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 **Google Authenticator**.

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

Summer KiwiSaver scheme

Multi-factor authentication
Add extra security to your account

How it works

Extra layer of protection
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
This verification is only available to you. Even if someone gets your password, they will not be able to access your account.
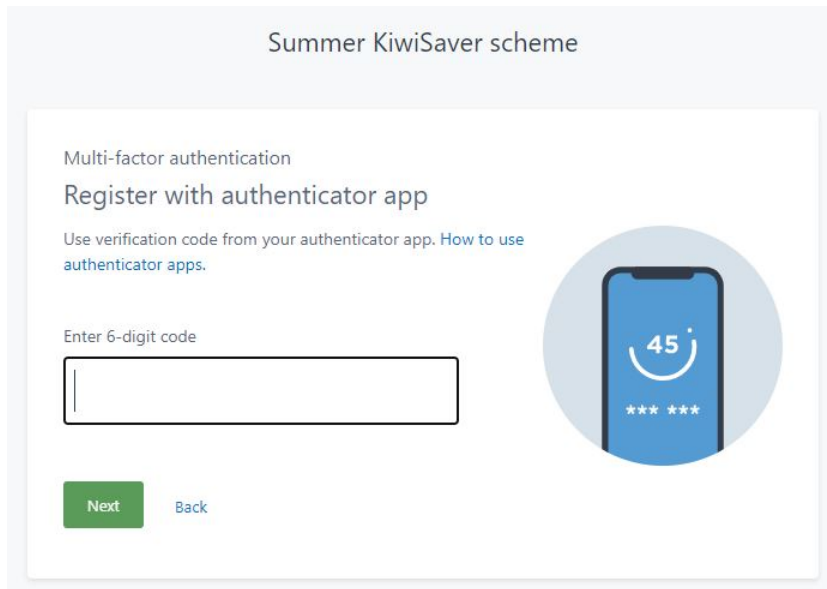
Get started

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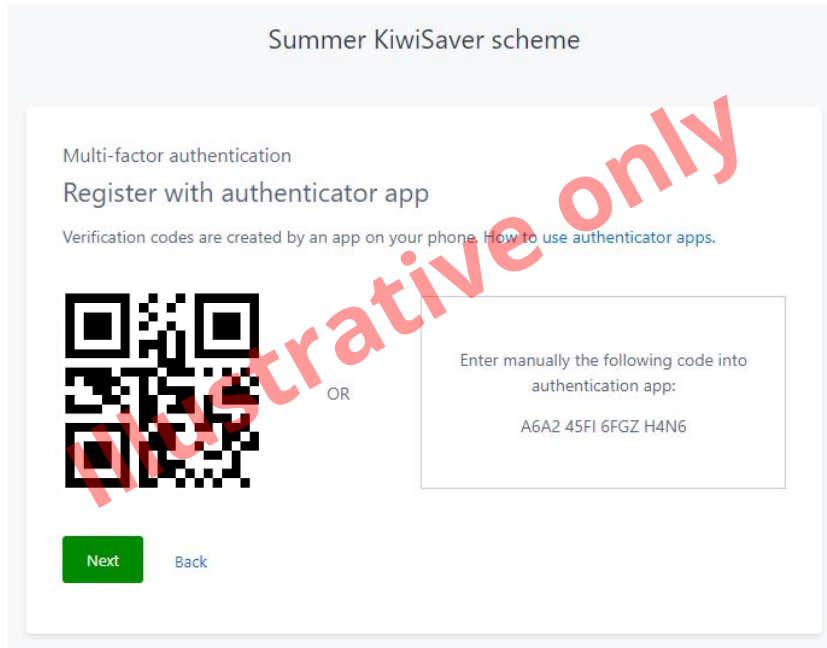
Enter the verification code generated by the app to verify your MFA setup.

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.
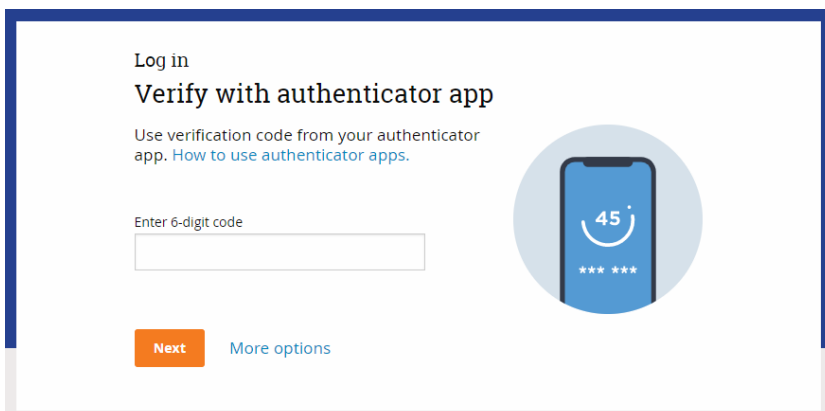
Each recovery code can be used once.
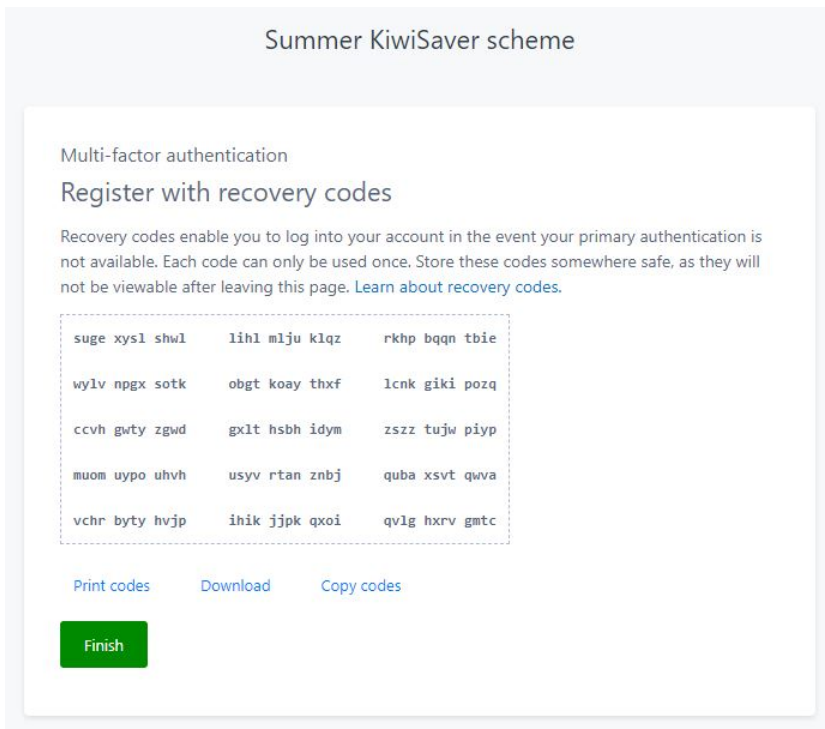

Your MFA set up is now complete.

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.
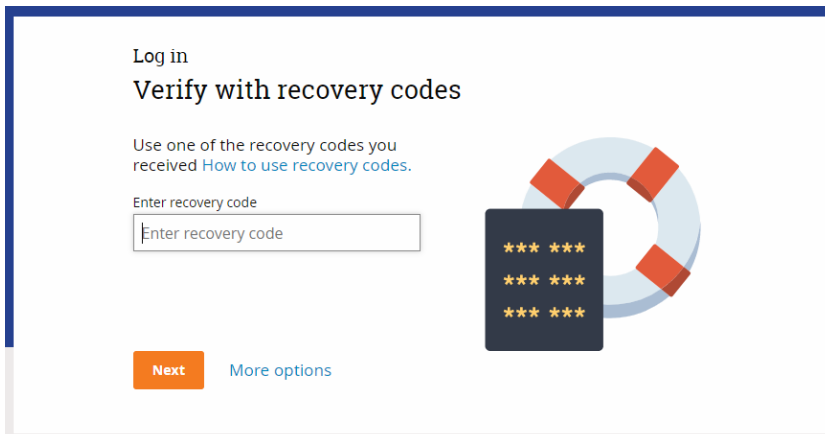
Logging in with MFA recovery codes

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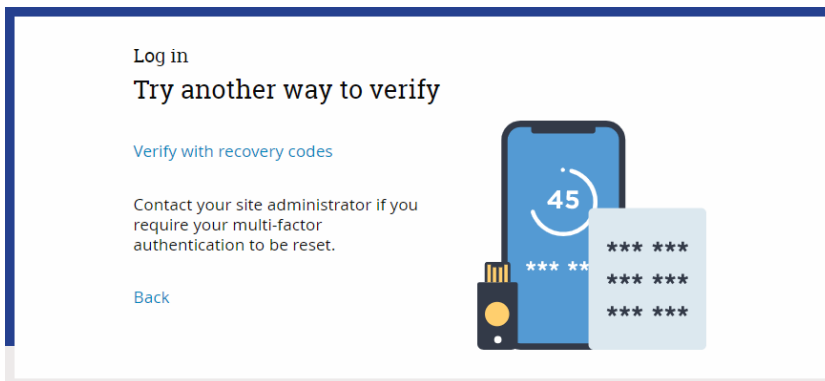
Enter one of your recovery codes and if valid you will be logged in to your Summer account. Remember, each recovery code can be used once.

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 **info@summer.co.nz** if you have any questions.

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