

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.

Fre	om your desktop, login to the Xplan website:	
	<u>AMP Xplan</u>	
	 Enter your Xplan User ID and Password. Click Login. 	
	AMP	
	Login for User	
	Please enter your user ID and password to gain access to AMP Xplan User ID:	
	Password: Ecropt Password?	
	CURRENT VERSION 22.6.223	
	IPS 22.6.224 Xtools 22.6.223	
	IMPORTANT NOTICES AMP Xplan Test - Refreshed 2nd April Data	
	This site was refreshed with a copy of the AMP Xplan Production Site from the 2nd April 2021.	
	For Xplan enquiries please contact adtech@amp.com.au or phone 1300 367 800 opt 3 / opt 2	
	Click on your username on the right of the page eg	Lang, Lauren.
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4.	You'll be directed to the • Select Two-fact	below menu: or authenticatior	۱.			
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5.	Click Activate.					
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	Activate Two-Factor Autho	ntication				
	Please follow the following pro	empts to set up two-factor author	entication (2FA)			
	O User ID:					
	Password:	Forgot Password	2			
		-				
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Step	Desc	ription				
7.	Two- Choo	Factor A	Authentication is done via a Software Token authenticator or SMS. preference:			
	Software Token or SMS to + 614xxxxxxx					
	(Note : If you don't have your mobile number listed in your Xplan profile, the SMS option will not appear. Please see the <u>SMS guide below</u> to add your number into your profile, before returning to <u>Step 2</u> above to enable 2FA)					
	•	Click Next.				
	*** 8 8	Activate TV Please follow User ID: Receive 2FA	wo-Factor Authentication w the following prompts to set up two-factor authentication (2FA) Codes via: Software Token, e.g. an app on your smartphone such as Google Authenticator SMS to +			
	¢.	Click	Activate. Lang. Lauren ッ 〇 十 Q. Search clienta (/) 名ッ			
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		o	Admin User preferences Status Disabled Activate			
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1.	 You'll be taken to the following screen: A QR code will automatically be generated.
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	Activate Two-Factor Authentication
	Prease follow the following prompta to set up two-factor authentication (FA) User ID: Uang
	10 CONTRACTORING
	Scan this QRCode in your software token App
	If your device does not support QR codes, enter these defails: Account Name: Xplan
	Secret Key: IXUXBZSD4WG0YQAGEV2PDVJCTOQSHRTW Back Next
2.	For the next step, you'll need to download an authenticator app using a smartphone or tablet .
	 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 on Google, Microsoft
	 Click on the Get/Download button.
3.	Click Scan a QR code.
5.	 For users who already have an Authenticator App, open the app on your smartphone or tablet. and click Scan a QR code.
4.	Using the camera on your smartphone or tablet, scan the QR code displayed on your desktop screen.
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	Activite Two-Factor Authentication
	Presse follow the following prompts to set up two-factor automitication (JFA) Char (0: Tang
	a NUX
	Scan this GRCode in your software token App:
	If your device does not support OR codes, or for details:
	Account Name: Kplan Secret Key: IXXX828264W00YQAQEV2P0VJCT0Q5HRTW
	Back Next
5.	A unique six-digit code will appear on your smartphone or tablet.
	• Enter the six-digit code in the Enter OTP code box on your deskton screen
	 Click Done on your desktop screen.
	See Activate Two-Factor Authentication
	Please follow the following prompts to set up two-factor authentication (25A)
	Criter the one-time code shown in your software token app Lauren, Lang@amp.com.au
	Enter OTP code:
	Xplan Two-Factor Authentication via Token is now enabled.
	Activate Two-Factor Authentication
	Please follow the following prompts to set up two-factor authentication (2FA)
	Enter the one-time code shown in your software token app Lauren_Lang@amp.com.au
	Enter OTP code: 957231 OTP device type softtoken
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Instructions for SMS process



4.	Ente	er in the below information and select 'Save'.	
	Contact Details: Teleph	nane/Email	64
	Typs (Country Code) Namber Proternal (Proternal SMS Mains) Consentity	Modele Preme v April 100 v Yes v Yes v	
	Once	e saved, your number and email should be stored in Xplan as below.	
	Telephone Email	Add Namber Polane tage and Long and Lo	
5.	To enable S	MS 2FA, click the SMS option:	
	Activate T Please folio O User ID: Image: Second control of the second control of th	wo-Factor Authentication w the following prompts to set up two-factor authentication (2FA) A codes via: Software Token, e.g. an app on your smartphone such as Google Authenticator SMS to + Next	
	 You minu Ente Click 	will receive a One Time Passcode (OTP) via SMS to your mobile phone, this could take a ute to arrive. er the OTP code. < Done.	
	ిరిం	Activate Two-Factor Authentication	
	Ø	Please follow the following prompts to set up two-factor authentication (2FA) User ID: SMS with your one-time code has been sent to +	
	9	Enter OTP code:	
	A		
	<u></u>		
	2FA via s have ent	SMS is now enabled, so when you login to Xplan, you will receive an SMS code once you tered your login details.	