



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).

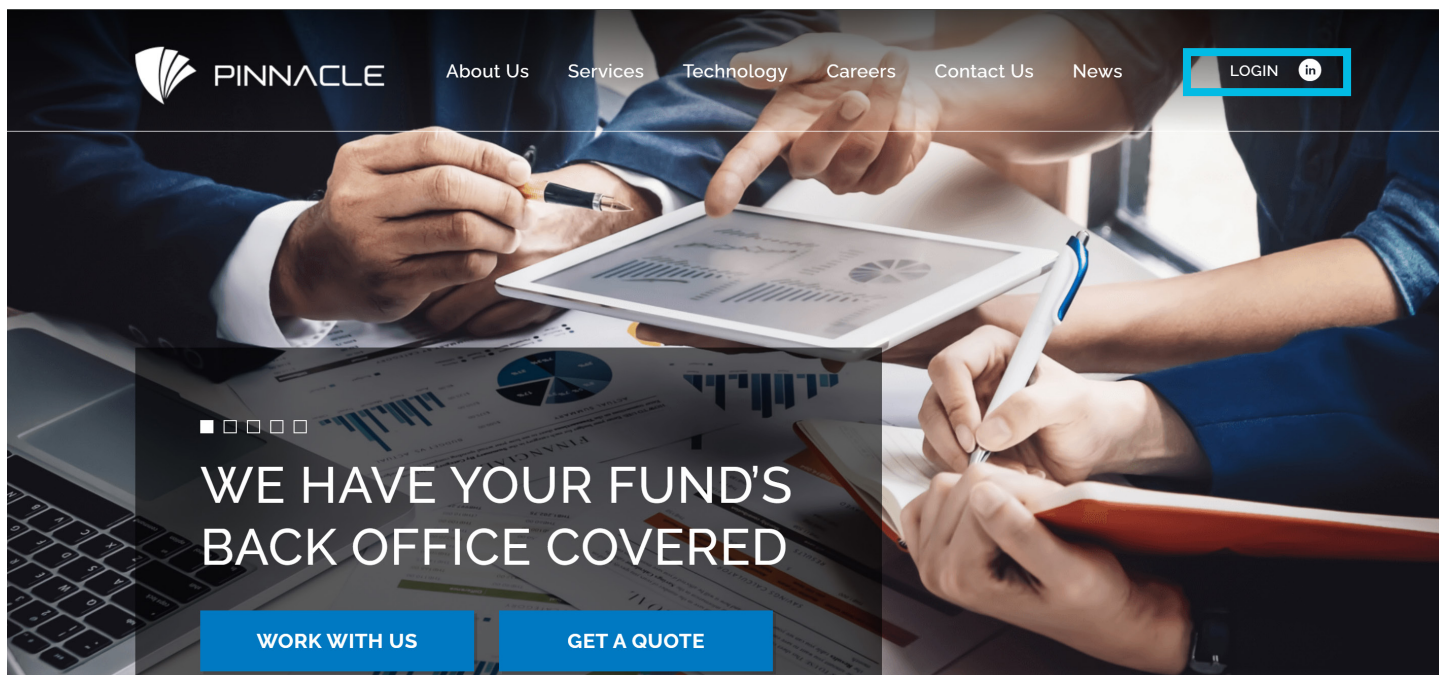
For detailed step-by-step guidance, please refer to the following pages.

Contents

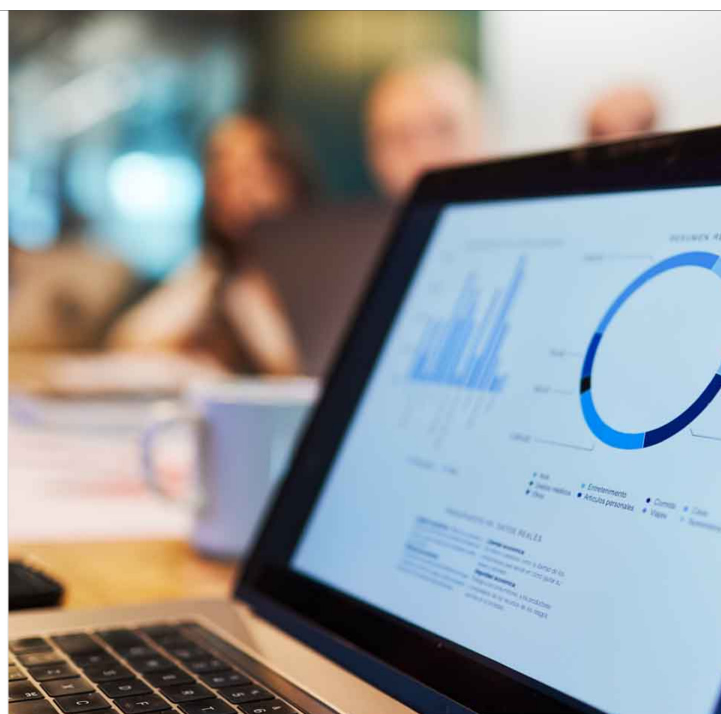
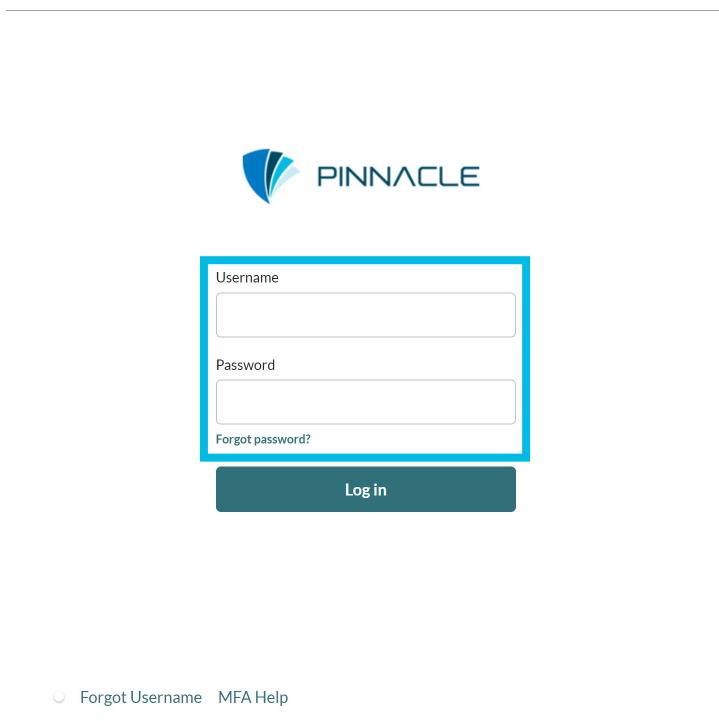
How to use Multi-Factor Authentication (MFA)	2
Logging into Pinnacle365	3
Microsoft Authenticator	5
Google Authenticator	9
Twilio Authy	13
Tips/Suggestions	17
Removing Prior Codes	19

Logging into Pinnacle365

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

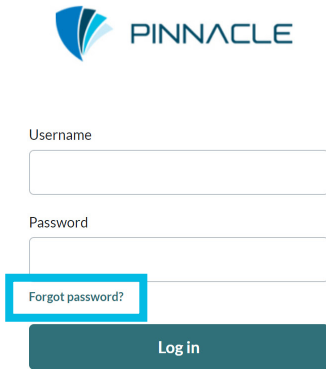


2. You may also visit: <https://365.pinnaclefundservices.com/login>.
Enter your username and password.



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.

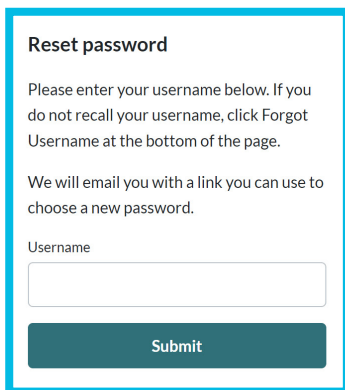


The image shows the Pinnacle login interface. At the top left is the Pinnacle logo, which consists of a stylized blue and white fan-like icon followed by the word "PINNACLE" in a sans-serif font. Below the logo are two input fields: "Username" and "Password". Under the "Password" field, there is a link labeled "Forgot password?". At the bottom of the form is a dark teal button with the text "Log in".

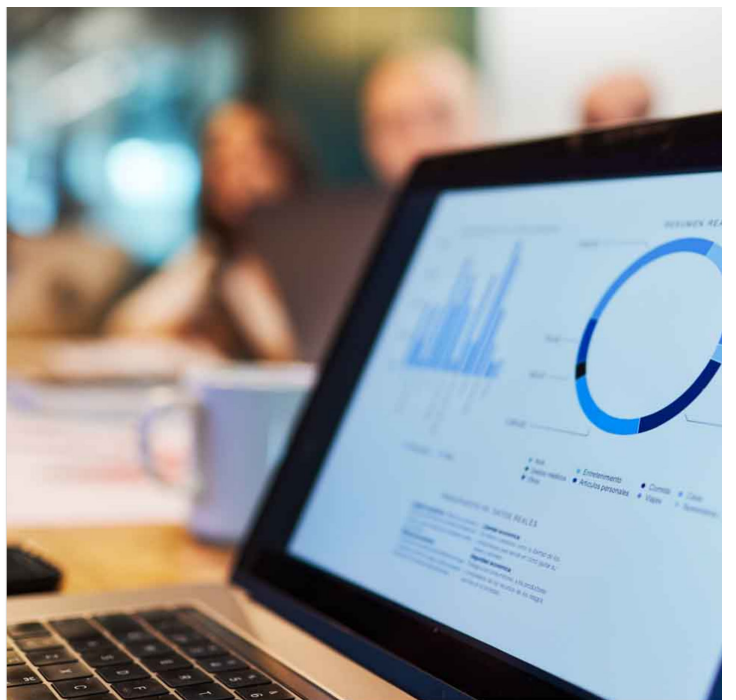


[Forgot Username](#) [MFA Help](#)

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



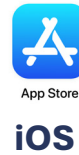
The image shows a "Reset password" form. The title "Reset password" is at the top. Below it is a paragraph: "Please enter your username below. If you do not recall your username, click Forgot Username at the bottom of the page." This is followed by another paragraph: "We will email you with a link you can use to choose a new password." Below this text is a "Username" label and an input field. At the bottom of the form is a dark teal button labeled "Submit".



[Forgot Username](#) [MFA Help](#)

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:



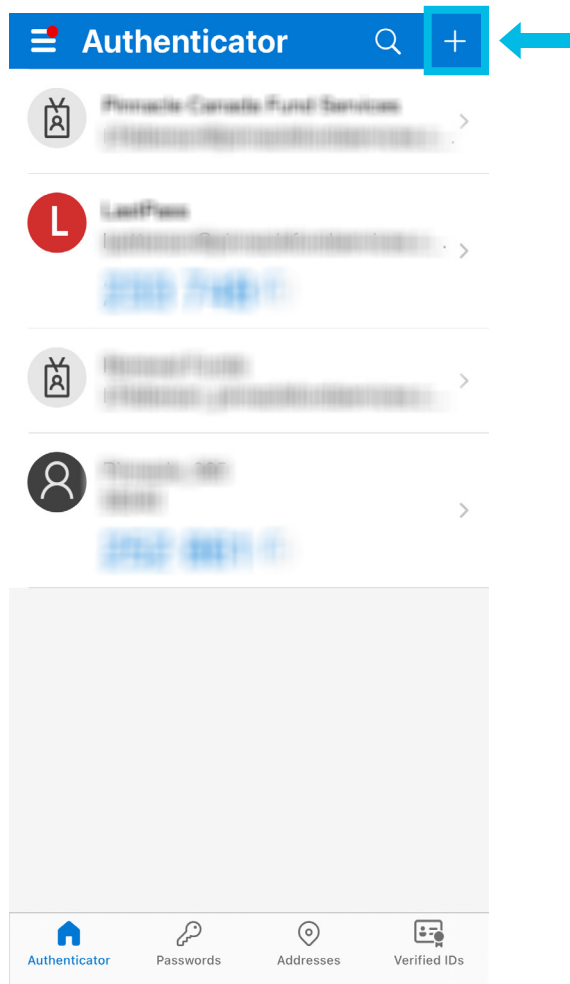
You may follow these links:

1. Android: <https://play.google.com/store/apps/details?id=com.azure.authenticator>
2. Iphone: <https://apps.apple.com/ca/app/microsoft-authenticator/id983156458>

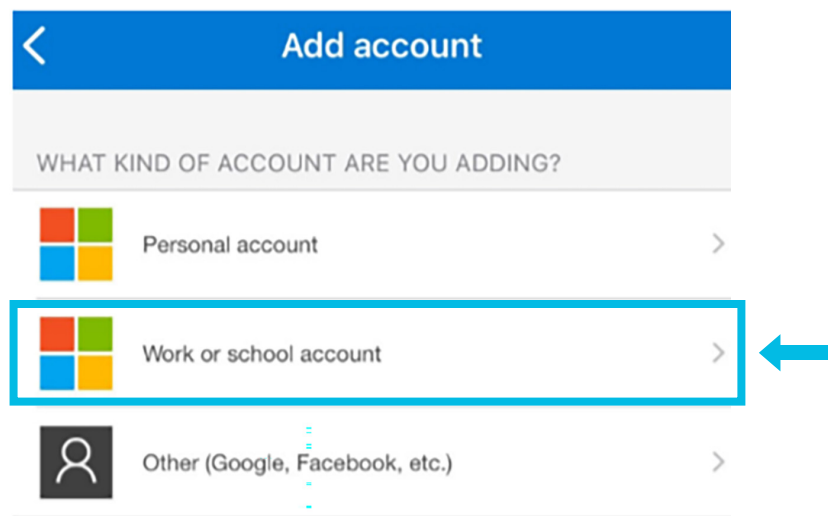
You may also search for “Microsoft Authenticator”. The app icon should resemble the following image:



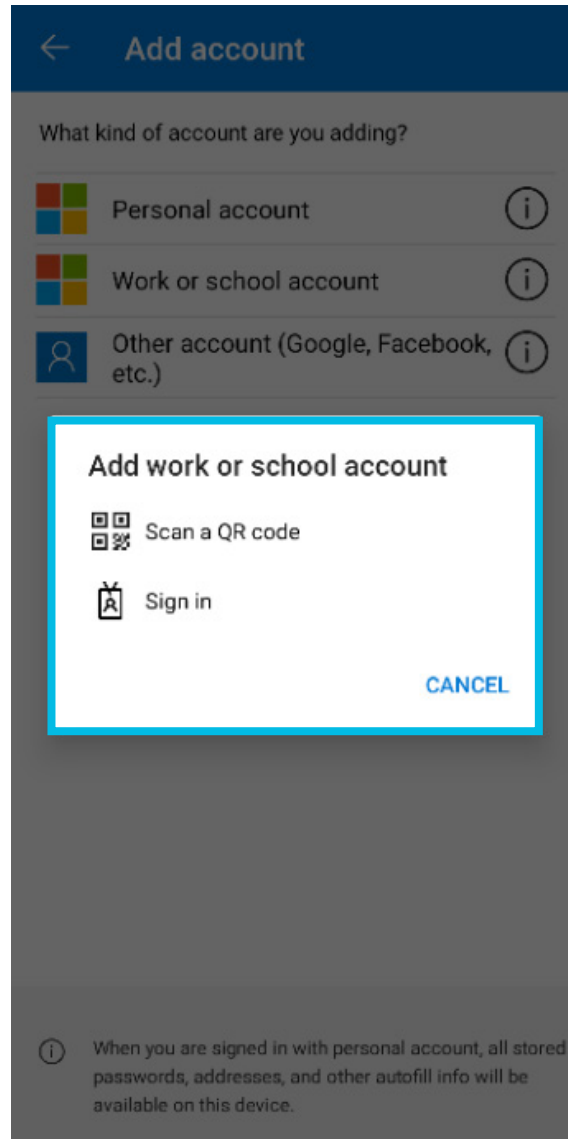
1. Open the Microsoft Authenticator app.
2. Click the plus (+) sign at the top of the authenticator to add an account.



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:



6. Enter the code from Microsoft Authenticator to Authenticator code field on [Pinnacle 365](#).

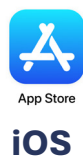
The image shows two screenshots from the Pinnacle 365 mobile application. The left screenshot displays the user profile for 'Pinnacle_365' with a status of 'One-time passwords enabled'. Below this, a 'One-time password code' is shown as '038 937' with a 24-second countdown timer. A blue box highlights the code, and a blue arrow points from it to the 'Authenticator code' input field in the right screenshot. The right screenshot shows the MFA setup screen with the Pinnacle logo, instructions to install Google Authenticator, a QR code, and a long alphanumeric code: 'IQADM'ACBAA2QAMQAGAAETABRAAZAAMQA'. Below the code is an 'Authenticator code' input field and 'Cancel' and 'Submit' buttons.

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:



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>

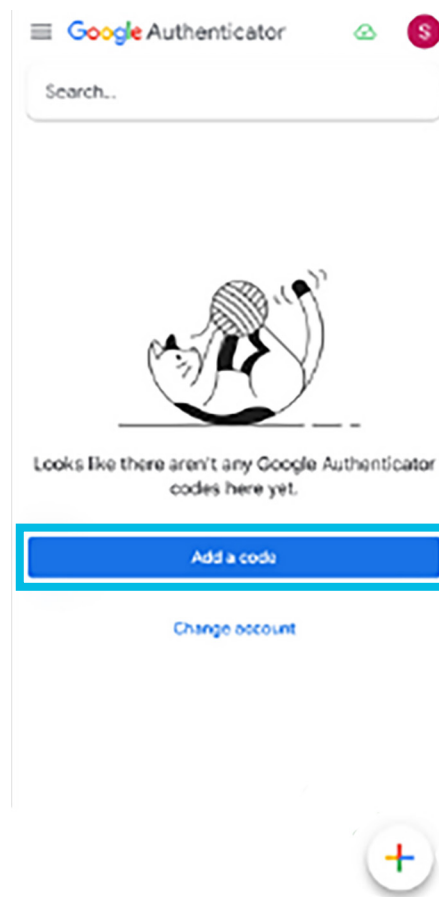
You may also search for “Google Authenticator”. The app icon should resemble the following image:



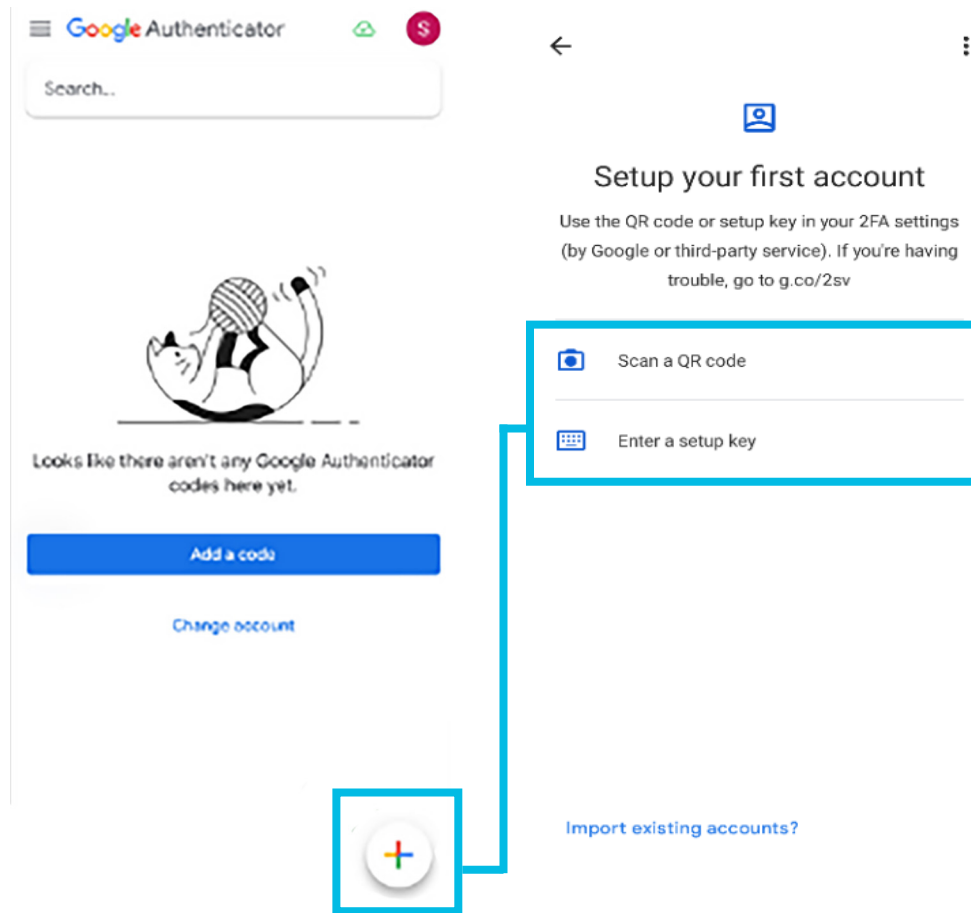
1. Open your Google Authenticator App. Sign in or Use Authenticator without an Account.



2. Select "Add a code"?



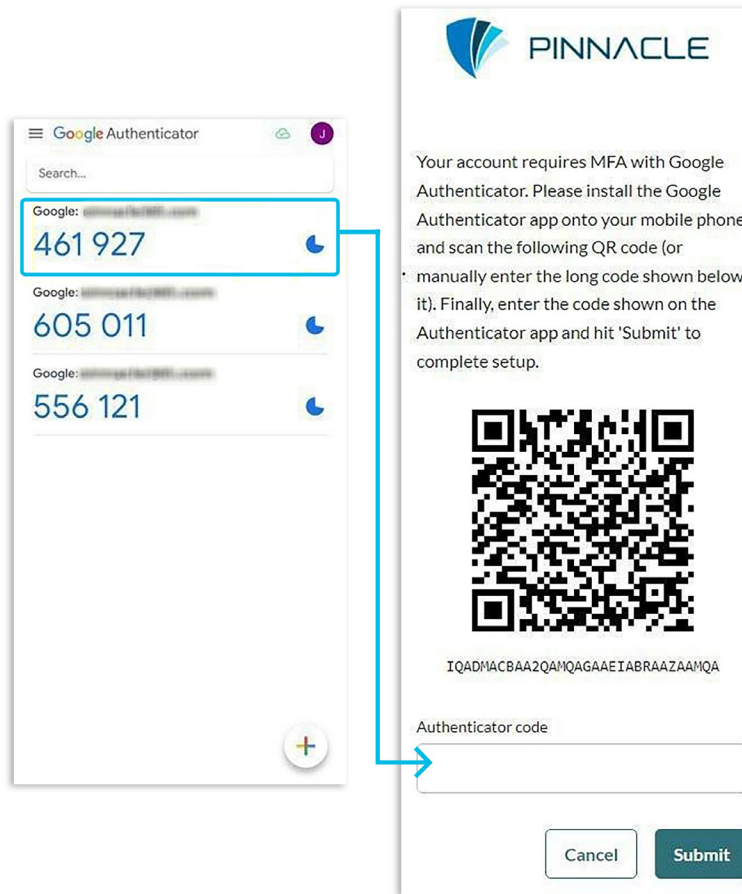
3. Select the plus (+) sign. Click “Scan a QR Code”. Alternatively, for those without a camera on their phone, you may select “Enter a setup key” to manually input the code.



4. Point your camera at your computer screen to scan the code which will resemble this:



5. Enter the code from Google Authenticator to Authenticator code field on [Pinnacle 365](#).

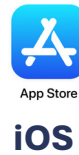


Note: Enter the digits without spaces and if the code has turned red wait for a moment until the numbers turn blue.

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:



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.



Hi there,

To get started, login or create an Authy account with your phone number.

Country code ▼	Phone number
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Submit

By logging in or creating an account, you acknowledge that you read the [Privacy Notice](#).

2. Enter your email.



Add your email

We use your email as a backup contact method.

Email address

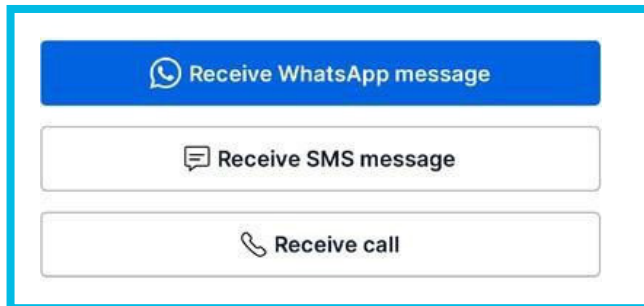
Create Authy account

3. Complete the verification with Twilio Authy.



Verify your account

Select one of the following methods to verify your account:

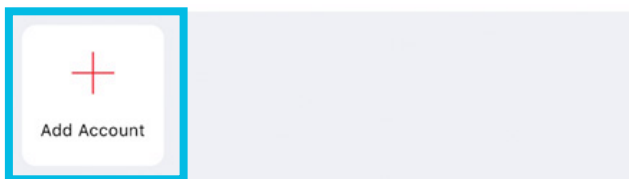


4. Click on the plus (+) sign to add an account and scan the QR Screen from the [Pinnacle365](#) page.

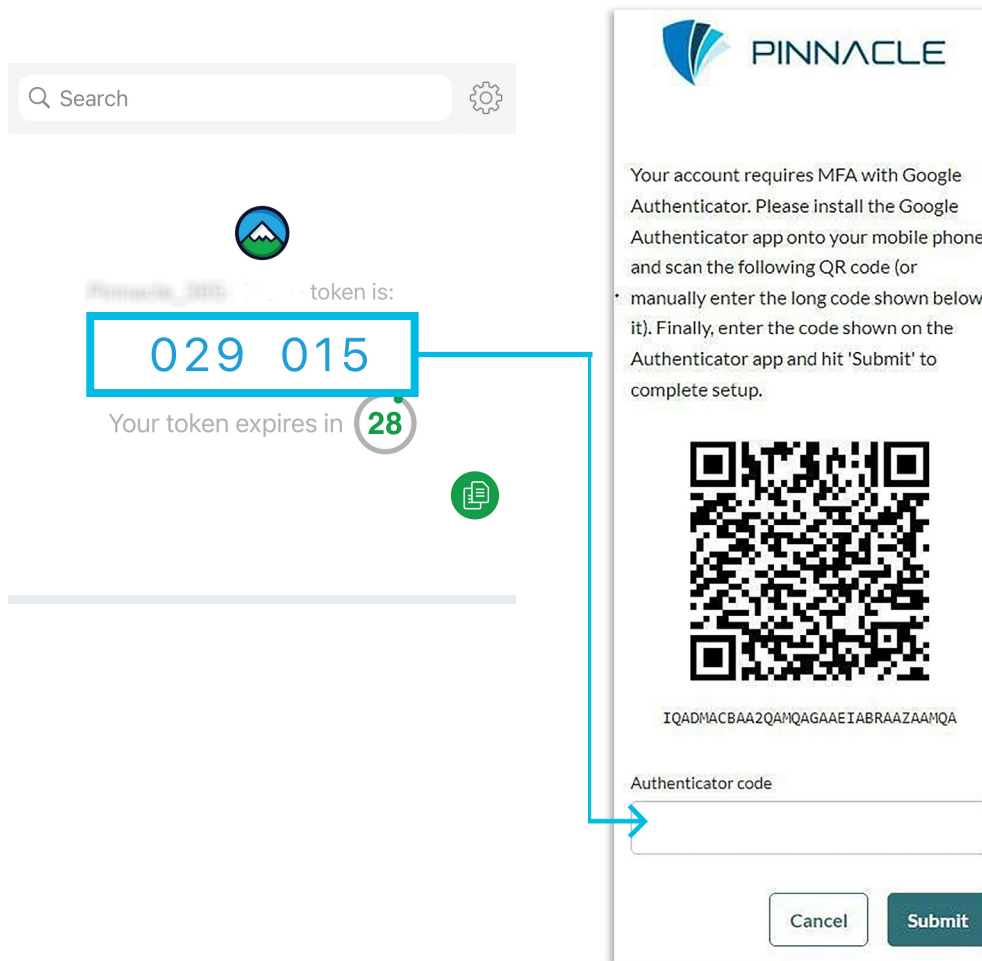


You don't have any accounts yet.

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



Username

Password

[Forgot password?](#)

Log in

[Forgot Username](#)

[MFA Help](#)



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.