

Added Security for *4myaccount!*

To improve the safety of your sensitive financial information, *4myaccount!*[®] has added a new feature: security questions. When you log in to *4myaccount!* from a different computer, you will be asked to verify your identity by responding to a security question for which you have previously set up an answer.

Adding Security Questions

1. The first time you log in to *4myaccount!*, you will be asked to create three security questions and answers.

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 >

You have the option of skipping the process until the next time you log in; to do this, click **Skip Questions for Now**.

To move forward with the process of creating the questions, click **Add Security Questions**.

2. The Add Your Security Questions & Answers screen will open. In the Add Security Questions and Create Your Answers section, select your first security question from the first dropdown menu, which offers a list of possibilities.

Pick a question for which there is one clear answer. It is best to choose a question to which few people know the answer, but be sure that the answer is easy for you to remember!

All links open in a new window.

About Security Questions

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

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 >

3. In the Answer field directly below, type in the answer to the question. Avoid long, complex answers or abbreviations. **Please note:** Refer to the Security Guidelines at the top of the page to get pointers for creating your answers.
4. To ensure accuracy, retype the answer in the next field.
5. To create questions two and three, repeat the process using the next two dropdown menus.
6. At the bottom of the screen, you will see the Do you frequently use this computer to access this website? question. Answer it. If you are accessing *4myaccount!* from the computer that you usually use to visit the site, select **Yes**; if you are accessing *4myaccount!* from a public or shared computer, select **No**.
7. When you have finished, click **Submit**.

Verifying Your Identity at Login

In the future, you may be asked to verify your identity by answering one of your three security questions. This will occur only if *4myaccount!* detects unusual login activity. Examples of this would include logging in from a different computer or browser, logging in at an unusual time, or logging in after deleting your browser's cookies.

Please note: If you answer your security question incorrectly, you will be locked out of *4myaccount!*. To restore access, you must call your advisor.