

# ATB FX Two-Factor Authentication

Existing Client Login Guide

## Two-Factor Authentication

### How it works

With two-factor authentication, your ATB FX profile can only be accessed by a valid account user. Each time you sign in, you will need to provide two pieces of information - your password and the verification code found in your smartphone authenticator app.

Once linked to your accounts, the app displays a constantly rotating set of codes you can use whenever needed—and it doesn't even require an internet connection.

Two-factor authentication dramatically improves the security of your account and all your transaction and wire information stored inside ATB FX.

### Set up two-factor authentication for ATB FX

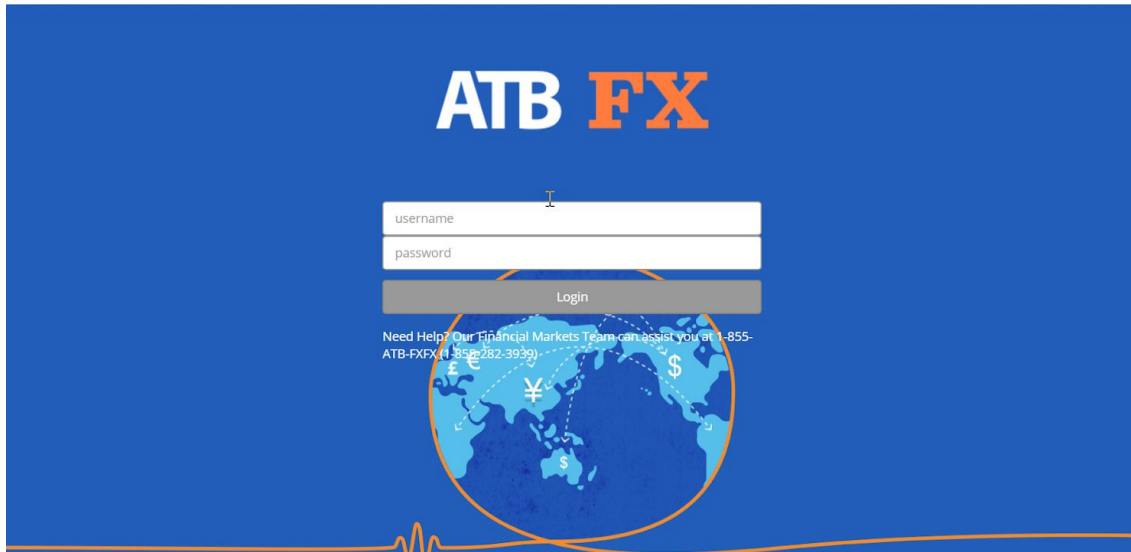
Follow these steps on your desktop computer to set up two-factor authentication. Once the two-factor authenticator is setup, then you can use any device to log into your ATB FX account as long as you have your mobile phone with the authenticator app handy.

#### How to setup two-factor authentication

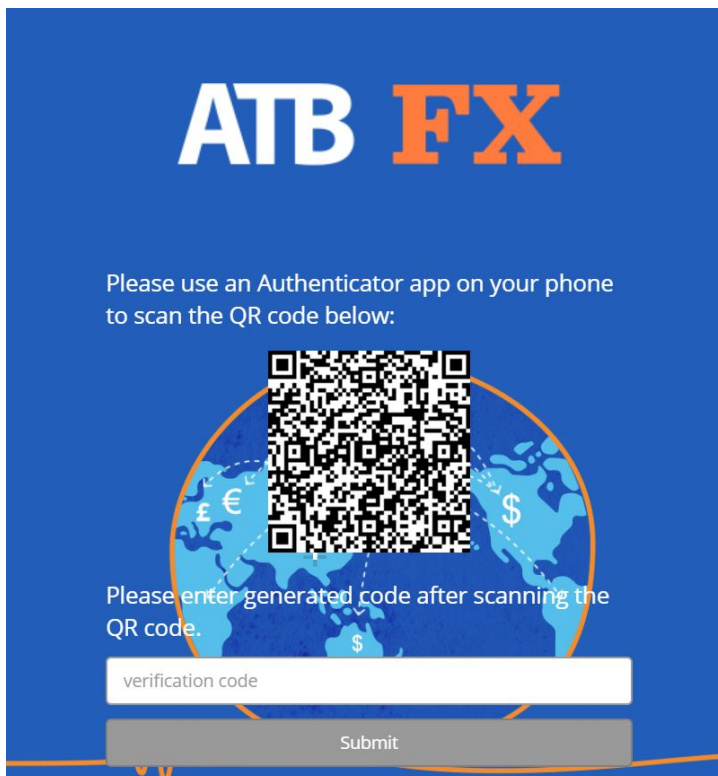
**Step 1** - Install an authenticator app, such as Google Authenticator ([iOS](#), [Android](#)) on your phone.

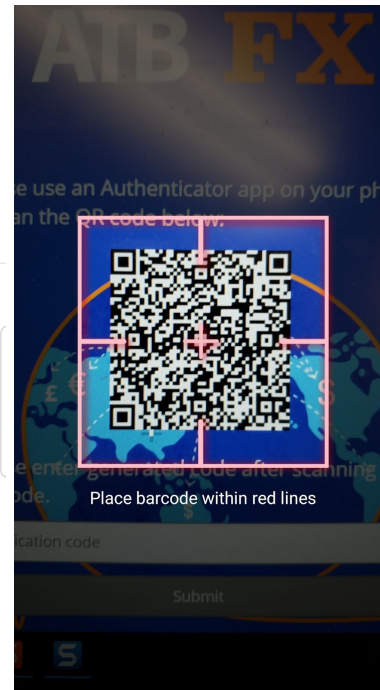
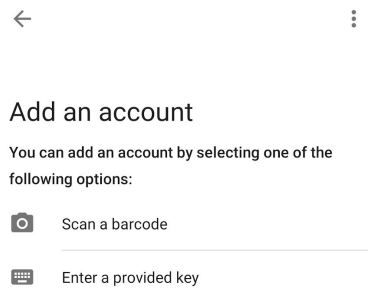
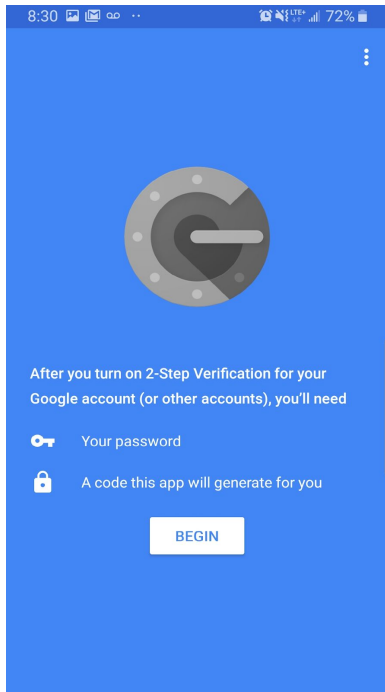


**Step 2** - Log in to ATB FX using your existing password.



**Step 3** - Open your authenticator app, and click the add new button (“+” button in Google Authenticator) to add ATB FX to your app. Scan the QR code on the ATB FX desktop screen. Your app will now generate a time-based code for you to type into the blank verification code field on the ATB FX screen before you are completely logged into ATB FX.



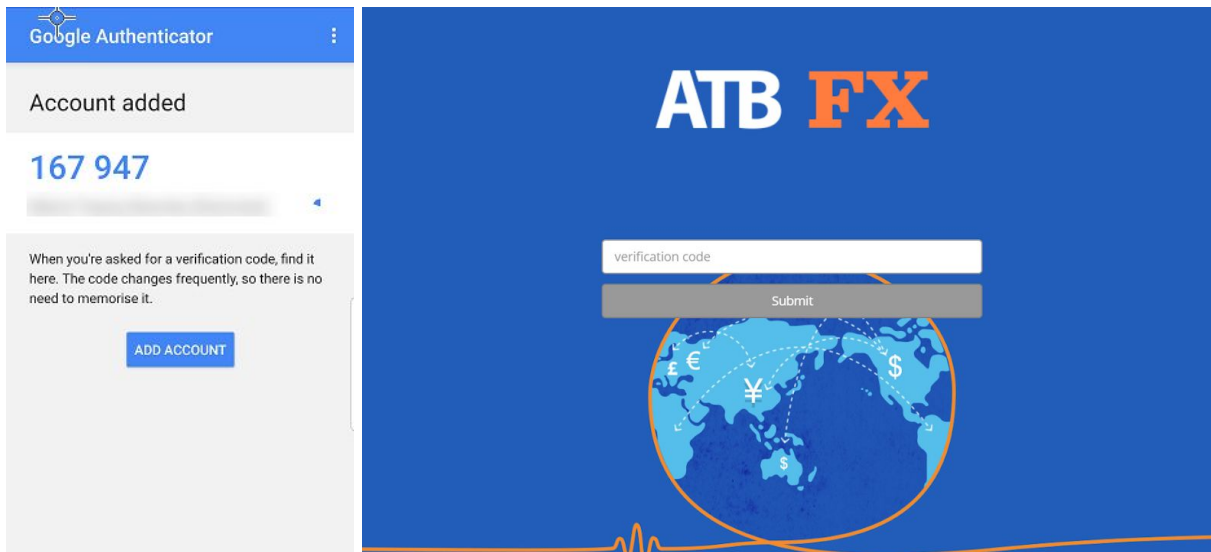


### Login steps after two-factor authentication.

**Step 1** - Log in to ATB FX using your username and password.



**Step 2** - Type the verification code for ATB FX generated by your authenticator app on your mobile phone into the field provided, and click submit.



## What to remember when logging in with two-factor authentication

Two-factor authentication significantly improves the security of your ATB FX account. After setting it up, signing into your account will require both your password and access to your ATB FX verification code (found in your smartphone authenticator app).

To keep your account as secure as possible and help ensure you never lose access, here are a few simple guidelines you should follow:

- Remember your ATB FX password.
- Have your mobile device with you whenever you want to log in.
- Keep access to your authenticator secure.

## Frequently asked questions

### 1. What if I forget my password? How do I regain access to my account?

Call the Financial Markets team on 1-855-ATB-FXFX. They can assist you by setting up a temporary password. Once you login using this password, you will be prompted to choose your own unique password.

Passwords must have at least one number, one uppercase, one lowercase, one special character and must be at least 8 characters long.

### 2. What if I can't access a verification code? (e.g. lost phone, new mobile, switched authentication app)

Call the Financial Markets team on 1-855-ATB-FXFX to reset your account. You will then need to go through the steps listed above for existing users and scan the QR code to add ATB FX to your authenticator.

### 3. Why is my phone not scanning the QR code?

Your phone's camera may have trouble scanning the code if it's tilted at an angle, too close or too far away, there isn't enough contrast, or the image isn't sharp on your computer's desktop screen.

Start by wiping your phone's lens with a soft cloth to remove any dust or smudges that can affect image clarity. Try holding your phone level with your monitor about a foot away and slowly move it towards the QR code. If it doesn't scan, adjust your monitor's contrast setting to maximum contrast, and try again. If it still does not scan, you might need to use a different monitor with a higher screen resolution.

Note: The only time you'll need to scan the QR code is when you login for the first-time. For most users, it will happen immediately in your authenticator app when you position and focus your device at your desktop computer's screen.

#### **4. If I can't sign in, how can I perform a time-sensitive currency transaction?**

Call 1-855-ATB-FXFX to speak to an ATB trader who will execute your transaction on your behalf.

If your transaction doesn't need to be done immediately, then you can call the Financial Markets team on 1-855-ATB-FXFX to reset your account.

#### **5. Can I turn off two-factor authentication?**

Two-factor authentication is required to use ATB FX. However, you can still get rates and execute foreign exchange transactions by calling 1-855-ATB-FXFX.

## **Contact us**

Our ATB Financial Markets team will be happy to assist.

**Phone** 1-855-ATB-FXFX (1-855-282-3939)

**Email** [financialmarkets@atb.com](mailto:financialmarkets@atb.com)