# MULTI-FACTOR AUTHENTICATION FOR INVESTMENT CAFÉ – DESKTOP DEVICES

New users of Investment Café should follow these steps to activate multi-factor authentication (MFA) on desktop devices. These instructions direct the user to use Chrome as their browser. If you prefer to use a different browser, or have other questions, please email ClientPortal@FortWashington.com and a representative will reach out to you.

To log in to your eFront Investment Café account, you will need your User ID and Password as well as a multi-factor authentication application that will generate a unique code for secure access. In this setup guide, we provide step-by-step instructions for installing and using the multi-factor authentication application on desktop devices.

1. You will receive two separate emails that contain both your user ID and temporary password.

2. To begin, type in (or click on) this web address that will be in the email you received: https://icx.efrontcloud.com/FortWashington

3. Type in your user name and temporary password and click sign in.
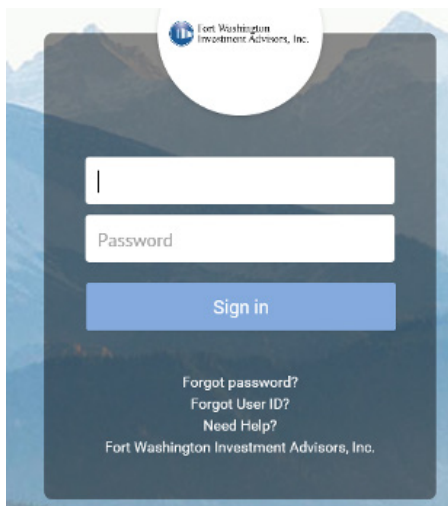
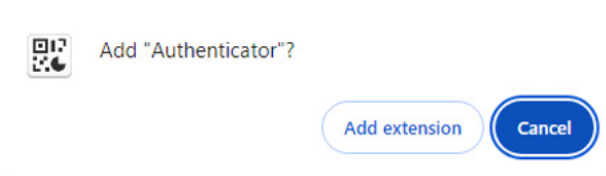4. Security Verification window will open. Click Get Started Now.
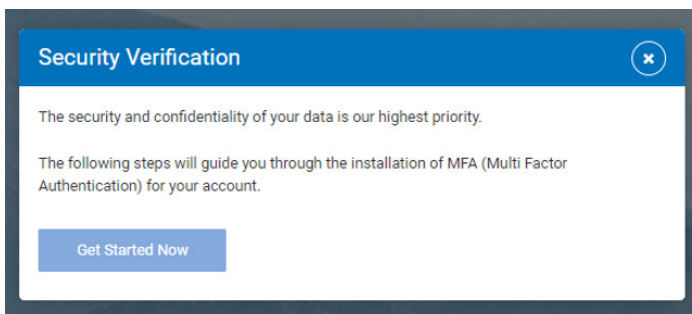
5. A new window will open. Ignore steps 1-3. Click on the circle to copy your code
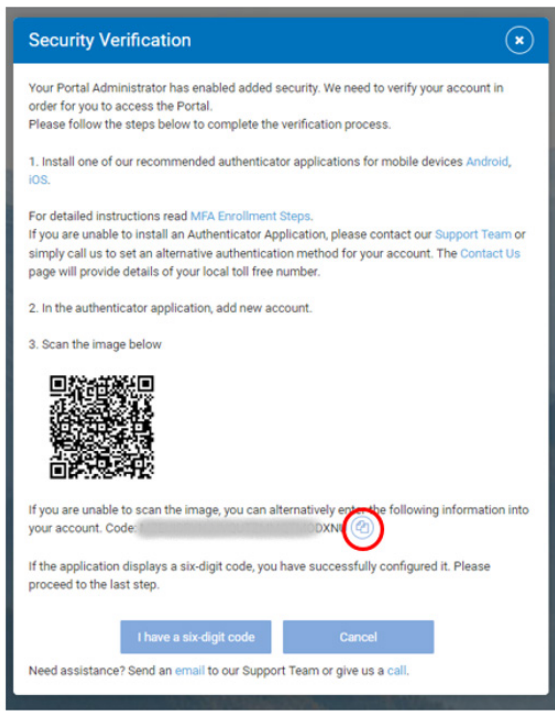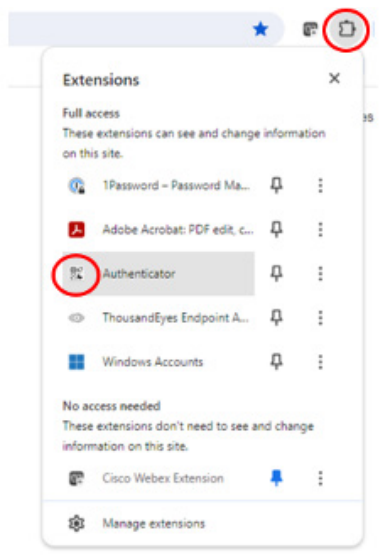

6. Open Chrome and click on this link: https://chromewebstore.google.com/detail/authenticator/bhghoamapcdpbohphigoooaddinpkbai?hl=en-US&utm_source=ext_sidebar
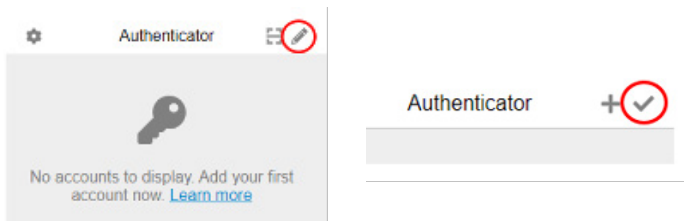
7. Click on Add to Chrome

8. Click add extension

9. Click on the icon near top that looks like a puzzle piece again then click on Authenticator
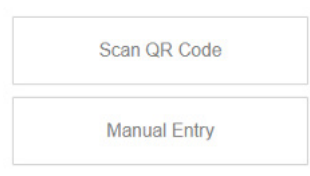

10. Click on the Pencil. The pencil will then turn into a check mark

11. Click on the plus + to add the account

12. Click Manual Entry

13. In the issuer box type in the words: authenticator extension

Issuer

authenticator extension

Secret

|

▶ Advanced

Ok

14. In the Secret box paste your code that you copied from step 5 and click OK. You can paste by right clicking on your mouse then select paste.
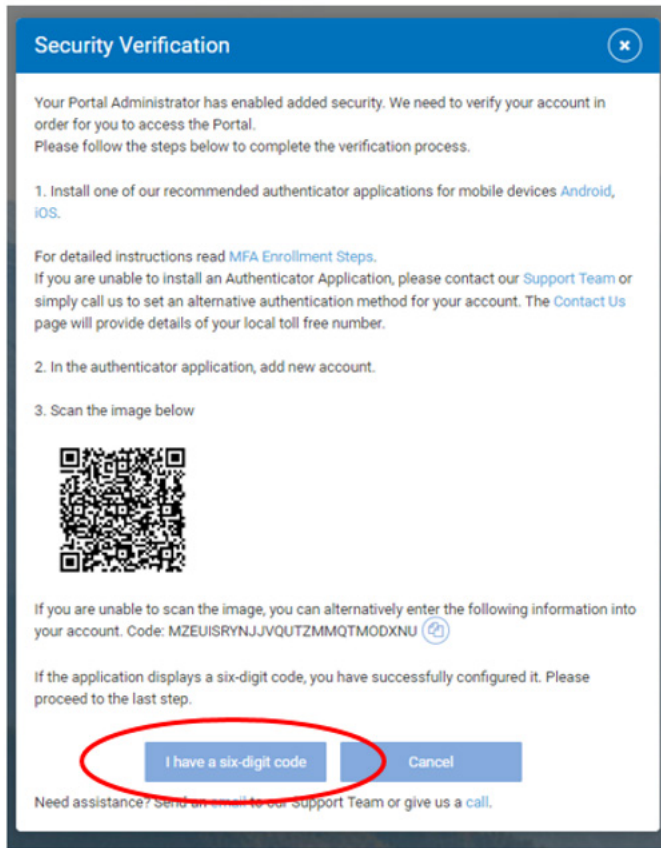
Issuer

authenticator extension

Secret

DXNU

▶ Advanced

Ok

15. A window will open and give you a code

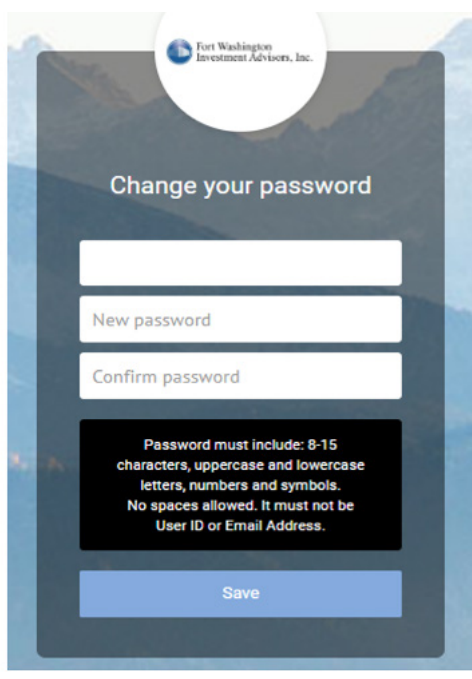authenticator extension

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16. Return to your open Investment Café screen and click on the blue box that reads I have a six-digit code.

17. The Security Verification window will open. Type this code into Investment Café and click Verify. Note: You will have about 20 seconds to type in the code. If the code does not work, return to your open Chrome screen where a new six-digit code will automatically refresh.
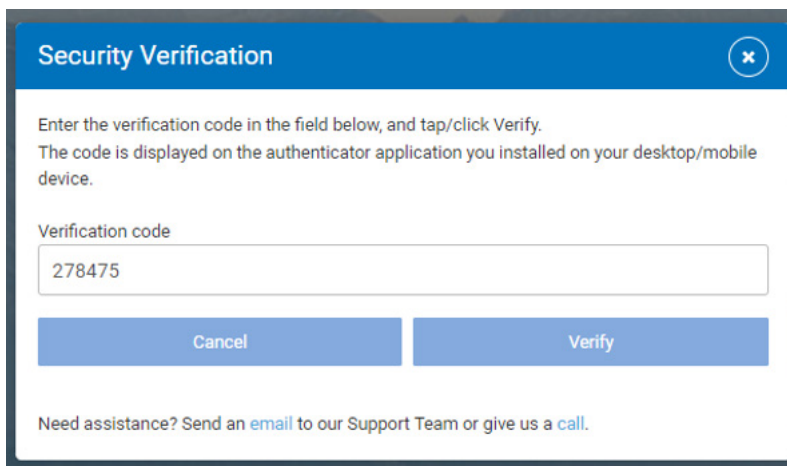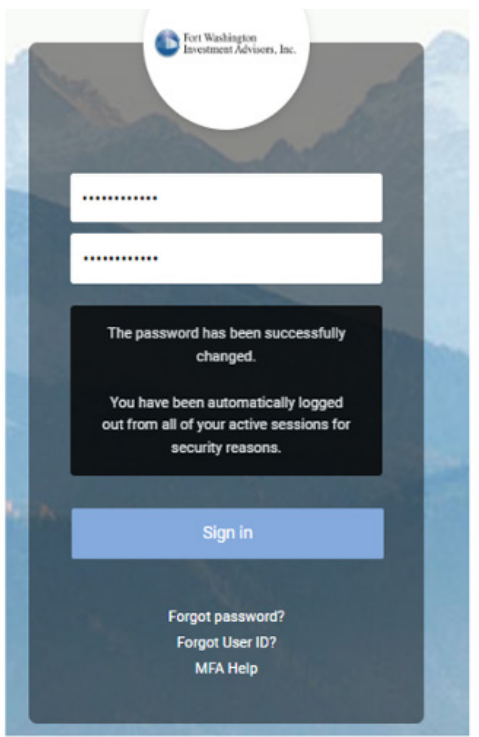
18. It will now give you the option to Change your password. Enter your new password, then type again to confirm and click Save.
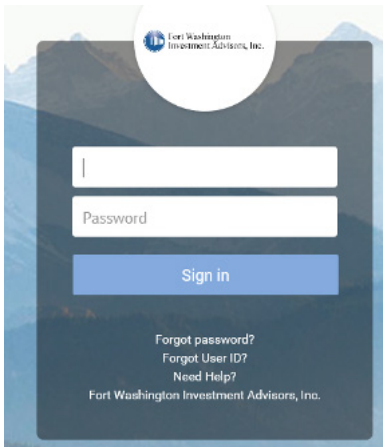

19. A window should open that says your password has been successfully changed.

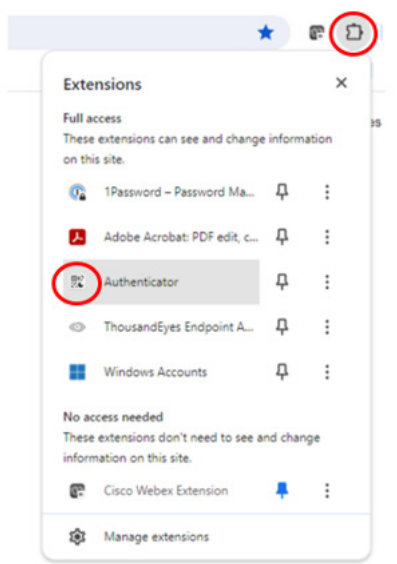20. **You should now be set up on Authenticator for desktop.** To test it, close all windows and navigate to Investment Café and enter your User ID and Password. Click Sign in.
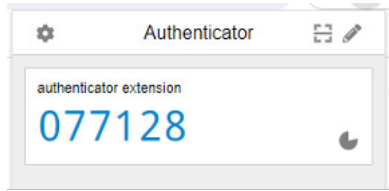

21. You will now be asked for the Verification Code
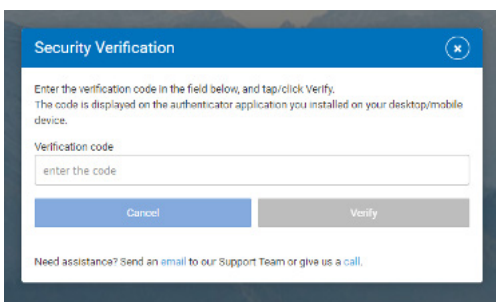
22. Open Chrome and click on the icon near top that looks like a puzzle piece, then click on Authenticator

23. Your code for Investment Café will open.

24. Type this code into Investment Café and click Verify. Note: You will have about 20 seconds to type in the code. If the code does not work, try again to get a new code and quickly type it into Investment Café.
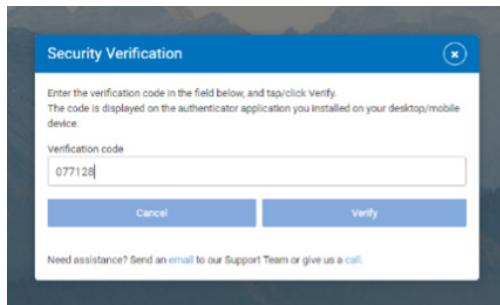
25. Investment Café will now open and you are all set.

If you have any questions or need assistance logging into your account, please email us at ClientPortal@FortWashington.com, or reach out to your primary Fort Washington contact.

Please note it is the responsibility of each user to maintain the security of their account access information.

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