PINNACLE

How to use Multi-Factor Authentication (MFA)

How to use Multi-Factor Authentication (MFA)

Pinnacle utilizes MFA, or Multi-Factor Authentication, to provide additional layers of security beyond passwords. MFA requires users to provide two or more forms of verification, such as a password and a code sent to their mobile device. This process significantly enhances account security.

Below, you will find instructions to download a free authenticator application onto your smartphone. We have included guidance for downloading three reputable authenticator apps: Google Authenticator, Microsoft Authenticator, and Twilio, available on your device's app store (e.g., Google Play Store for Android and Apple App Store for iOS).
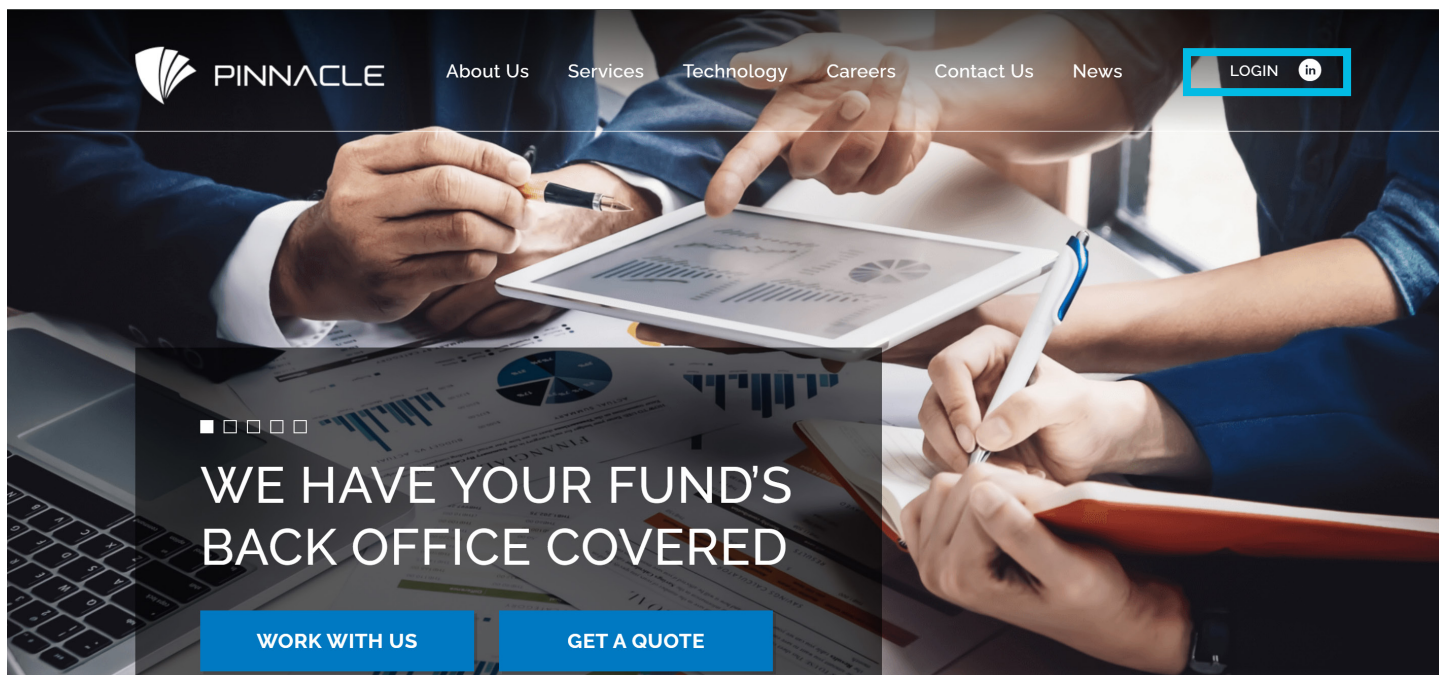
For detailed step-by-step guidance, please refer to the following pages.
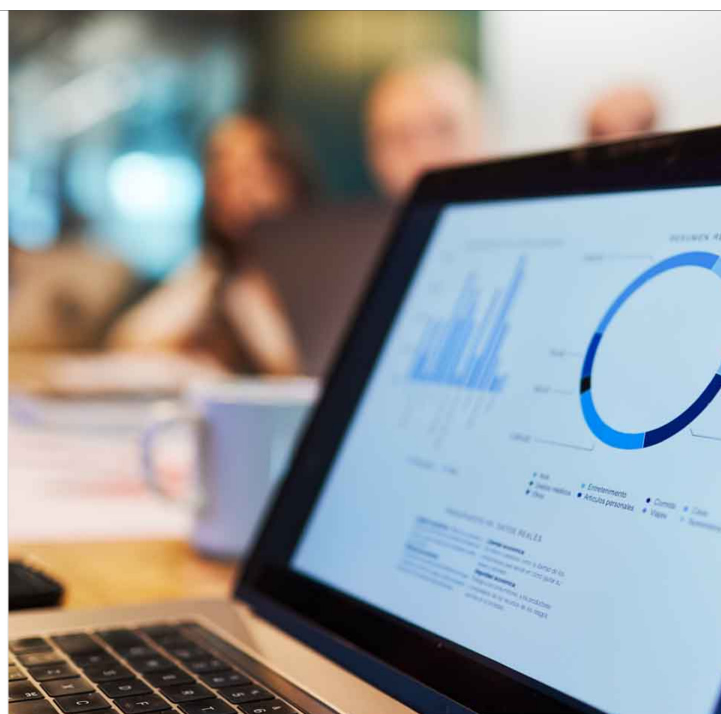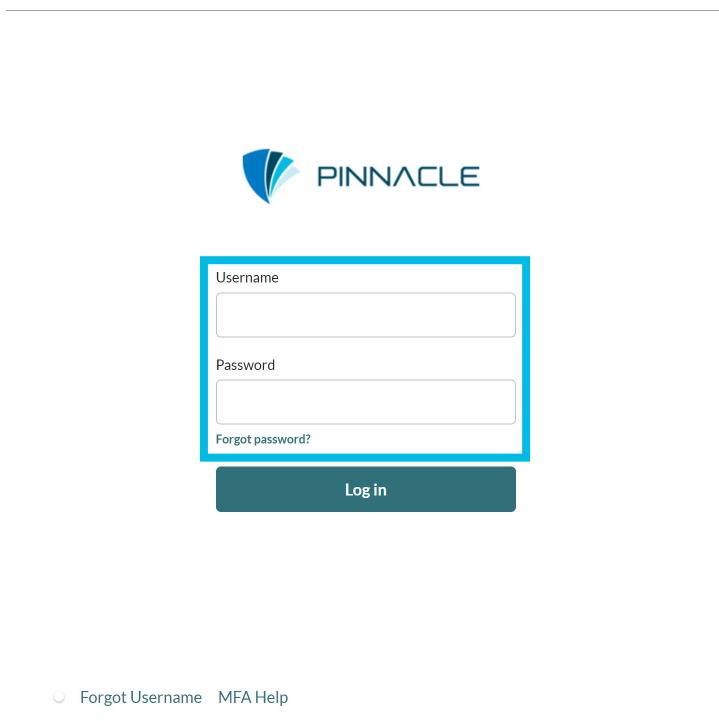
Contents

Logging into Pinnacle365

1. Click on www.pinnaclefundservices.com and click in upper right hand corner of the login screen:

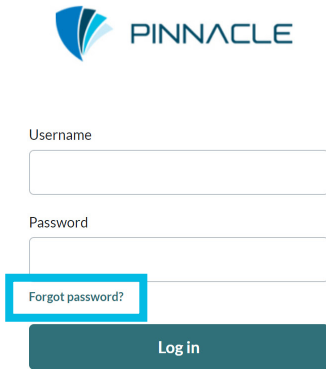2. You may also visit: https://365.pinnaclefundservices.com/login. Enter your username and password.

3. If you do not know your username, click "Forgot Username" at the bottom left corner of the page. If a username is available, it will be mailed to the authorized email address on file.

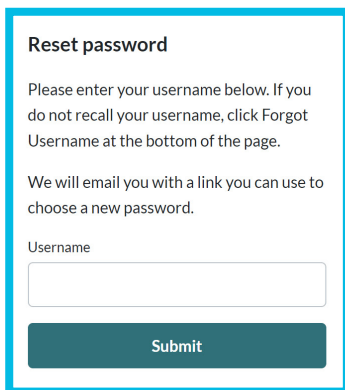If you have forgotten your password, click "Forgot password" under the password section.

4. Enter your known username and if your username is recognized a new password will be sent.
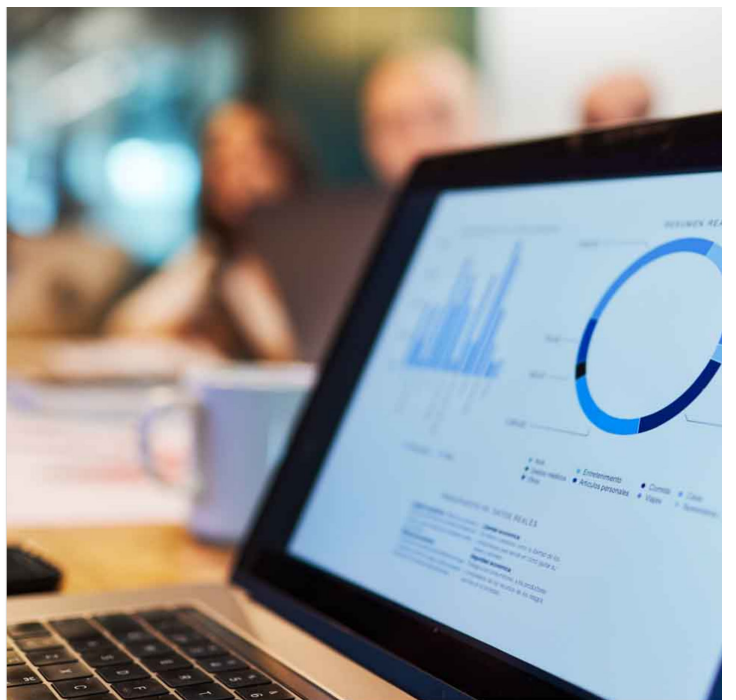
Microsoft Authenticator

To download the Microsoft Authenticator app, visit the App Store on your Android or iPhone. The app icons should resemble the following images:

Android

iOS

You may follow these links:

1. Android: https://play.google.com/store/apps/details?id=com.azure.authenticator

2. Iphone: https://apps.apple.com/ca/app/microsoft-authenticator/id983156458
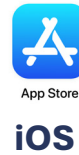
You may also search for "Microsoft Authenticator". The app icon should resemble the following image:

Microsoft Authenticator

1. Open the Microsoft Authenticator app.

2. Click the plus (+) sign at the top of the authenticator to add an account.
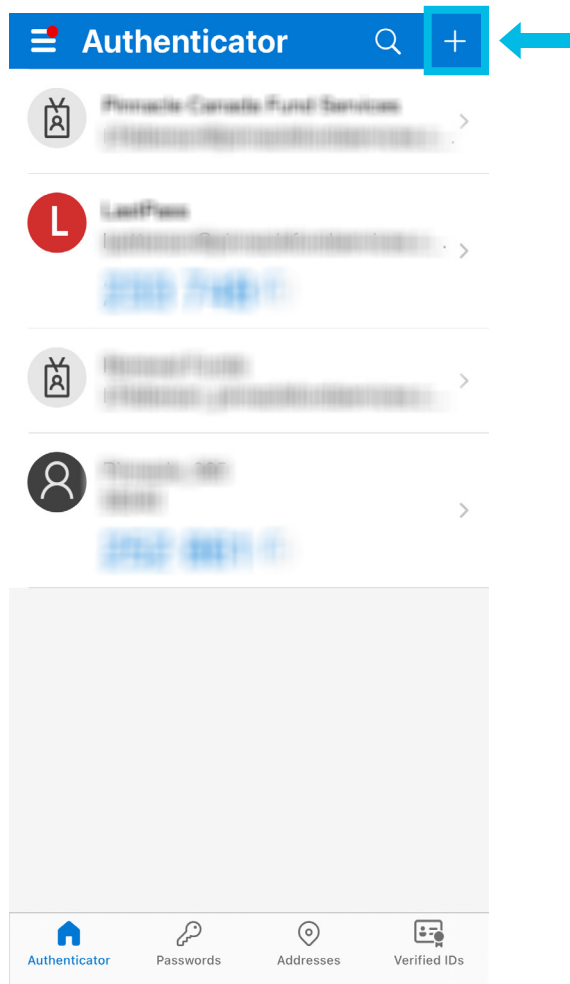
3. Select to create account type 'Work or school account'.
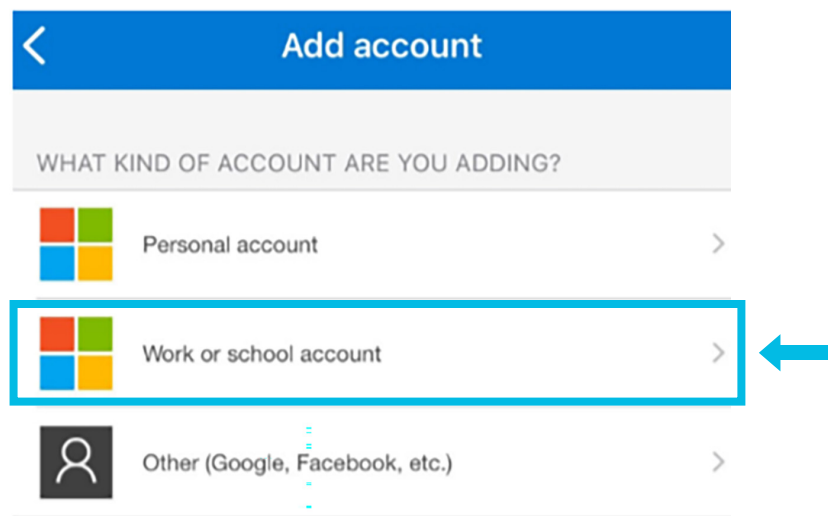
4. Select 'Scan a QR code' or the code can be manually entered for those without a camera on their phone.
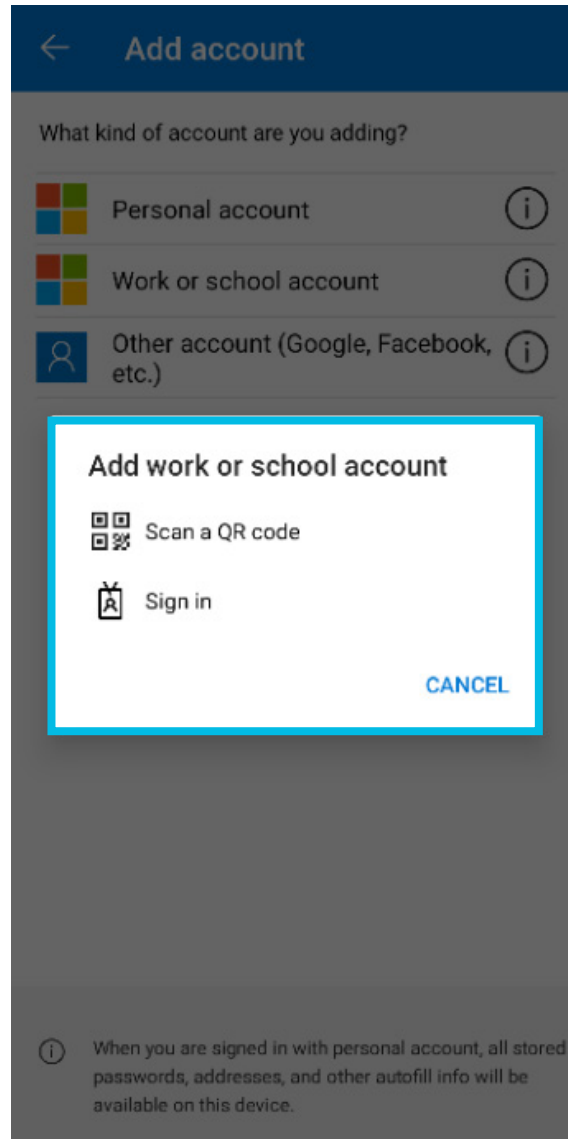
5. Point your camera at your computer screen to scan the code which will resemble this:

Sample image

➡ QR code

IQADNACEAA2QANAQGAAETABRAAZAANJA ➡ Manual code

6. Enter the code from Microsoft Authenticator to Authenticator code field on Pinnacle 365.

Note: Enter the digits without spaces and if the countdown for the code is 5 seconds or less, wait for it to generate a new code.

Please ensure your phone is up to date, if you have a pending update you should install it on your phone before following these instructions.

Google Authenticator

To download the Google Authenticator app, visit the App Store on your Android or iPhone. The app icons should resemble the following images:


Android

**iOS**

You may follow these links:

1. Android: https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2

2. Iphone: https://apps.apple.com/ca/app/google-authenticator/id388497605
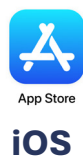
You may also search for "Google Authenticator". The app icon should resemble the following image:

Google Authenticator

1. Open your Google Authenticator App. Sign in or Use Authenticator without an Account.

2. Select "Add a code".
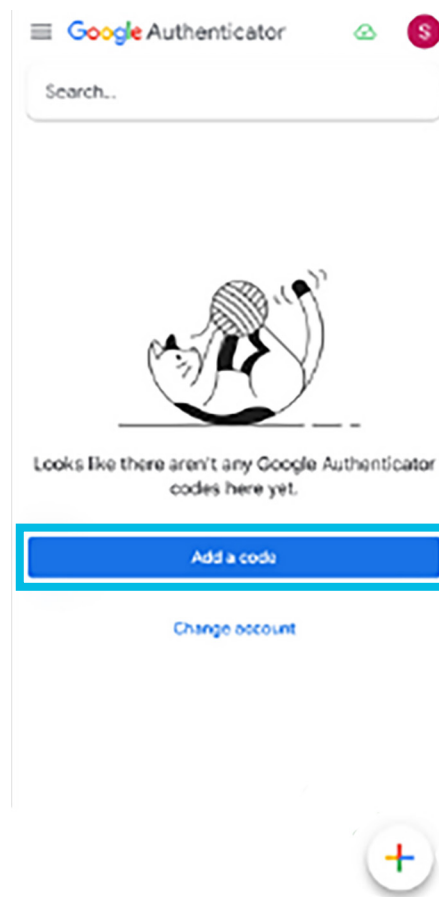
3. Select the plus (+) sign. Click "Scan a QR Code". Alternatively, for those without a camera on their phone, you may select "Enter a setup key" to manually input the code.
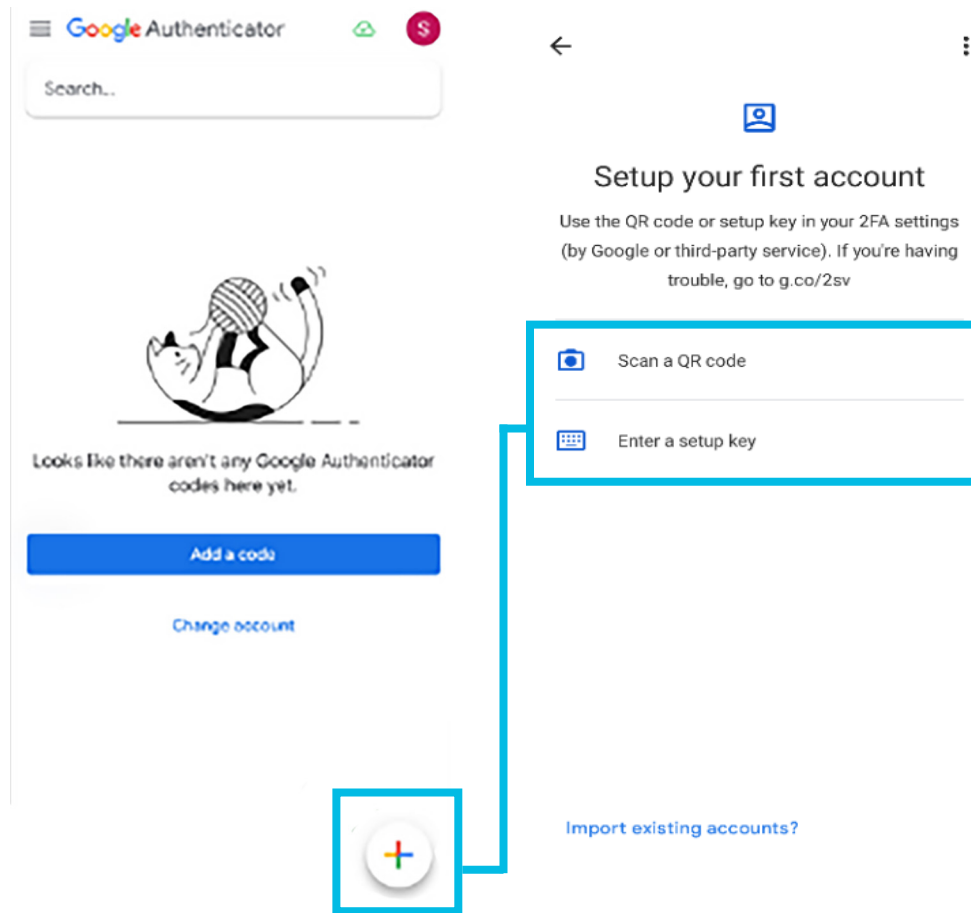
4. Point your camera at your computer screen to scan the code which will resemble this:

Sample image

➡ QR code

IQADNACEAA2QANAQGAAETABRAAZAANJA ➡ Manual code

5. Enter the code from Google Authenticator to Authenticator code field on Pinnacle 365.
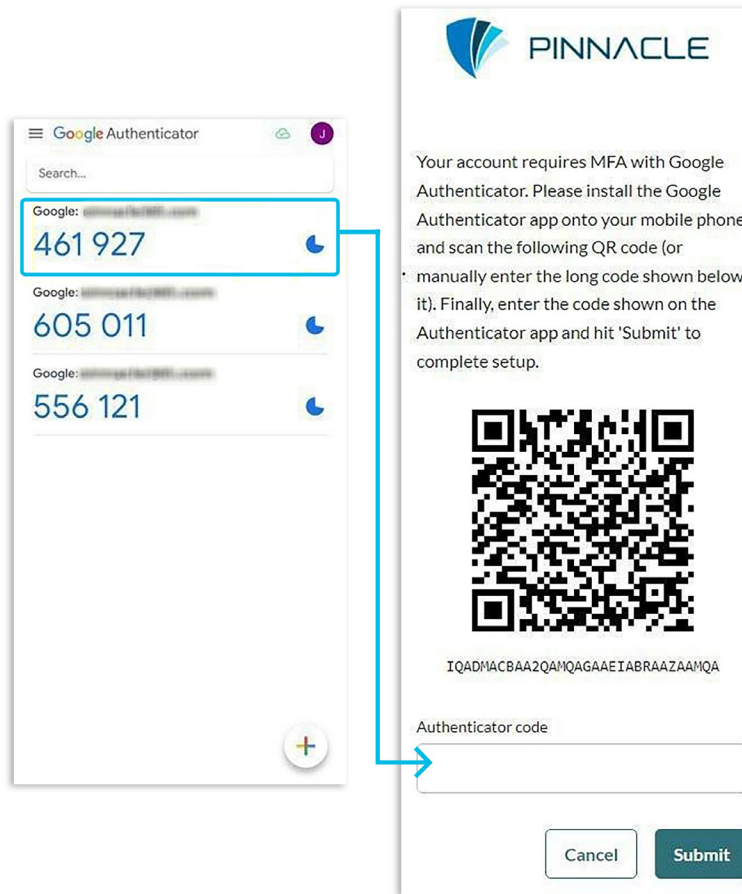
Note: Enter the digits without spaces and if the code has turned red wait for a moment until the numbers turn blue.

Please ensure your phone is up to date, if you have a pending update you should install it on your phone before following these instructions.

Twilio Authy

To download the Twilio Authenticator app, visit the App Store on your Android or iPhone. The app icons should resemble the following images:

Android

iOS

You may follow these links:

1. Android: https://play.google.com/store/apps/details?id=com.authy.authy

2. Iphone: https://apps.apple.com/ca/app/twilio-authy/id494168017
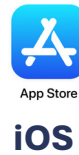
You may also search for "Twilio Authy". The app icon should resemble the following image:

Twilio Authy

1. Enter your phone number.

2. Enter your email.

3. Complete the verification with Twilio Authy.

Verify your account

Select one of the following methods to verify your account:

- Receive WhatsApp message
- Receive SMS message
- Receive call
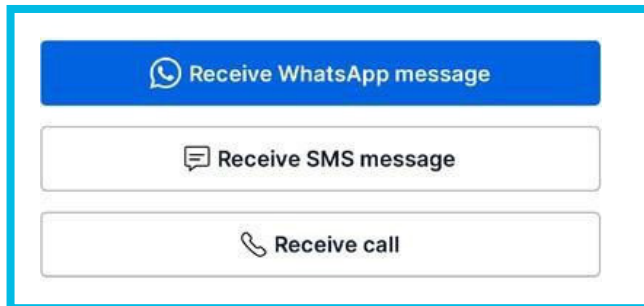
4. Click on the plus (+) sign to add an account and scan the QR Screen from the Pinnacle365 page.

Q Search

You don't have any accounts yet.

Tap on the plus button below to Add your first authenticator account.

+

+
Add Account
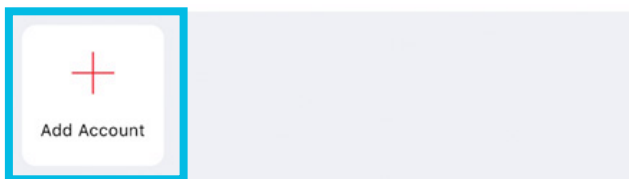
5. Enter the code from Twilio Authenticator to Authenticator code field on Pinnacle 365.
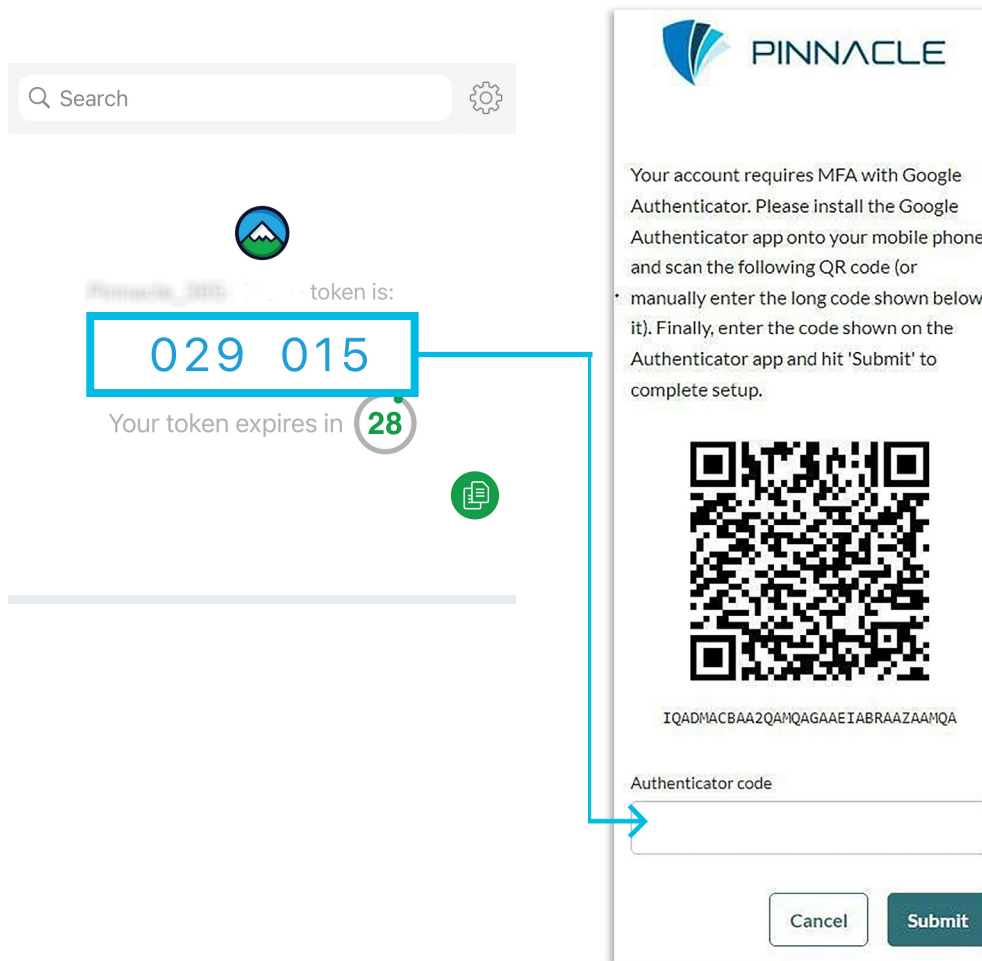
Note: Enter the digits without spaces and if the countdown for the code is 5 seconds or less, wait for it to generate a new code.

Please ensure your phone is up to date, if you have a pending update you should install it on your phone before following these instructions.

Tips/Suggestions

Application update

Please ensure you are using the most recent version of the Authenticator app. To update, open the App Store or the Google Play Store.

At the top right, select the profile icon. For iPhone users, scroll to see pending updates and release notes and select Update next to the app's icon.

For Android users, select Manage apps & device. Apps with an update available are labeled "Update available". Select Update all.

Application reset

If you're still having trouble after the update, try deleting the authenticator app and reinstalling it on your phone.

If the issue persists, we'd be happy to reset the MFA code on our end, you will then need to re-scan to try again.

If you're still unsuccessful, try one of the other Authenticator apps using instructions above.

Phone update: Please ensure your phone is up to date, install any pending updates onto your phone before installing an authenticator app.

Code Entry

Enter the six digits **without** spaces and if the code has turned red, wait for a moment until the numbers are blue again or if the countdown timer is 5 seconds or less wait for it to reset.

Tips/Suggestions

FAQ

Please visit our [login page](https://365.pinnaclefundservices.com/login) (https://365.pinnaclefundservices.com/login) for Frequently Asked Questions at the bottom of the page.

Removing Prior Codes (iPhone):

Google Authenticator
- Open Google Authenticator.
- Press and hold on the app with the Pinnacle_365 MFA already installed on the app.
- Select the pencil icon on the right.
- Select the desired entry to remove.
- Click delete in the upper right hand corner.

Microsoft Authenticator:
- Open Microsoft Authenticator.
- Click on the appropriate authenticator account.
- In the upper right hand corner select the settings icon.
- Click on "Remove account" in the middle of the screen.

Twilio Authy:
- Open Twilio Authy.
- In the upper right hand corner select the settings icon.
- Click on accounts in the middle at the bottom of the screen.
- Swipe to the left the appropriate authenticator account.
- Click on "Delete".

Removing Prior Codes (Android):

Google Authenticator
- Open Google Authenticator.
- Press and hold on Pinnacle_365 MFA entry you wish to remove that is already installed on the app.
- Delete icon will appear on the top right corner.
- Click delete in the upper right-hand corner.

Microsoft Authenticator:
- Open Microsoft Authenticator.
- Click on the appropriate authenticator account you wish to remove.
- In the upper right-hand corner select the settings icon.
- Click on remove account in the middle of the screen.

Twilio Authy:
- Open Twilio Authy.
- Click on account at the bottom of the screen.
- Press and hold on Pinnacle_365 MFA entry you wish to remove.
- Click on remove.