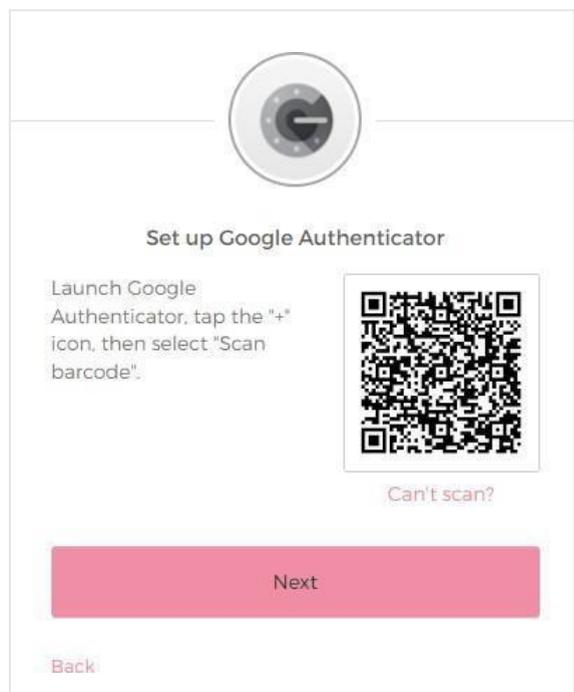
Next

Back

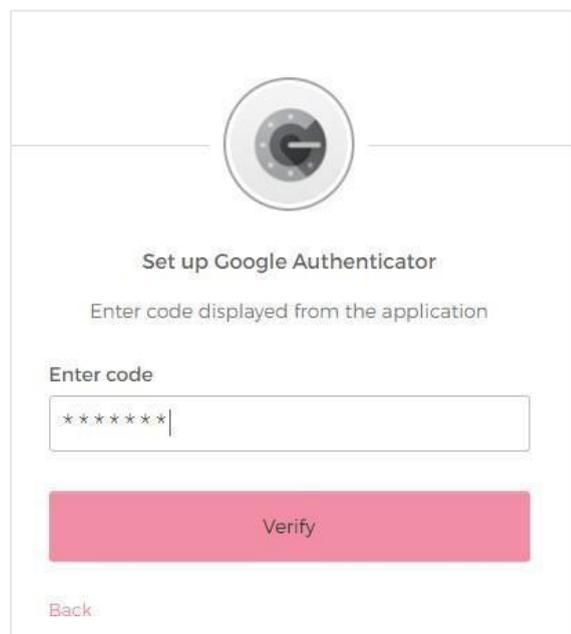
**Step 7:** Download the app on your mobile device. Here's what it looks like:



**Step 8:** The next step is to synch Google Authenticator to Member Online. Open the Google Authenticator app on your mobile. Tap the option to 'Scan a QR code' and hover it over the QR code on the Member Online screen.



**Step 9:** Enter the six-digit code onto the next screen on Member Online. Important: Never share your onetime passcodes with anyone!

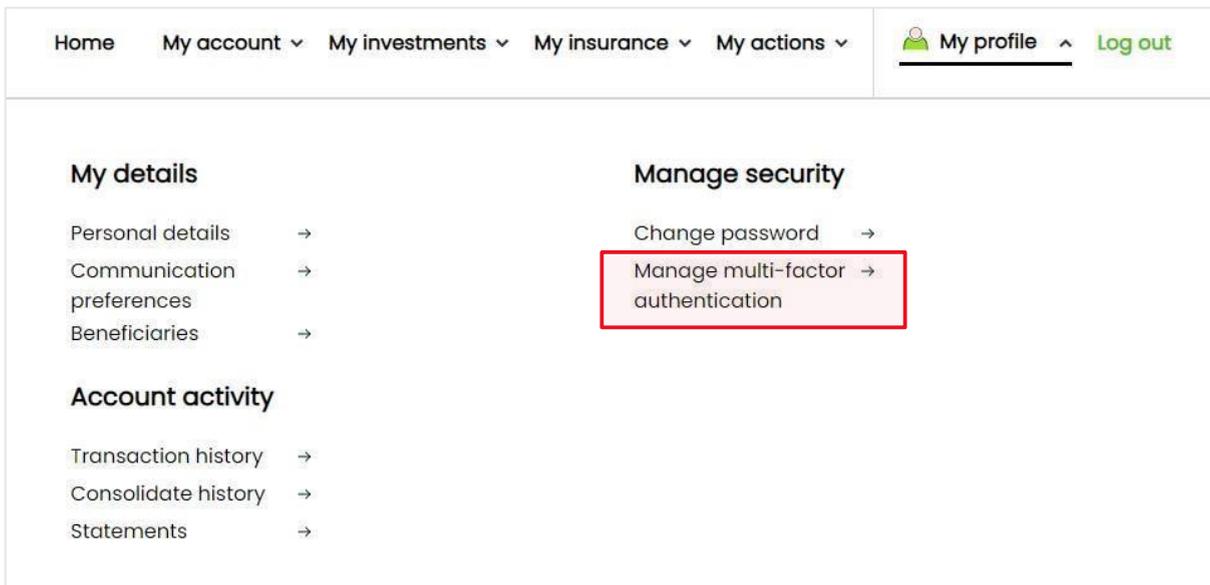


**Step 10:** You're all set! From now on, when you log into Member Online on your desktop or app, you'll need to open Google Authenticator and enter the onetime passcode. If you'd like to skip this step when logging into the app, you can go to Profile > App settings > Manage PIN, Fingerprint/Face ID and set up your access through fingerprint or face recognition.

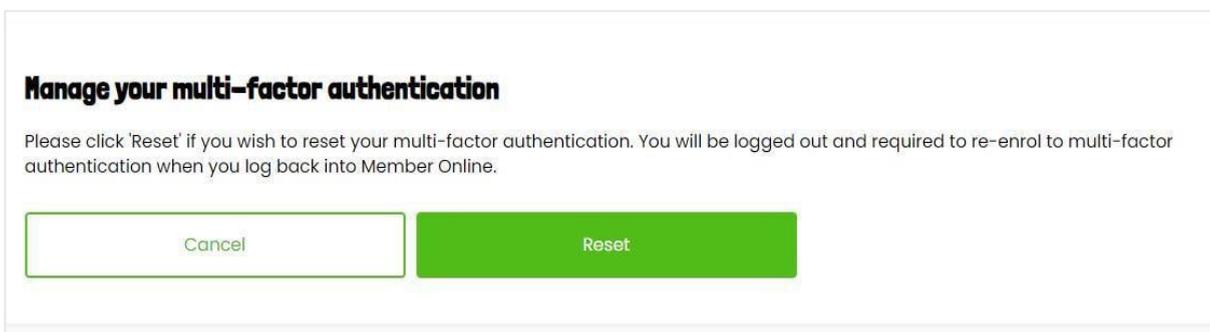
## 2. How to set up OKTA Verify

**Step 1:** Log into your Member Online account on a laptop or desktop. Please note, you can't change your MFA preferences using the app.

**Step 2:** Under 'My profile', click 'Manage multi-factor authentication' under the 'Manage security' navigation area.



**Step 3:** Here, you'll be asked to log out of Member Online to reset your method of receiving your onetime passcode. When prompted, click 'reset'.



**Step 4:** Next, you'll be asked to confirm if you'd like to reset your MFA. Click 'confirm' to continue.

**Are you sure you want to reset your multi-factor authentication (MFA)?**

Once you reset your multi-factor authentication, you will be logged out and required to re-enrol to multi-factor authentication when you log back into Member Online.

[Cancel](#) [Confirm](#)

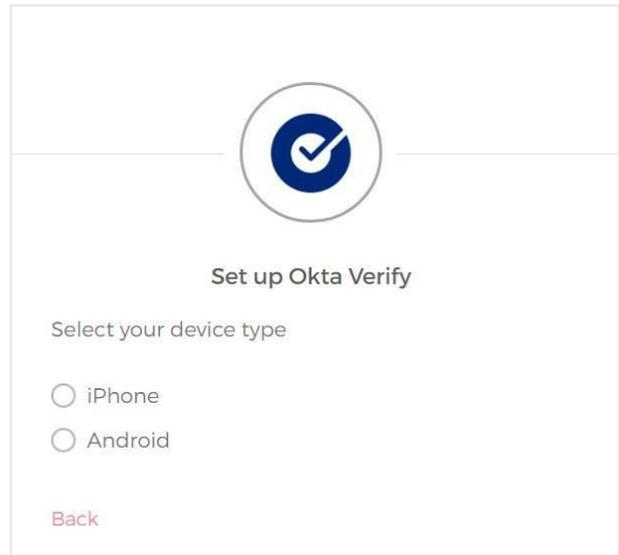
**Step 5:** Once you've been logged out of Member Online, you'll be prompted to choose which MFA method you would like to set up. Choose 'OKTA Verify'.

**Set up multifactor authentication**

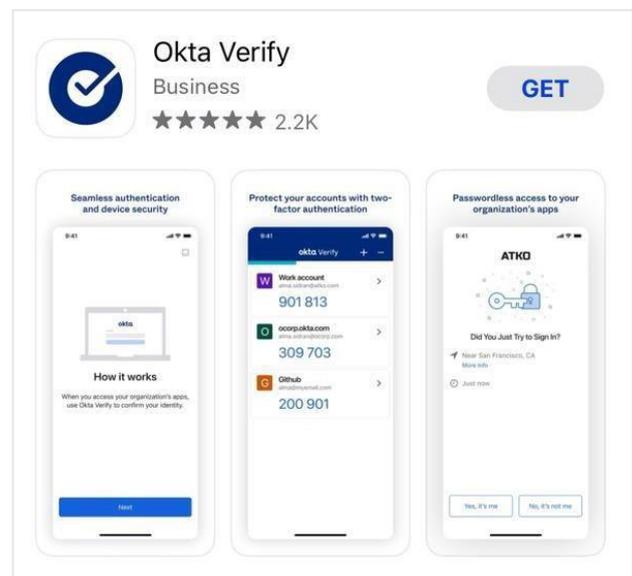
We require multifactor authentication to add an additional layer of security when signing in to your account.

- Okta Verify**  
Use a push notification sent to the mobile app.  
[Set up](#)
- Google Authenticator**  
Enter single-use code from the mobile app  
[Set up](#)
- SMS Authentication**  
Enter a single-use code sent to your mobile phone.  
[Set up](#)
- Voice Call Authentication**  
Use a phone to authenticate by following voice instructions.  
[Set up](#)

**Step 6:** Next, select your mobile device type and you'll be asked to download the Okta Verify app from the Apple App Store or Google Play.

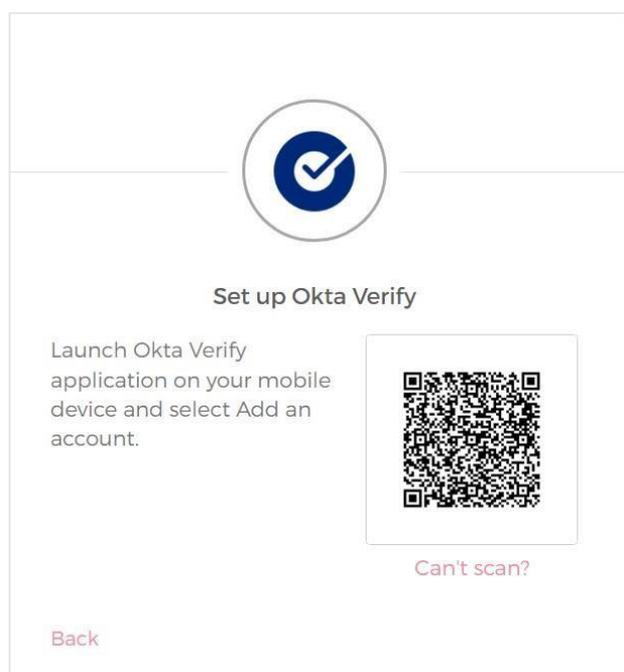


**Step 7:** Download the app on your mobile device. Here's what it looks like:



**Step 8:** The next step is to synch Okta Verify to Member Online.

Open the Okta Verify app on your mobile. Tap the option to 'Choose Account Type' > Other than Scan a QR code' and hover it over the QR code on the Member Online screen.



**Step 9:** You're all set! From now on, when you log into Member Online on your desktop or app, you can either have a push notification sent to your phone or you can provide Member Online with a code. If you'd like to skip this step when logging into the app, you can go to Profile > App settings > Manage PIN, Fingerprint/Face ID and set up your access through fingerprint or face recognition.