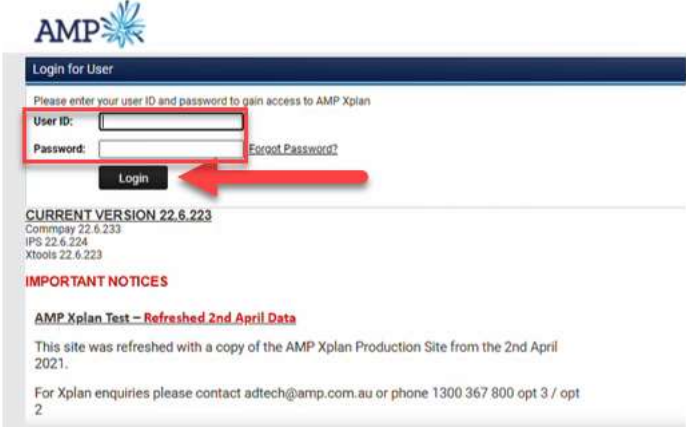
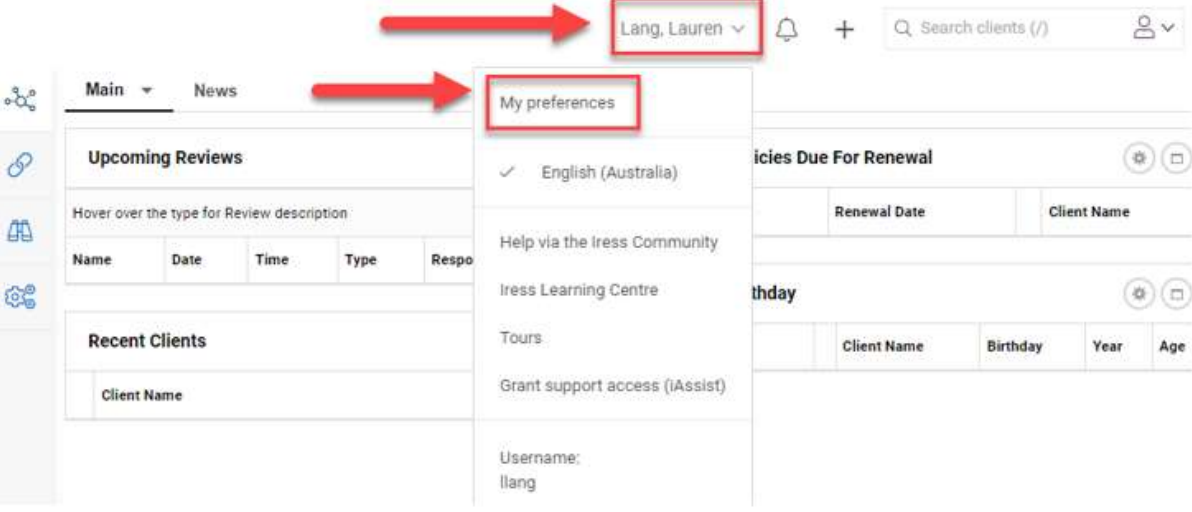
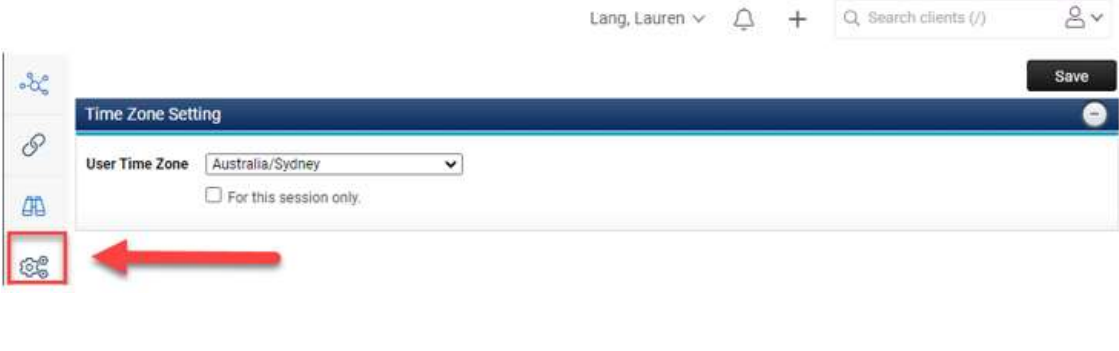
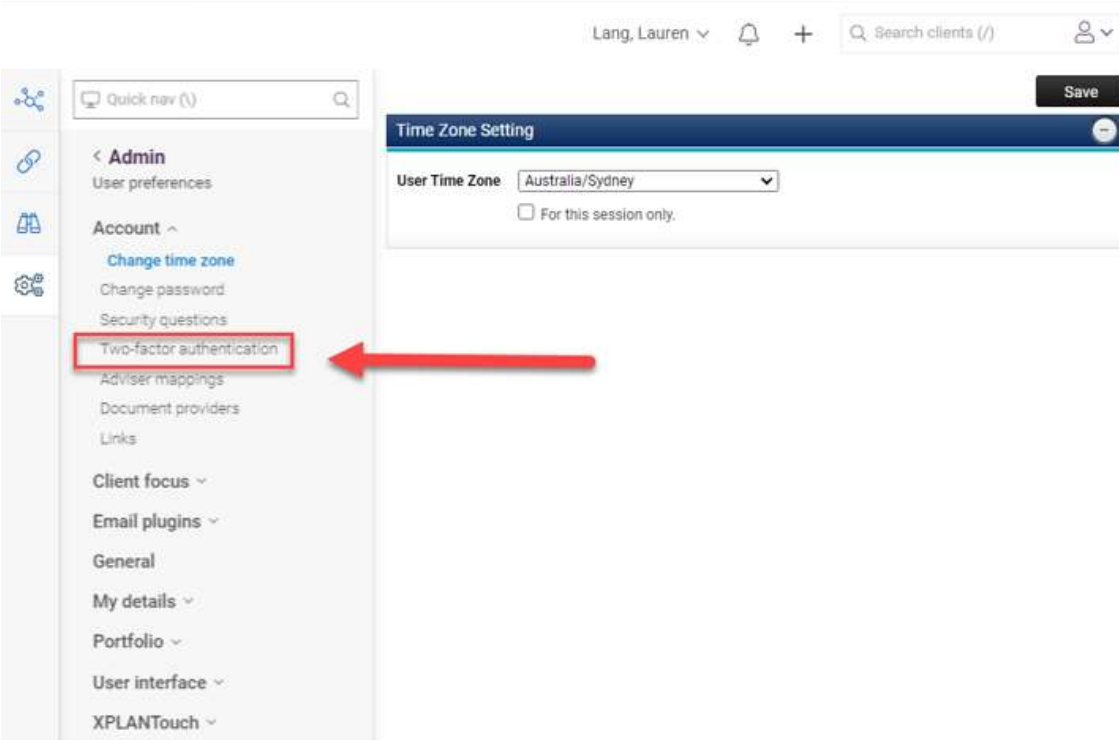





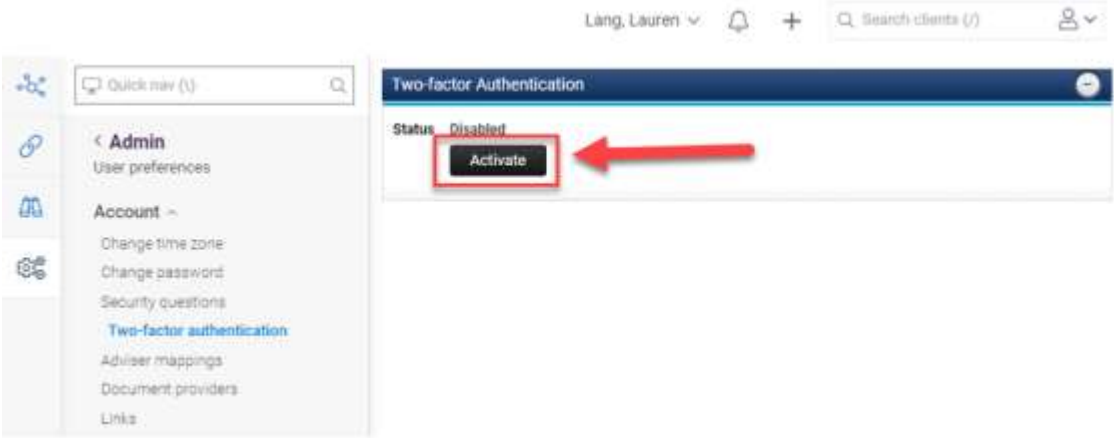
How to enable two-factor authentication (2FA) on Xplan - guide for advisers and practice staff

Two-factor authentication, or 2FA, is an extra layer of protection used to ensure the security of online accounts beyond just a username and password. To enable 2FA in Xplan, users must have access to a smartphone or tablet and should follow the steps in this guide to activate this security feature.

If you have a technical question or need help with setting this up, please contact AdTech on 1800 367 800 and select option 3.

Step	Description
1.	<p>From your desktop, login to the Xplan website:</p> <ul style="list-style-type: none"> • AMP Xplan • Enter your Xplan User ID and Password. • Click Login. 
2.	<ul style="list-style-type: none"> • Click on your username on the right of the page eg Lang, Lauren. • Select My preferences. 
3.	<p>You'll be directed to the below page:</p> <ul style="list-style-type: none"> • Click the Settings cog icon on the left side of the page.

Step	Description
	
4.	<p>You'll be directed to the below menu:</p> <ul style="list-style-type: none"> • Select Two-factor authentication. 
5.	<ul style="list-style-type: none"> • Click Activate. 
6.	<ul style="list-style-type: none"> • Enter your Xplan User ID and Password. • Click Next. 

Step	Description
7.	<p>Two-Factor Authentication is done via a Software Token authenticator or SMS. Choose your preference:</p> <p>Software Token or SMS to + 614xxxxxxx</p> <p>(Note: If you don't have your mobile number listed in your Xplan profile, the SMS option will not appear. Please see the SMS guide below to add your number into your profile, before returning to Step 2 above to enable 2FA)</p> <ul style="list-style-type: none"> • Click Next.  <ul style="list-style-type: none"> • Click Activate. 







For Software Token set up, please click [here](#).



For SMS set up, please click [here](#).

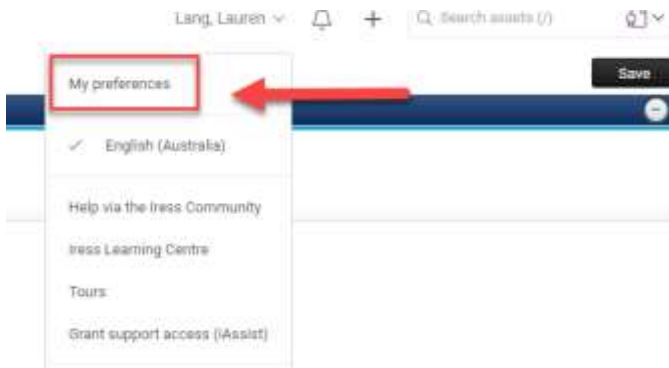
Instructions for Software Token process

<p>1.</p>	<p>You'll be taken to the following screen:</p> <ul style="list-style-type: none"> A QR code will automatically be generated. 
<p>2.</p>	<p>For the next step, you'll need to download an authenticator app using a smartphone or tablet.</p> <ul style="list-style-type: none"> If you already have an authenticator app, go to step 3. If you don't have an authenticator app, go to the App Store or Google Play on any smart device Search for Authenticator in the search bar. Download an Authenticator app of your choice eg Google, Microsoft. Click on the Get/Download button.
<p>3.</p>	<ul style="list-style-type: none"> Click Scan a QR code. For users who already have an Authenticator App, open the app on your smartphone or tablet, and click Scan a QR code.
<p>4.</p>	<p>Using the camera on your smartphone or tablet, scan the QR code displayed on your desktop screen.</p> 
<p>5.</p>	<p>A unique six-digit code will appear on your smartphone or tablet.</p> <ul style="list-style-type: none"> Enter the six-digit code in the Enter OTP code box on your desktop screen. Click Done on your desktop screen.  <p>Xplan Two-Factor Authentication via Token is now enabled.</p> 

Instructions for SMS process

1. To enable 2FA via SMS, you will need to first have your mobile phone number entered in your Xplan profile.

- Click on your username on the right-hand side of the screen and click **My Preferences**.
- You will be taken to the screen highlighted in step 3 above.



2. • Select My Details > My Details from the left hand nav menu.



3. • Scroll to **Telephone/Email**.
• Click the pencil icon next to **Mobile Phone**.



- 4.
- Enter in the below information and select 'Save'.

Contact Details: Telephone/Email

Type: Mobile Phone

Country Code: Australia (+61)

Number: [Empty]

Preferred: Yes

Preferred SMS Mobile: Yes

Comments: [Empty]

Save Cancel

- Once saved, your number and email should be stored in Xplan as below.

Action	Type	Number	Preferred
[Edit]	Mobile Phone	+61434111111	Yes
[Edit]	Work Email	Laurel_Gard@xpl.com.au	No

5. To enable SMS 2FA, click the SMS option:

Activate Two-Factor Authentication

Please follow the following prompts to set up two-factor authentication (2FA)

User ID: [Empty]

Receive 2FA codes via:

- Software Token, e.g. an app on your smartphone such as Google Authenticator
- SMS to +

Next

- You will receive a One Time Passcode (OTP) via SMS to your mobile phone, this could take a minute to arrive.
- Enter the OTP code.
- Click **Done**.

Activate Two-Factor Authentication

Please follow the following prompts to set up two-factor authentication (2FA)

User ID: [Empty]

SMS with your one-time code has been sent to +

Enter OTP code: [Empty]

Done

2FA via SMS is now enabled, so when you login to Xplan, you will receive an SMS code once you have entered your login details.