

Credential Security

Overview

Using a security credential provides additional protection for your account. This second layer of authentication can help prevent unauthorized access even when your username and password may have been compromised. Fidelity Investments (Fidelity) requires all WealthscapeSM users to use a security credential. A thirty (30) day grace period begins after your first log in following the implementation of this requirement. During this period, you must download and activate a security credential. Fidelity works with Symantec to provide credentials. Select one of the following links to download the credential specific to the device you are using:

- [iPhones®, iPods®, and iPads®](#)
- [Android™ phones and tablets](#)
- [Mac® or PC systems](#)

Frequently Asked Questions (FAQs)

Q1: How can I change my security credential?

A1: You can change your security credential at any time by going to the **Credential Security** page on Wealthscape where you can register a new credential.

Q2: How can I log in without my security credential?

A2: To see your options for logging in when your credential is not available, select the **log in options** link on the Credential Security page. If you have registered a cell phone with the system, Fidelity can send a text message containing a temporary security code that will allow you to log in. If you have not yet registered a phone, a pop-up window displays, which contains information explaining how to obtain a temporary security code.

Q3: Can I have one credential at work and take another with me when I travel?

A3: No. Only one credential can be associated with your **ID**. If your credential is not available and you need to access the system, you can still log in. Fidelity can send a text message with a temporary security code that you can use to do so. Select the **log in options** link on the Enter Your Security Code screen to request this text message from Fidelity.

Q4: Can I share my security credential with a colleague?

A4: No. Each person in your firm must have his own security credential since its purpose is to identify each individual as a unique Wealthscape user.

Q5: How do I bypass the Registration screen?

A5: You have 30 days to obtain and register your security credential. During this 30 period, you can go directly to Wealthscape without registering your credential by selecting the **Register Your Credential Later** link at the bottom of the Enhanced Security screen.

Q6: What if someone finds my lost security credential?

A6: If someone finds your lost security credential, they will not be able to use it to access your information since they would still need your **User ID** and **PIN** to log into Wealthscape. For added security, you should report the loss to prevent the credential from being associated with any other accounts.

Q7: If I have a security credential, will I still need to answer the security questions?

A7: Yes, it is possible that you will have to answer the questions. The two systems are designed to work together. Even when you use the security credential to log in, the system may detect something unusual about your log in pattern (e.g., you log in from a different location using a different computer system). If this occurs, the system may ask you to answer a security question to ensure the safety of your information.

Q8: What is a security credential?

A8: A security credential, also known as a token, is a program that generates a one-time **PIN**, which helps to authenticate a user. Security credentials are available in many formats, including software for PCs, phones, and tablets.

Q9: How does the second factor of authentication help make my information more secure?

A9: The first factor of authentication is something you know, such as your **PIN**. The second factor is something in your possession, which is the security credential. Both your **PIN** and the credential are required to access your account.

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