Two Factor Authentication and Aggregator FAQs

What is Two Factor Authentication?
Two-factor authentication (2FA) adds a second level of authentication to your online 529 account log-in. When you have to enter only your username and one password, that's considered a single-factor authentication. 2FA requires the user to have two out of three types of credentials before being able to access an account. The three types are:

- *Something you know, such as a verification code, personal identification number (PIN), or password*
- *Something you have, such as an ATM card, phone or secure token*
- *Something you are, biometrics such as fingerprint, voice print or retinal scan*

Why is Two Factor Authentication important?
In this age of phishing attacks and identity thefts, relying on login password alone does not guarantee security. No matter how strong or complex your primary password might be, your account stands the risk of a breach if your password happens to fall into the wrong hands.

Is Two Factor Authentication a new security authentication mechanism?
2FA is not new. When you use your ATM card that is a form of 2FA. You must provide the physical card (something you have) along with your PIN (something you know) in order perform a financial transaction.

Is Two Factor Authentication hard to use?
No, it can be a minor inconvenience but much depends on your patience and your willingness to spend the extra time to ensure a higher level of security for your online 529 account.

How does Two Factor work?
You'll sign into your account as you normally would with username and password but then you'll be presented with a selection of options from which to choose how your will receive your PIN. You'll receive either a text message or automated call with a PIN on your device. Simply enter that code in the designated box and follow the remaining prompts.

What is a PIN?
A PIN is a one-time personal verification code that is delivered via SMS (text), Robo-call or a customer service representative

How are Two Factor Authentication PINs delivered?
*You will be able to select any of the following options; either **SMS text** to a mobile number, **Robo call** to a land line or you may **call into our call center** and speak with a customer service representative*

Will I need to enter a PIN every time I log in to my 529 online account?
It depends on the level of security and ease with which you wish to sign into your account. To simplify sign-in after initial enrollment into 2FA you may select a trusted device for future sign-ins. Once you have designated the trusted device, your future logins will no longer require you to enter a code each time you sign-in. On your next login you will only be prompted for your username and password. Please note that if your next login is longer than six months you will have to repeat the process for trusting the device again.

What is a trusted device?
A trusted device is one that you routinely use and are comfortable that no one else will have access to.

What if I forgot my password?
If you've forgotten your password, simply follow the prompts under option for Forgot my Password.

What if I don't have access to my trusted device?
If you don't have access to your trusted device you may connect from another device but will be prompted for a PIN.

What if didn't receive my PIN?
If you didn't receive PIN then you may prompt the system to send you another. PINs are only valid for 5 minutes. Once you've requested a new PIN the previous one becomes invalid.

If I can't sign in, how do I regain access to my account?
You call customer service and they will be able to assist you.

Can I turn off Two Factor Authentication after I've turned it on?
During the optional phase you may turn off Two Factor Authentication. However, please note that once we move from the optional phase to the required phase this choice will be no longer be available.

What are Aggregators?
Aggregators provide a service which allow users to pull together balance and activity information from different financial accounts into a single view.

How do aggregators work?
Aggregators use a form of technology called data scraping. Data scraping is the process of extracting information from web sites. In this instance the computer from your aggregator service will login to your account using your personal security credentials to extract information from your web pages.

How do Aggregators access 529 online account balance and activity information?
In order for an aggregator provide to access your 529 online account, you the account owner must provide the service with your existing username and password in order for the aggregator to "scrape" data from your account screens.

How does Two Factor Authentication affect Aggregators accessing my 529 online account?
Essentially, use of 2FA will break aggregator access. This will happen because aggregators will not be able to use your existing login credentials to access the account as they have no way of receiving your PIN. Don't fear we have a solution to this problem!
Prior to enabling 2FA you should sign into your account and create an aggregator read only account.

What is an aggregator read only account and how does this benefit me?
The aggregator read only account is a sub-account that you the account owner will create. You will select a username and password for the account that is different from that of your 529 account. Once created, this new sub-account will allow you to continue to utilize your aggregator service. The benefit of the aggregator sub-account is that you are now more secure using the aggregator service. You are more secure because the aggregator will no longer have your username and password. As an added bonus the

aggregator account will only have access to the necessary information needed to create your financial view such as basic account and investment details along with account transactions. The aggregator will no longer have access to your personal and sensitive information.

Why is my aggregator service no longer working?
Your aggregator service may no longer be working due to either of the following reasons:
- *You have not created the read only aggregator account. To create your aggregator account:*
  - *Log in to your account*
  - *Select "Profile & Documents"*
  - *Select "Password & Security Features"*
  - *Under "Manage Financial Aggregator Access," select "Edit"*
  - *Create password and copy the new URL*
  - *Visit your aggregation service provider to provide the new URL and login credentials so that the aggregator can continue to access your 529 account*
- *You have not selected the correct aggregator URL for your 529 plan*
- *Your aggregator service has not created a new URL for your 529 plan. If that is the reason your service is no longer working, please reach out to your aggregator service provider*