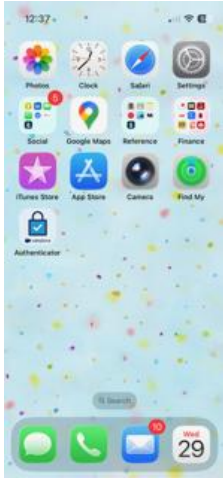
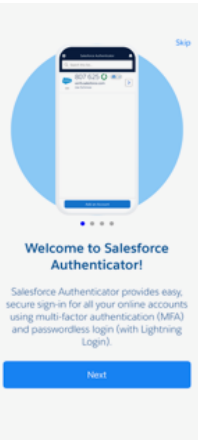
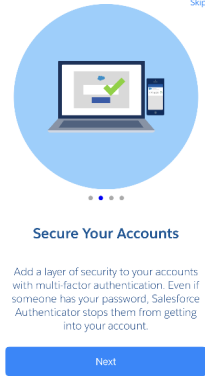
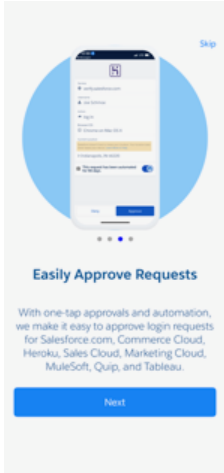
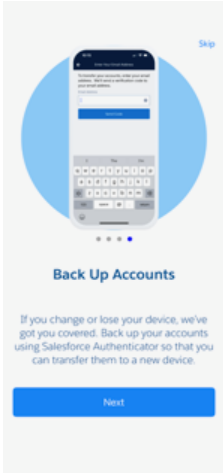
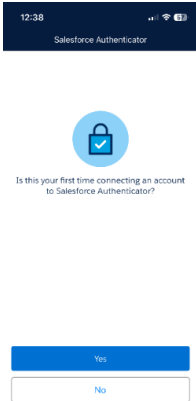
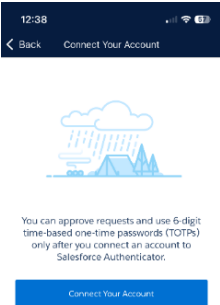
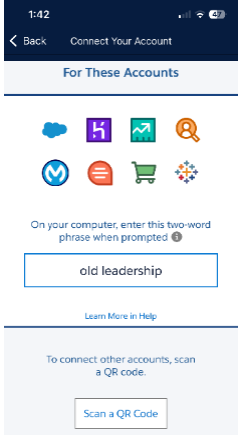


# Process for using MFA authentication

## Part 1: Download the Salesforce Authenticator App for either Apple or Android

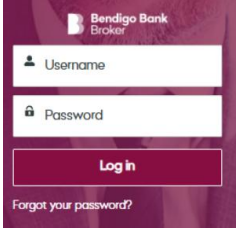
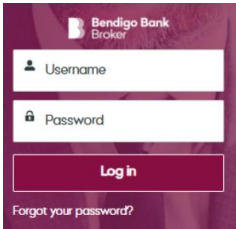
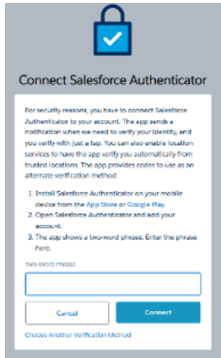
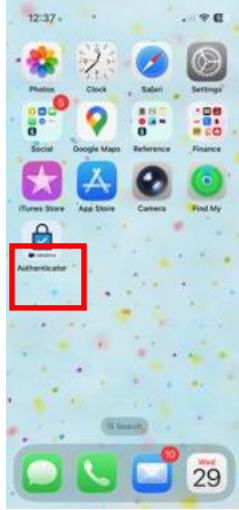
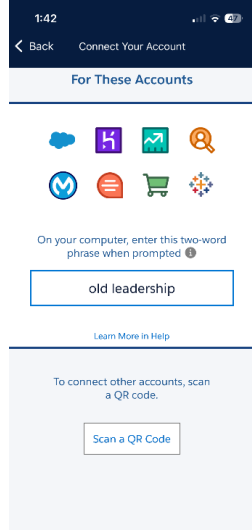
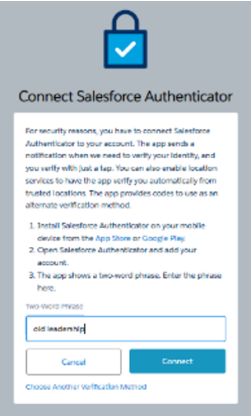
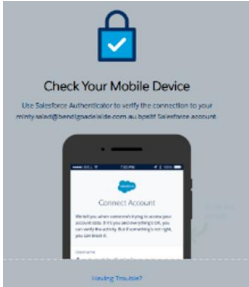
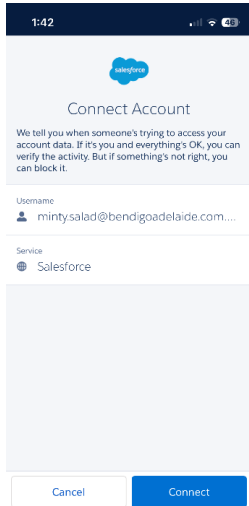
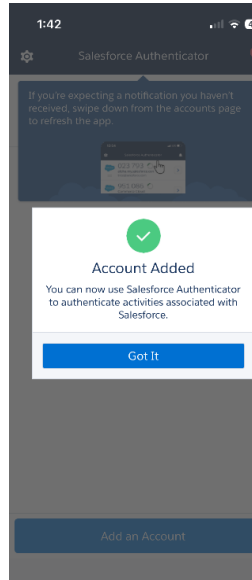
Please note Part 1 and Part 2 are required **ONCE** only.

If you are comfortable setting up the app move to Part 2

|                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b><br/>Open the <b>Salesforce Authenticator App</b></p>                                                                                                          | <p><b>Step 2</b><br/>For the first time you will be prompted by a <b>Welcome</b> message. Click <b>Next</b></p>                                                                                        | <p><b>Step 3</b><br/>Then a <b>Secure Your Accounts</b> screen. Click <b>Next</b></p>  | <p><b>Step 4</b><br/>Then an <b>Easily Approve Requests</b> screen. Click <b>Next</b></p>                                                                                                                                                                                                          | <p><b>Step 5</b><br/>Followed by a <b>Back Up Accounts</b> screen. Click <b>Next</b></p>  |
| <p><b>Step 6</b><br/>After these initial screens you will be prompted <b>Is this your first time connecting an account to Salesforce Authenticator?</b> Click <b>Yes</b></p>  | <p><b>Step 7</b><br/>Then the following message appears <b>You can approve requests and use 6 digit time-based one-time passwords (TOPs) only after you connect to Salesforce Authenticator.</b></p>  | <p><b>Step 8</b><br/>Click <b>Connect Your Account</b></p>                            | <p><b>Step 9</b><br/>On the next screen you will be given a one time password. You will need this two-word phrase for your initial login to the Bendigo Bank Broker Portal.<br/><b>DO NOT FORGET</b> this phrase. You will need it for the next step<br/><i>*note example provided below</i></p>  | <p><b>Step 10</b><br/>You can now close this app. End of Part 1</p>                                                                                                           |

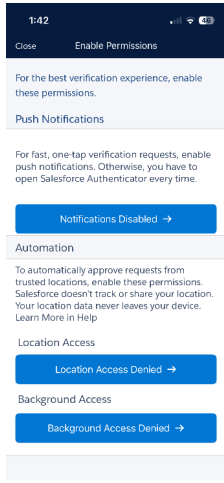
## Part 2: Logging on to the Salesforce Portal using MFA authentication

(1<sup>st</sup> time login experience only)

|                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                        |                                                                                                                                                                  |                                                                                                                                                                                            |                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b><br/>Navigate to and open the Bendigo Bank Broker Portal</p>                        | <p><b>Step 2</b><br/>Log into the Bendigo Bank Broker Portal using your existing log in credentials</p>                                                                                               | <p><b>Step 3</b><br/>You will be prompted to enter your MFA authentication</p>  | <p><b>Step 4</b><br/>Open the <b>Salesforce Authenticator App</b> on your mobile device</p>              | <p><b>Step 5</b><br/>Retrieve your two-phase password</p>                                               |
| <p><b>Step 6</b><br/>Navigate back to the Bendigo Bank Broker Portal and input your password</p>  | <p><b>Step 7</b><br/>Once you have put your two-phase password in – click <b>Connect</b> and you will be directed to the next screen. This screen alerts you to a prompt on your mobile device</p>  | <p><b>Step 8</b><br/>Navigate back to your mobile device and open the <b>Salesforce Authenticator App</b>.</p>                                                   | <p><b>Step 9</b><br/>You should be presented with a Connect Account screen. Select <b>Connect</b></p>  | <p><b>Step 10</b><br/>You will be presented with an <b>Account Added</b> page. Hit <b>Got it</b></p>  |

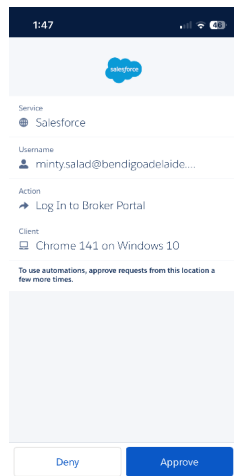
### Step 11

You will then be presented with the **Enable Permissions** page. Click on the **Notifications Disabled** button. Turn these on. You will need these to approve your login to the Bendigo Bank Broker Portal



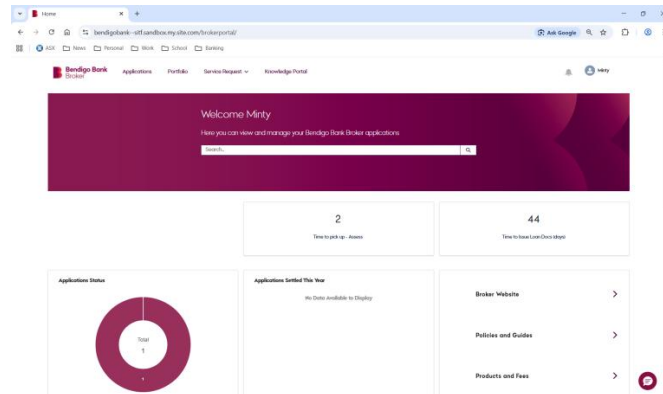
### Step 12

You will then be presented with another approval page. Click **Approve**



### Step 13

Navigate back to the Bendigo Bank Broker Portal – which should now be logged in and at the landing page



### Step 14

You can now close this app. End of Part 2

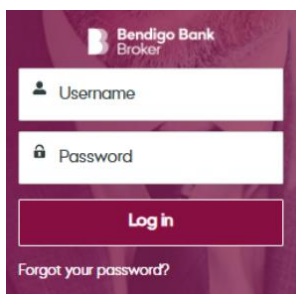
## Part 3: Logging on to the Salesforce Portal using MFA authentication

(Ongoing login experience)

### Step 1

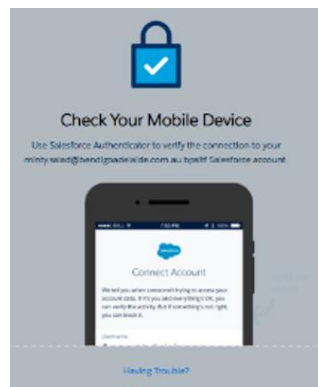
Navigate to and open the Bendigo Bank Broker Portal.

Log into the Bendigo Bank Broker Portal using your existing log in credentials



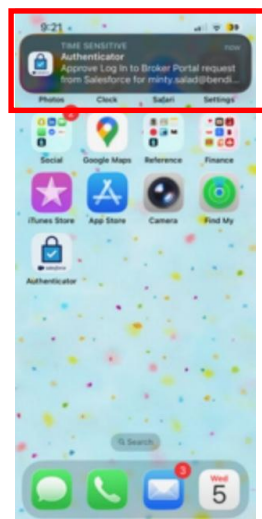
### Step 2

You will then be prompted to approve login on your mobile



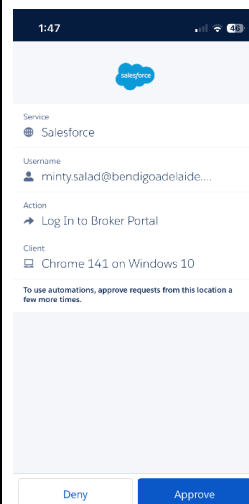
### Step 3

Navigate to your mobile device to approve log in request. Open the request



### Step 5

Click **Approve** on the approval request



**You should now be logged into the Bendigo Bank Portal!**

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