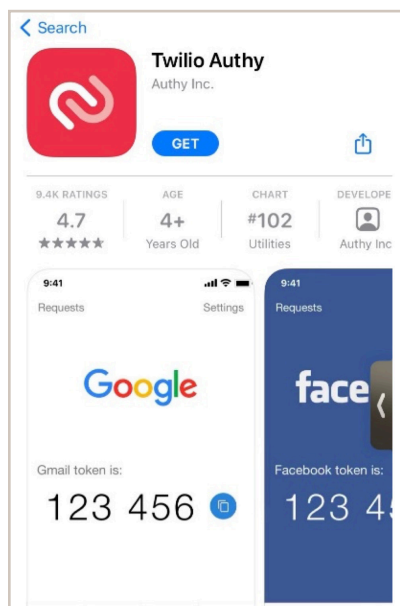


# MULTI-FACTOR AUTHENTICATION FOR INVESTMENT CAFÉ – MOBILE DEVICES

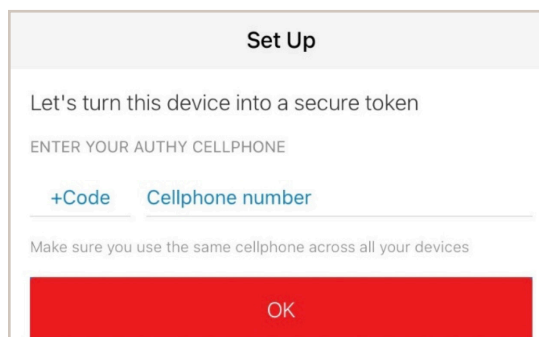
To log in to your eFront Investment Café account, you will need your User ID and Password as well as a multi-factor authentication application that will generate a unique code for secure access. In this setup guide, we provide step-by-step instructions for installing and using the multi-factor authentication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

## HOW TO ACTIVATE MULTI-FACTOR AUTHENTICATION ON MOBILE DEVICES

1. Go to the Apple Store or Google Play and download Twilio Authy.



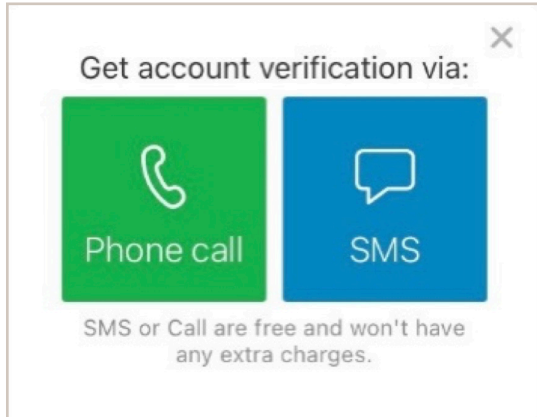
2. Open the app and enter your phone number to sync the app to your phone. Select OK after entering your number.



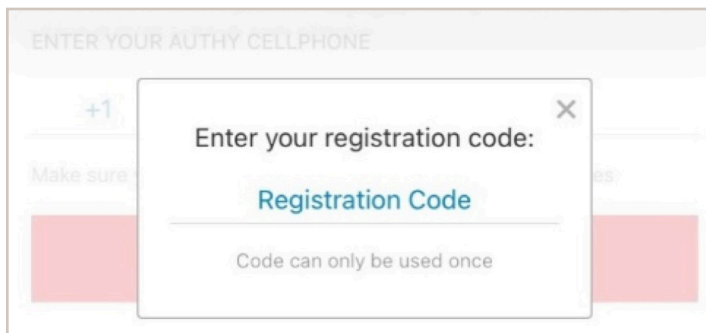
Fort Washington  
Investment Advisors, Inc.

A member of Western & Southern Financial Group

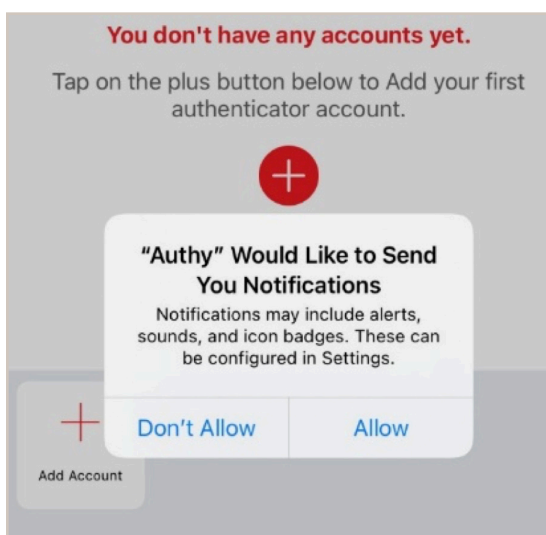
3. You will then need to receive a verification code. You can choose a phone call or text to receive the code:



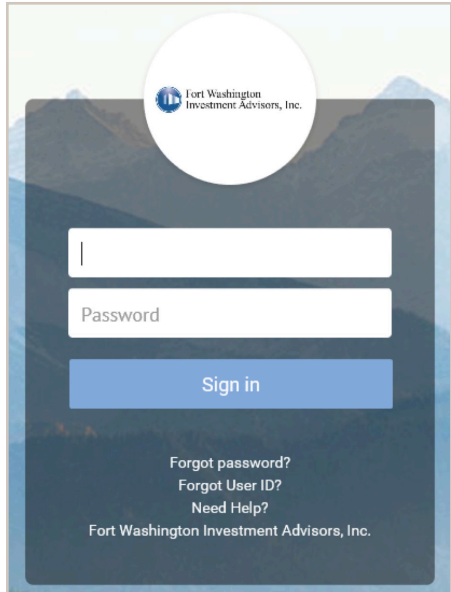
4. Once you receive the code, enter it into the dialogue box in the app:



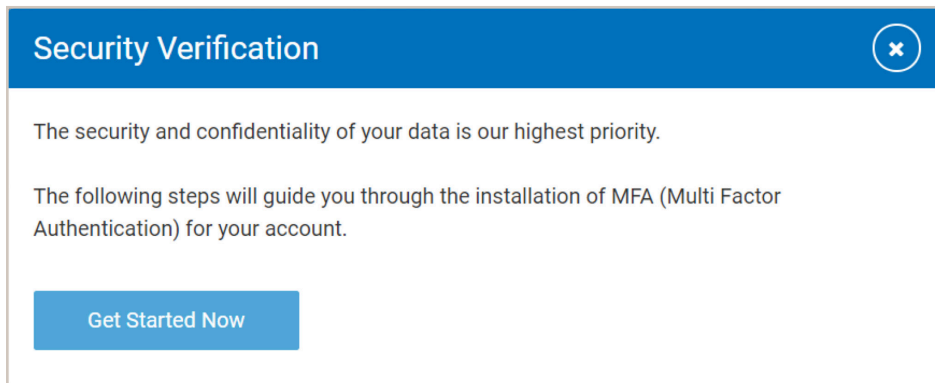
5. You may then receive this message. If you don't want to receive any notifications, select Don't Allow.



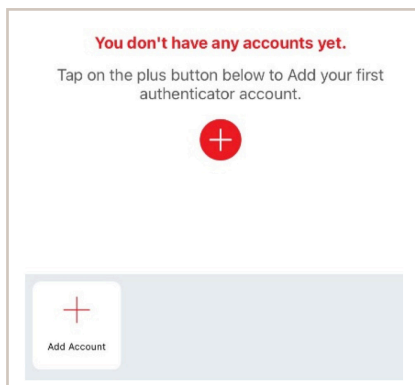
6. It is now time to sync Authy with your Investment Café account. Open up Investment Café and input your User ID and Password. Select Sign In.

The image shows a login screen for Fort Washington Investment Advisors, Inc. At the top, there is a circular logo with the company name. Below the logo, there are two input fields: one for the User ID and one for the Password. A blue "Sign in" button is positioned below the password field. At the bottom, there are links for "Forgot password?", "Forgot User ID?", and "Need Help?", followed by the company name again.

7. A dialogue box will appear asking you to set up your MFA. Select Get Started Now.

The image shows a "Security Verification" dialog box. It has a blue header with the title "Security Verification" and a close button (an 'x' in a circle). The main content area is white and contains the text: "The security and confidentiality of your data is our highest priority." followed by "The following steps will guide you through the installation of MFA (Multi Factor Authentication) for your account." At the bottom, there is a blue button labeled "Get Started Now".

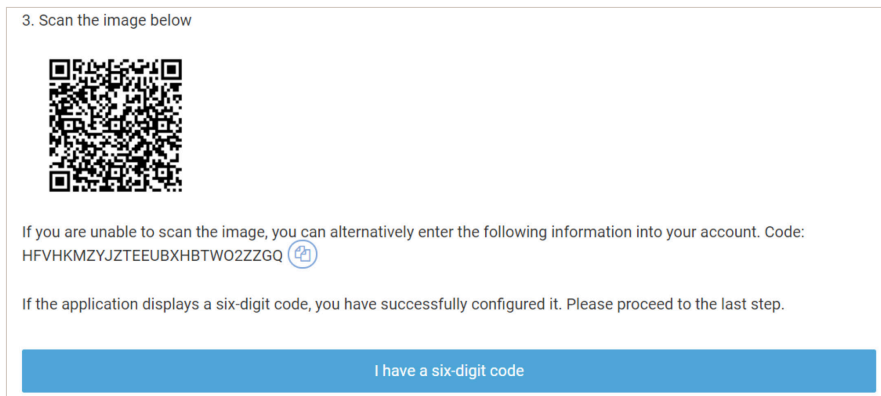
8. In the Authy authenticator app, select the "Add Account" button with red plus symbol.

The image shows the Authy app interface. At the top, it says "You don't have any accounts yet." in red. Below that, it says "Tap on the plus button below to Add your first authenticator account." and there is a large red plus button. At the bottom, there is a button with a red plus symbol and the text "Add Account".

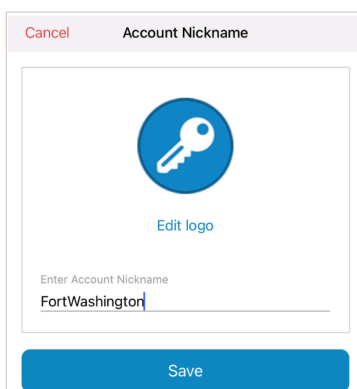
9. Select the blue button that says Scan QR Code.



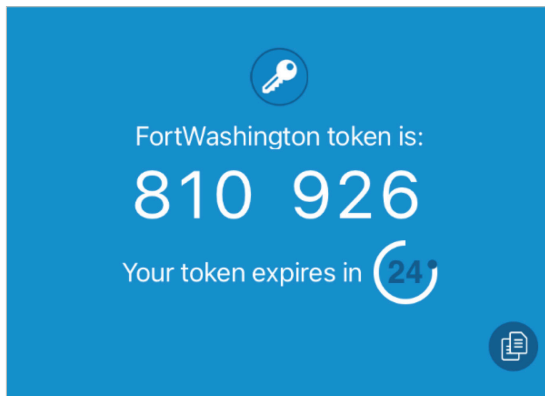
10. Use your device's camera to scan the QR code displayed by Investment Café. If you cannot scan the QR code, you may copy and paste the code provided beneath the QR image directly into the Authy app.



11. Optional Step: Change the logo of your Authy Account and give it a nickname. Then select save.



12. The Authy app will begin generating six digit codes.



13. Enter the six digit code in the dialogue box within Investment Café labeled Security Verification. Select Verify.

14. You will then be able to change your temporary password to a password of your choice. Read the disclaimer and select Accept. The process is now complete.

Whether you store the Authy 2-factor app on your desktop or mobile device, the next time you log into your Investment Café account, simply open the app when prompted for your multi-factor authentication code. **If you have any questions or need assistance logging into your account, please email us at [ClientPortal@FortWashington.com](mailto: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.



Fort Washington  
Investment Advisors, Inc.

A member of Western & Southern Financial Group

 **Uncompromised Focus®**

303 Broadway Suite 1200 / Cincinnati, OH 45202-4220 / [fortwashington.com](http://fortwashington.com)