

FREQUENTLY ASKED QUESTIONS

NetX360® One-Time Passcode

This document is designed to answer your questions about One-Time Passcode in NetX360®, BNY Mellon | Pershing’s professional workstation.

The following frequently asked questions provide more clarification around the service. Please contact your Pershing account manager for further detail.

1. WHAT IS A ONE-TIME PASSCODE?

If users are locked out of NetX360 after entering the wrong password or forget their password on a recognized device, a one-time passcode (OTP) can be requested to reset their password. When users attempt to log in using an unrecognized device, they will be prompted to receive an OTP to login. OTP is a 6-digit code received by the user for an additional layer of security by securing account data and providing privacy against malicious attacks.

2. WHAT ARE THE BENEFITS OF USING OTP?

NetX360 employs multi-factor authentication technology through OTP. In addition to a password, one-time passcode provides a greater level of security and convenience for users. The OTP protects the online information of users from unauthorized access by generating a passcode that can be securely sent to a landline phone, email account or mobile device. This authentication approach makes logging in easier as users no longer need to remember additional security questions and answers.

3. SHOULD I USE BOTH STRONGER AUTHENTICATION QUESTIONS AND OTP?

No. Industry studies and experts have found that one-time passcode can be a more secure method than using questions and answers.

4. WHAT ENTITLEMENTS ARE REQUIRED TO GET OTP?

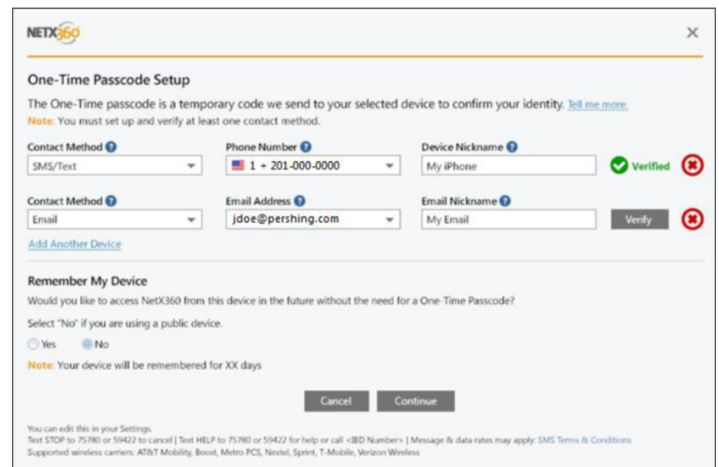
Access to OTP in NetX360 requires to turn on the OTP D02 NETX360 - OTP (This would also enable you to generate the OTP from Help Desk – Call only entitlement.)

To enable Contact Method:

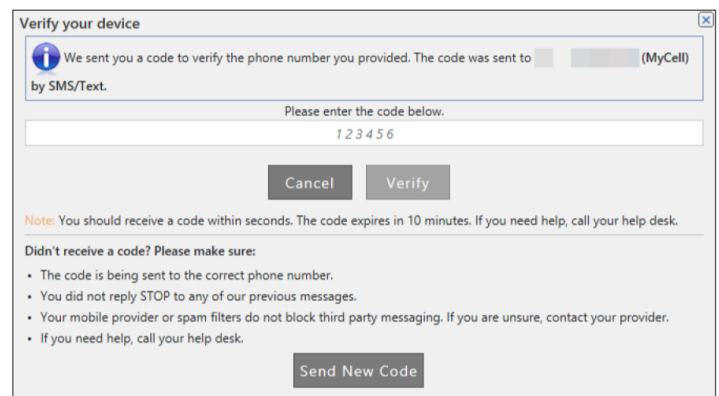
- D03 NETX360 - OTP – E-MAIL delivery of the OTP (BFE :00002870)
- D04 NETX360 - OTP - PHONE delivery of the OTP (BFE :00002871)
- D05 NETX360 - OTP - SMS delivery of the OTP (BFE :00002872)

5. HOW DO I SET UP MY OTP CONTACT METHODS?

Once logged in, the OTP setup screen displays. You should select a contact method from the list (Voice call, Text/SMS and Email) and provide appropriate information in the fields and click verify



The “verify your device” pop-up will come up. Enter the one-time passcode and click verify.



It is recommended to add more than one contact method.

6. I HAVE SET-UP MY OTP CONTACTS, WILL I BE ABLE TO MODIFY THEM?

Yes, OTP contacts can be modified under the NetX360 security settings > one-time passcode

7. HOW LONG IS MY OTP VALID?

A single OTP is valid for 10 minutes. If you do not enter it on-screen in that time frame, it expires and the system will prompt you to request a new one.

8. HOW MANY OTPS CAN I REQUEST FOR A DAY?

An OTP can be requested up to five times in 30 minutes. If a request is made five times in 30 minutes without an attempt to enter the code, as a security precaution, a warning will be received and the OTP functionality be suspended for 10 minutes. After 10 minutes have elapsed, you may request a new OTP.

9. WHAT IF I ENTER THE OTP INCORRECTLY?

It is important to enter the passcode when you are not distracted. If you enter an OTP incorrectly three times, your user ID will be locked and you will need to contact your firm's help desk for assistance.

10. DO I NEED TO ENTER AN OTP EACH TIME I LOGIN FROM THE SAME DEVICE?

No. Provided the device from which you are logging in is remembered. Remembering the device will allow you to login without entering an OTP for 30 days.

11. IS OTP AVAILABLE FOR USE BY INTERNATIONAL USERS?

OTP is available for U.S and international users via text/SMS, voice call and email. When an international phone number is added, OTP contact methods setup for text/SMS or voice call allows for the selection of the applicable country code from a drop-down menu.

BFE 17404 NXP E34 OTP INTERNATIONAL SMS CALL is the entitlement needed for receiving OTP through SMS/Voice.

12. IS OTP AVAILABLE FOR NETX360.COM, WINDOWS® (NETX360.NET) AND NETX360 MOBILE?

Yes. OTP is available for all versions of NetX360 (.com, .net and mobile).