Summer KiwiSaver Scheme My Plan

Summer website guide: Multi-factor Authentication (MFA)

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Summary

At Summer we take the security of personal information seriously.

We understand the increased cyber threats arising from the Covid-19 environment and the concerns arising from suspicious activity as people increasingly transact online.

MFA can be enabled on initial website registration, by selecting the 'enable multi-factor authentication' option.

For members of the Summer KiwiSaver scheme, MFA can also be enabled by ticking 'enable multi-factor authentication' within the change passphrase page, under manage my account.

Note, you will need to re-enter your passphrase, however you are not required to change it so can use your existing passphrase.

Once MFA is enabled you will be prompted to set it up next time you log in and you will be unable to access your Summer account until you have completed this process.

Before you can setup MFA on your Summer account you'll need to install an authenticator app on your device. Your authenticator app must support Time-based One-Time Passwords (TOTP), such as <u>Google</u> <u>Authenticator</u>.

The authenticator can be set up on most electronic devices, but we recommend the one you will have readily available most, for example, your phone.



Setting up MFA

| Multi-f | actor authentication |
|---------|--|
| Add | extra security to your account |
| | |
| How it | works |
| | Extra layer of protection |
| Ŵ | Every time you log into your account, you'll need your password and an additional form of verification. How multi-factor authentication works |
| • | Unique to you |
| 0 | This verification is only available to you. Even if someone gets your password, they will not be able to access your account. |
| | |



Once installed, open the authenticator app on your device and select one of the two options to register MFA on your Summer account:

- Scan the onscreen QR code, or
- Manually enter the onscreen secret key

Once you have set up the app and can see codes being generated, press Next.

| Multi-factor authentication | |
|---|---|
| Verification codes are created by an ann on w | pp |
| vermation cours are created by an app on y | our priorite income use addreniticator apps. |
| in sin 🦽 | |
| | Enter manually the following code into authentication app: |
| | A6A2 45FI 6FGZ H4N6 |
| | |
| | |

Enter the verification code generated by the app to verify your MFA setup.

| gister with | | | | |
|---------------------------------------|---------------------|-----------------------|-------|----|
| | n authenticat | or app | | |
| e verification coo henticator apps | le from your authen | ticator app. How to u | se | |
| er 6-digit code | | | 45 | |
| 2 | | | 45 | |
| | | | *** * | ** |

Recovery codes

After setting up your MFA method, you will be given 15 back up recovery codes. You can copy, download or print these codes using onscreen prompts.

If you can't access your authenticator app you can use one of your recovery codes to login, so make sure you **store them somewhere safe**, as this is the only time they will be displayed.

Each recovery code can be used once.

| Multi-factor auth | entication | | |
|--|---|---------------------------------|--|
| Register with | n recovery coo | des | |
| not available. Each not be viewable aft | code can only be use er leaving this page. I | d once. Store .earn about re | these codes somewhere safe, as they wi ecovery codes. |
| suge xysl shwl | lihl mlju klqz | rkhp bqqn | tbie |
| wylv npgx sotk | obgt koay thxf | lcnk giki | pozq |
| ccvh gwty zgwd | gxlt hsbh idym | zszz <mark>tuj</mark> w | piyp |
| muom uypo uhvh | usyv rtan znbj | quba xsvt | qwva |
| vchr byty hvjp | ihik jjpk qxoi | qvlg hxrv | gmtc |
| Print codes | Download Copy | codes | |

Your MFA set up is now complete.

Logging in with MFA

Each time you log in to your Summer account you will be prompted to enter a verification code from the authenticator app on your device.

| Log in Verify with | authenticator app |
|--|--|
| Use verification co app. How to use a Enter 6-digit code | de from your authenticator uthenticator apps. |
| Next More | options |



Logging in with MFA recovery codes

If you can't access your authenticator app, when prompted for MFA, select "More options" from the verification screen, then select "Verify with recovery codes".



Enter one of your recovery codes and if valid you will be logged in to your Summer account. Remember, each recovery code can be used once.

| Log in Verify with recovery codes | |
|--|---------|
| Use one of the recovery codes you received How to use recovery codes. | |
| Enter recovery code | *** *** |
| | *** *** |
| | *** *** |
| Next More options | |

Resetting MFA

If your authenticator app and recovery codes are unavailable, for example you have lost your phone, the Summer team are able to reset your MFA method. This will require you to set up MFA again via the steps noted above.

Please contact us using the details below if you need your MFA reset. We will need to verify your identity before resetting this.

Contact us

Contact us on 0800 11 55 66 or at <u>info@summer.co.nz</u> if you have any questions.

Contact us immediately if you lose your device or need your MFA method reset.