Methods of Authentication

You have a choice between 4 methods of authentication, and you can switch your method at any time using the self-service user portal: [https://mfa.canaccord.com/multifactorauth/](https://mfa.canaccord.com/multifactorauth/)

1. **Mobile App (Recommended)**
   - **How it works:**
     You will receive a prompt from the Microsoft Authenticator app on your smartphone asking you to tap Approve to complete your authentication.
   - **Requirements:**
     - Apple, Android, or Windows smartphone or tablet.
     - Data or WiFi internet connection.
     - Push notifications enabled.
   - **Installing the Mobile App:**
     - Search for “Microsoft Authenticator” from your mobile device’s app store and install it.
     - Activate with your Canaccord Genuity MFA account from the self-service portal.

2. **Phone Call**
   - **How it works:**
     You will receive a phone call with an operator asking you to press # on your phone to verify your authentication.
   - **Requirements:**
     - Any type of phone with a # button.

3. **Text Message**
   - **How it works:**
     You will receive a text message on your mobile phone with a 6 digit verification code, enter the code into the website you are logging into.
   - **Requirements:**
     - Any mobile phone capable of receiving and sending text messages.

4. **OATH Token**
   - **How it works:**
     a) **Mobile App token**
        You will enter the 6 digit code that is displayed on the mobile device into the website you are logging into.
        Canaccord Genuity MFA
        
        139982
     b) **Hardware token**
        You will enter the 6 digit code that is displayed on the hardware token into the website you are logging into.

Note: this would be the last method of choice, if all other methods do not fit your needs.
Requirements:
- For the mobile app token method: Apple, Android, or Windows smartphone or tablet with the Microsoft Authenticator App (Data and WIFI is not required for the authentication code).
- For hardware token method: an OATH hardware token issued by Canaccord IT.

**User Enrollment**

   a. For enrollment, go to the website from your Canaccord computer.
   b. You may access the website from any computer at any time to update your settings.

2. Type in your Canaccord credentials. Same username and password you use to login to your office computer.

3. Choose an authentication method you prefer and complete the requirements for the method.

   - **Mobile App** method (or OATH Token method from their mobile device) follow these steps to activate your account:
     - If you have not done so, install the Microsoft Authenticator app on to your mobile device. Ensure your mobile device can connect to the internet and allow push notifications for the app when prompted.
     - Click on the Generate New Activation Code button under the Activate Mobile App menu.
     - Open the Microsoft Authenticator App on your mobile device and select add account and scan QR code option. Hold your mobile device's camera to your computer monitor and scan the QR code. (You can manually type in code and URL also).
     - After scanning the QR code, the activation is complete.

   - **Phone Call** or **Text Message** method, follow these steps to complete your settings:
     - Enter in the phone number you will be using along with the appropriate country prefix.
4. Answer four of the **Security Questions**. These questions will be used to validate your identity if you need support or for fallback in case you cannot get into the user portal.

   ![Security Questions](image)

5. A welcome screen will be displayed once your enrollment is complete.

   ![Account Configuration Complete](image)

6. Afterwards, you will see a list of the self-service menu options available for you to update your settings if needed.

   ![Self-Service Menu Options](image)

7. Go to the **Change Method** Menu and confirm you have selected the method you want.

   ![Change Method Menu](image)

**Reporting Fraud**

If you encounter an instance where you receive an authentication prompt for Multi-Factor Authentication, *which you did not initiate*, it most likely means someone is attempting to login with your Canaccord account. In these cases, we encourage you to report fraud through these simple steps.

**How to report fraud:**

**Mobile App Users:** You receive a prompt asking you to tap approve, but you have not attempted to login. Instead of tapping approve, tap the **Deny** button on your smartphone.

**Phone Call Users:** You receive a call asking you to finish your verification, but you have not attempted to login. Instead of pressing #, **Press 0 #**.

**Text Message Users:** You receive a text asking you to reply with the verification code, but you have not attempted to login. Instead of replying with the code in the text message, reply and **send 0** as the text message.

**After reporting fraud:**

- A notice will be generated for Canaccord IT administrators.
- Your Multi-Factor Authentication method will be **blocked** in the meantime.
- A Canaccord IT administrator is required to unblock your account after investigating.
Troubleshooting

Mobile App
Not able to activate the mobile app.
- Ensure your mobile device is connected to the internet. Check by seeing if you can go to your favourite website from your device’s browser.
- Ensure you have push notifications turned on for the Microsoft Authenticator app.
- Turn off your mobile device and turn back on, and try again.
- Uninstall the Microsoft Authenticator app, and re-install from your mobile device’s store.
- If you are scanning the QR code, make sure your camera lens is clean.
- If you are manually typing in the code and URL, make sure you type in the fields exactly as displayed on the user portal website.

Not receiving notifications to verify my authentication.
- Ensure your smartphone is connected to the internet. Check by seeing if you can go to your favourite website from your device’s browser
- Ensure you have push notifications turned on for the Microsoft Authenticator app.
- Open the Microsoft Authenticator App. This will search for authentication requests if they did not come into your smartphone in time.

Phone Call and Text Message
Not receiving a phone call or text message to verify my authentication.
- Ensure your phone has reception, by placing/receiving a test call or sending/receiving a text message successfully.
- Ensure your phone number is inputted correctly in your user portal settings, along with the correct country prefix.

OATH Token
Failed attempt after typing in the 6 digit code into the website I am trying to authenticate in.
- Wait for the 6 digit code to change numbers on your mobile app (or hardware token) and try again. The numbers will change every 60 seconds.

Hardware token is not displaying any numbers.
- It most likely ran out of batteries; please ask your Canaccord IT support team to issue you a new one.

User Portal – https://mfa.canaccord.com/multifactorauth
Not able to logon.
- Ensure your Canaccord username and password is valid. It is the same credentials as your office computer.
- If you are setting up your MFA method for the first time, your local IT team will need to add your Canaccord account into a security group to allow you access.

If logging on externally (outside the Canaccord network).
- After entering your Canaccord username and password, you will need to verify yourself with your multi-factor authentication method.
- If your multi-factor authentication method is not accessible, please wait 2 minutes after entering your username and password for a fallback security question to appear on the website, and then enter in the correct answer.