BNY MELLON | PERSHING

NetXInvestor®
One-Time Passcode

This document is designed to answer your clients' questions about One-Time Passcode in NetXInvestor®.

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 your clients are locked out of NetXInvestor after entering the wrong password or forget their password on a recognized device, they may request a One-Time Passcode (OTP) to reset their password. If they are accessing their account on an unrecognized device, they'll be prompted to receive an OTP to login. This process replaces the security questions and answers in the current NetXInvestor platform and provides your client with a greater level of security.

The OTP can be sent via voice, text message or email. Your clients' online information is protected from unauthorized access by OTP, as a one-time use code is generated and securely sent to their personal device. The code expires within 30 minutes.

2. WHAT ARE THE BENEFITS OF THE OTP?

If your clients forget their password and are locked out of the website on a recognized device, or if they're authenticating a new device, they can request an OTP to regain access. The OTP is delivered almost instantly and securely. By using the code, they can regain access to NetXInvestor any time of day, without having to call you to request access—saving time and hassle.

3. DO I NEED TO RE-AUTHENTICATE AND REQUEST AN OTP (ONE-TIME PASSCODE) EACH TIME I LOG IN TO NETXINVESTOR FROM THE SAME DEVICE?

No. Provided they click the "remember this device" box on the log in screen and have cookies enabled, NetXInvestor will remember them the next time they log in from the same device. It is imperative that the "Continue Remembering This Device" box under the password dialog box is checked in order to save the device and avoid needing to enter their OTP (One-Time Passcode) upon every login attempt.

"Remember User ID" on the pre-login page does not remember the device, but saves the user ID and prefills on the login page for future visits to the site.

BNY MELLON | PERSHING

4. WHY DO YOU NEED TO VERIFY MY IDENTITY?

Pershing takes the protection of client assets very seriously. We use an authentication process to verify your clients' identity when they log in to NetXInvestor from an unrecognized device, or if they are "locked out" of the website after forgetting their password. A new process, which uses an OTP, has replaced security questions and answers to verify your clients' identity when accessing the NetXInvestor platform.

5. HOW DO I SET UP AN OTP?

Set Up:

1. Once logged in, the **Security Email Setup** page displays. Your client should enter their email address in the fields provided and click **Continue.**

2. The **One-Time Passcode Setup** page displays. Your client should select a **Contact Method** from the list (Voice Call, Text/SMS and Email), provide appropriate information in the fields that display and click **Verify**.

3. **Verify Your Contact Method** window displays. Your clients should enter the passcode that was sent to their selected contact method and click **Verify**. It is recommended that they set up more than one Contact Method.

4. The **One-Time Passcode** page displays the contact method is successfully verified.

To access NetXInvestor from this device in future without a passcode, your client should select **Yes** for **Remember My Device** and click **Continue**. The **NetXInvestor** home page displays.

6. WHAT IF I DON'T HAVE A CELL PHONE?

The process works with a cell phone or a land line phone. Your clients can receive their OTP via text message, email or voice call, depending on their device.

7. HOW LONG IS AN OTP VALID?

When the OTP is sent, the onscreen notification notifies the user that the code is valid for 30 minutes. If your clients request an OTP multiple times during that period, they will receive the same code—but each time the request is made they will be advised of the current countdown. For example, if they request a code and are initially told the code is valid for 30 minutes and a second request is made 10 minutes later, the same code is resent but they will be informed that the code will be valid for 20 minutes.

8. HOW MANY OTPS CAN I REQUEST?

Your clients can request an OTP 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 they will receive a warning and be suspended for 10 minutes. Once 10 minutes have elapsed, they can request a new OTP.

9. WHAT IF I ENTER THE OTP INCORRECTLY?

If an OTP is entered incorrectly three times, their account will be locked and they must contact your firm's help desk for assistance.

10. IS OTP AVAILABLE FOR USE BY INTERNATIONAL INVESTORS?

OTP is available for both U.S. and International use via text/SMS, voice call or email. When a phone number is added for an international device, OTP contact methods setup for text/SMS or voice call allow for the selection of the applicable country code from a drop-down menu. The following carriers apply for U.S. mobile devices for text/SMS or voice call methods: AT&T Mobility, Boost, Metro PCS, Nextel, Sprint and Verizon Wireless.

11. WHICH OPERATING SYSTEMS AND WEB BROWSERS ARE SUPPORTED BY OTP?

While Pershing does not recommend any specific browser/operating system combination, the following have been validated.

	IE 11+	Chrome 67+	Firefox 48+	Safari 6+
Windows 8+	Yes	Yes	Yes	
OS X (10.15+)		Yes	Yes	Yes
iOS 13+				Yes
Android		Yes		

12. ARE COOKIES REQUIRED TO USE OTP?

Yes. Your clients should retain their recommended browser settings with cookies enabled to ensure the best experience with NetXInvestor. If they make changes to their browser's cookie settings it may make it difficult to navigate the site or require them to re-authenticate themselves when they log in.

"Remember User ID" on the pre-login page does not remember the device, but saves the user ID and pre-fills on the login page for future visits to the site.

13. WHAT IF I AM EXPERIENCING ISSUES WITH OTP?

If your clients are experiencing issues when logging in to NetXInvestor and setting up OTP, please walk them through the following steps. This will enable them to set up OTP and authenticate devices, helping protect their privacy, data and assets.

- Within their internet browser, they should access internet options and delete all temporary internet files, history and cookies and verify that the "Delete browsing history on exit?" box is unchecked.

- Delete old bookmarks to all NetXInvestor sites.

- Close their internet browser and open a new window.

- In the address bar, enter the appropriate URL for your financial organization.

- Save the login page as a new bookmark or favorite in their internet browser.

- Enter their login ID and click *Continue*. If this is the first time they are logging into the new site, they'll need to verify a method of receiving their OTP for password resets. This code can be received via text message, email or voice call.

- Continue to follow the prompts through the device verification for the OTP.

- They'll be asked to verify the OTP by receiving a six-digit code via text message, email or voice call.

- Once verified, They'll be asked for their password to log in successfully. It is imperative that the "Continue Remembering This Device" box under the password dialog box is checked in order to save the device and avoid needing to enter their OTP code upon every login attempt.

- They'll then be directed to their account information.

Note: It is important that your clients only attempt to log in from the URL specified by your firm. If they are still unable to log in, please contact your Pershing Account Manager for assistance.