Setting up multifactor authentication (MFA)

User Guide

For improved security on your account, Jackson® has multifactor authentication (MFA) on our website. When you sign in, you will be required to enter your username and password, as well as an authentication code, which you can receive via text message phone call, or Authenticator app. The instructions outlined here will assist both new and registered users in setting up this security feature.

Contents

New Users 1

Registered Users 19

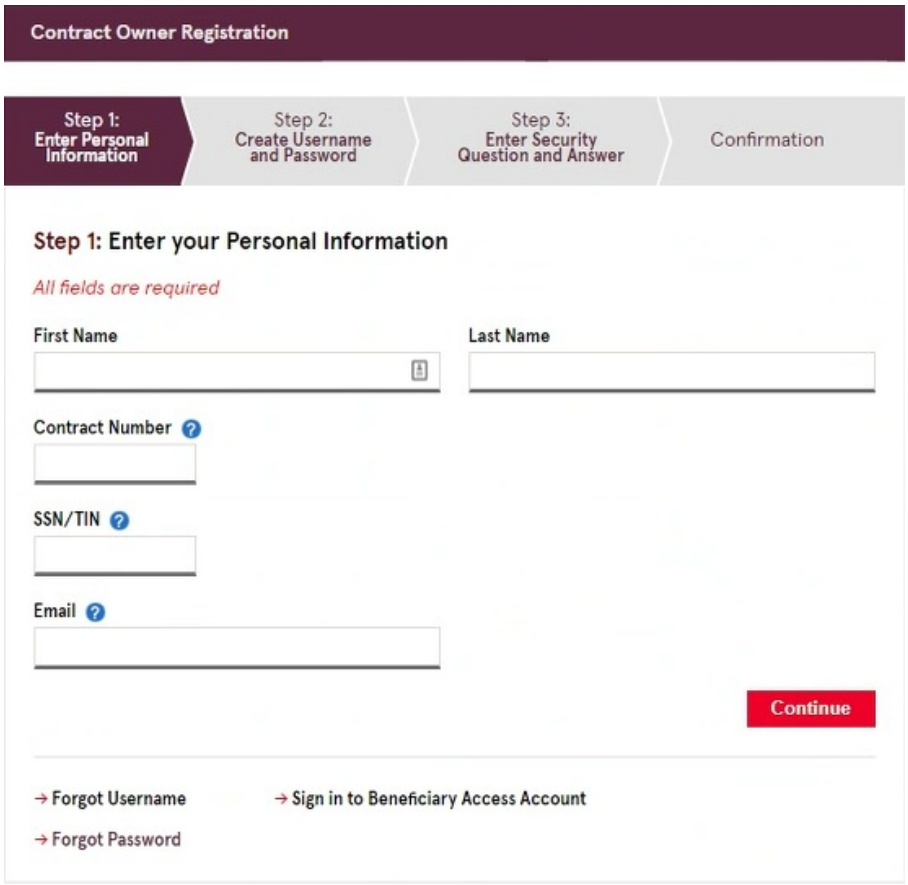
KNOW HOW TO REPORT

If you notice suspicious activity, report it immediately. Staying vigilant and being proactive can help prevent fraud. Here are the ways to report: Visit our Contact Us page on Jackson.com

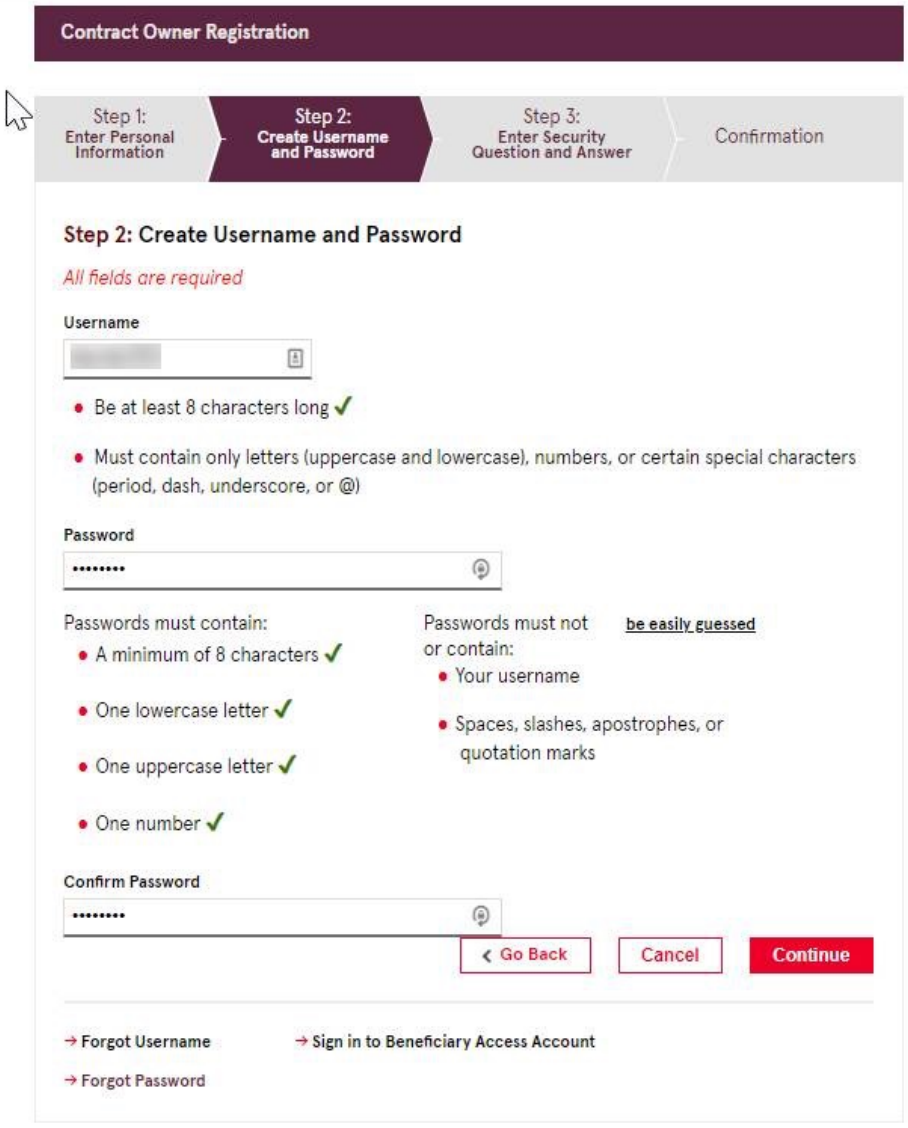
Call 800/873-5654

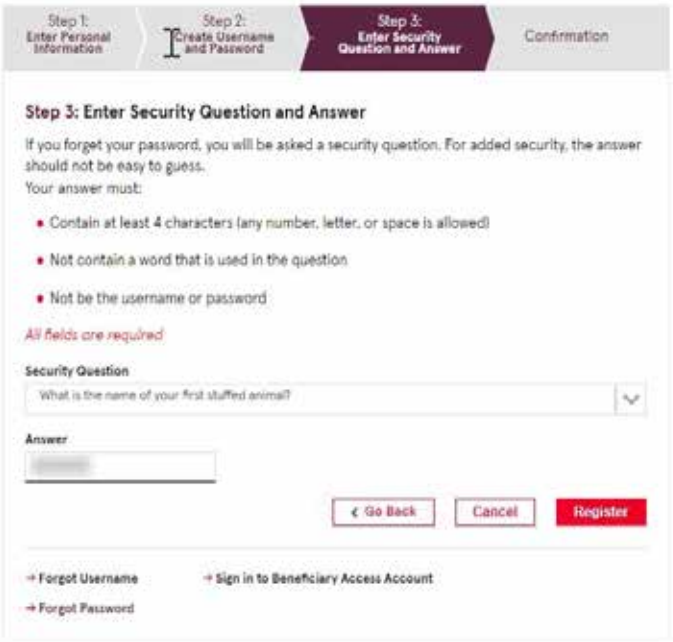
Customer registration process

Go to https://www.jackson.com, click **Sign In**, and then navigate to **Register Now**. Enter the required personal information, and then click **Continue**.



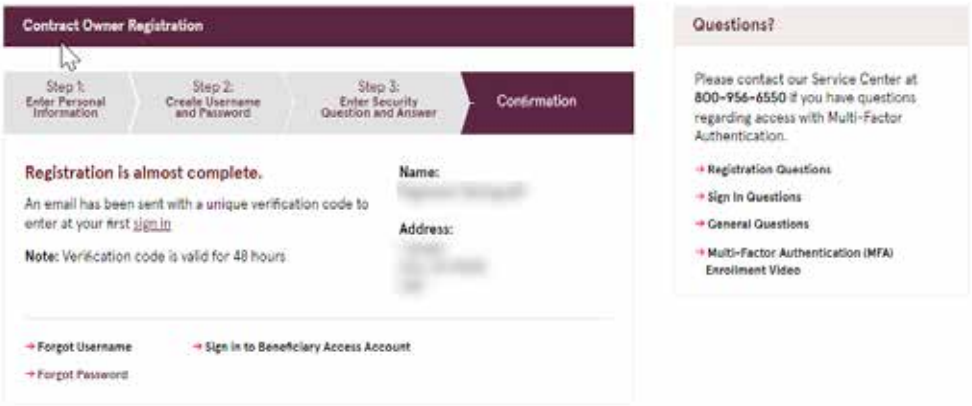
Create a **Username** and **Password** to be used with your account. Click **Continue**.



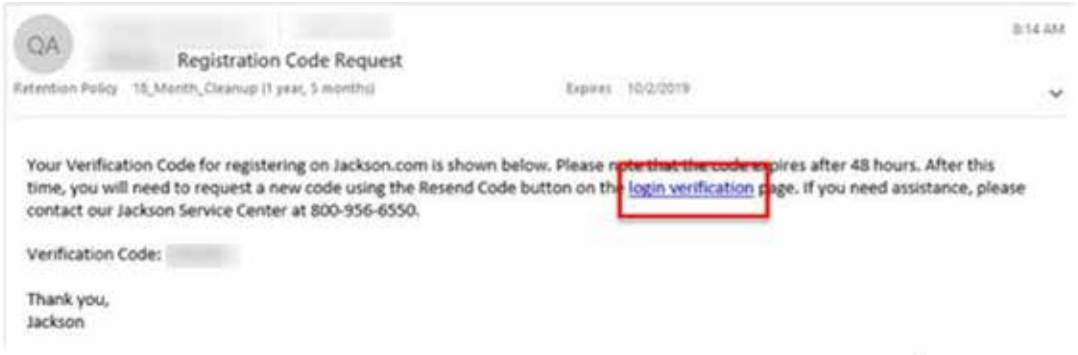


Choose a **Security Question** and type an **Answer**. Click **Register**. An email is sent to you containing a unique verification code to finalize your registration.

Note: If the answer you type for your security question does not meet the requirements outlined then an error message will appear prompting you to try a different answer.

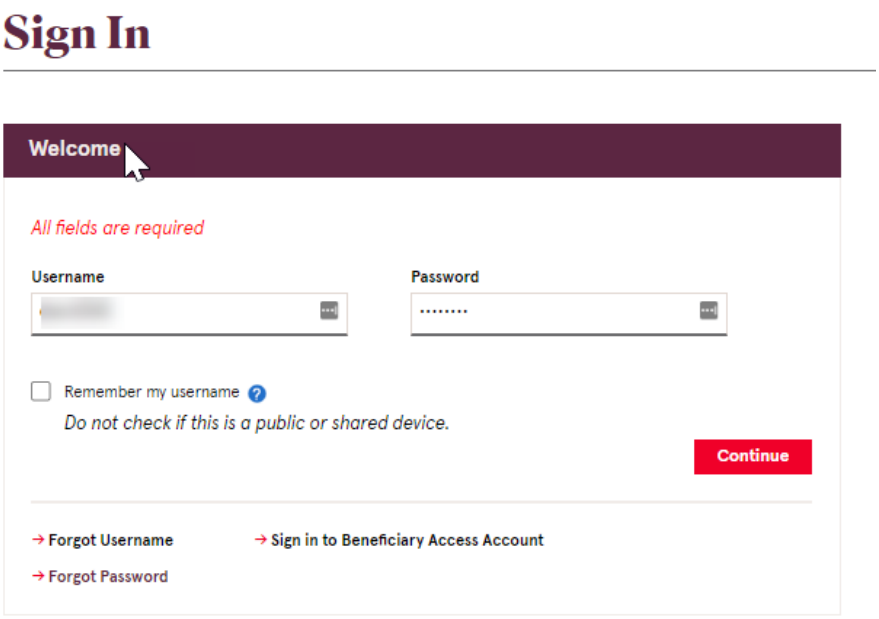


Follow the login verification link provided in the registration email. This will bring you to a new sign-in screen.



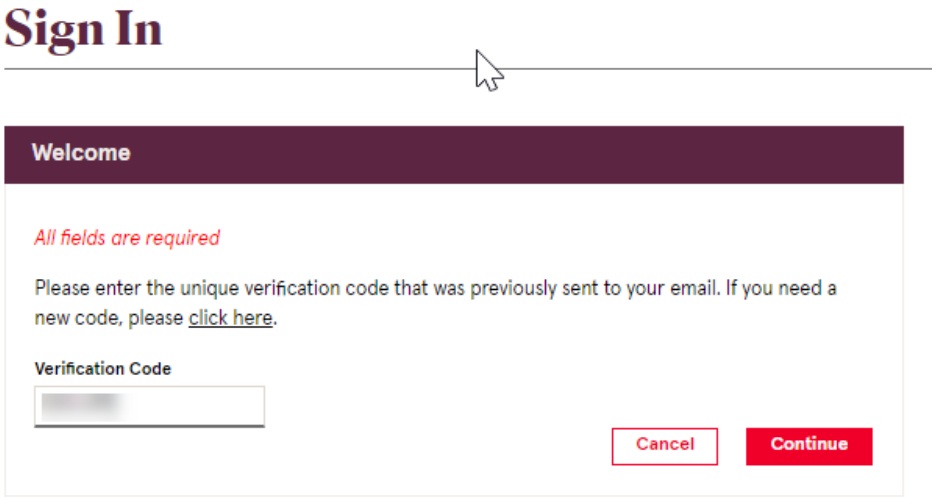
When logging in for the first time

Enter your **Username** and **Password** and click **Continue**.



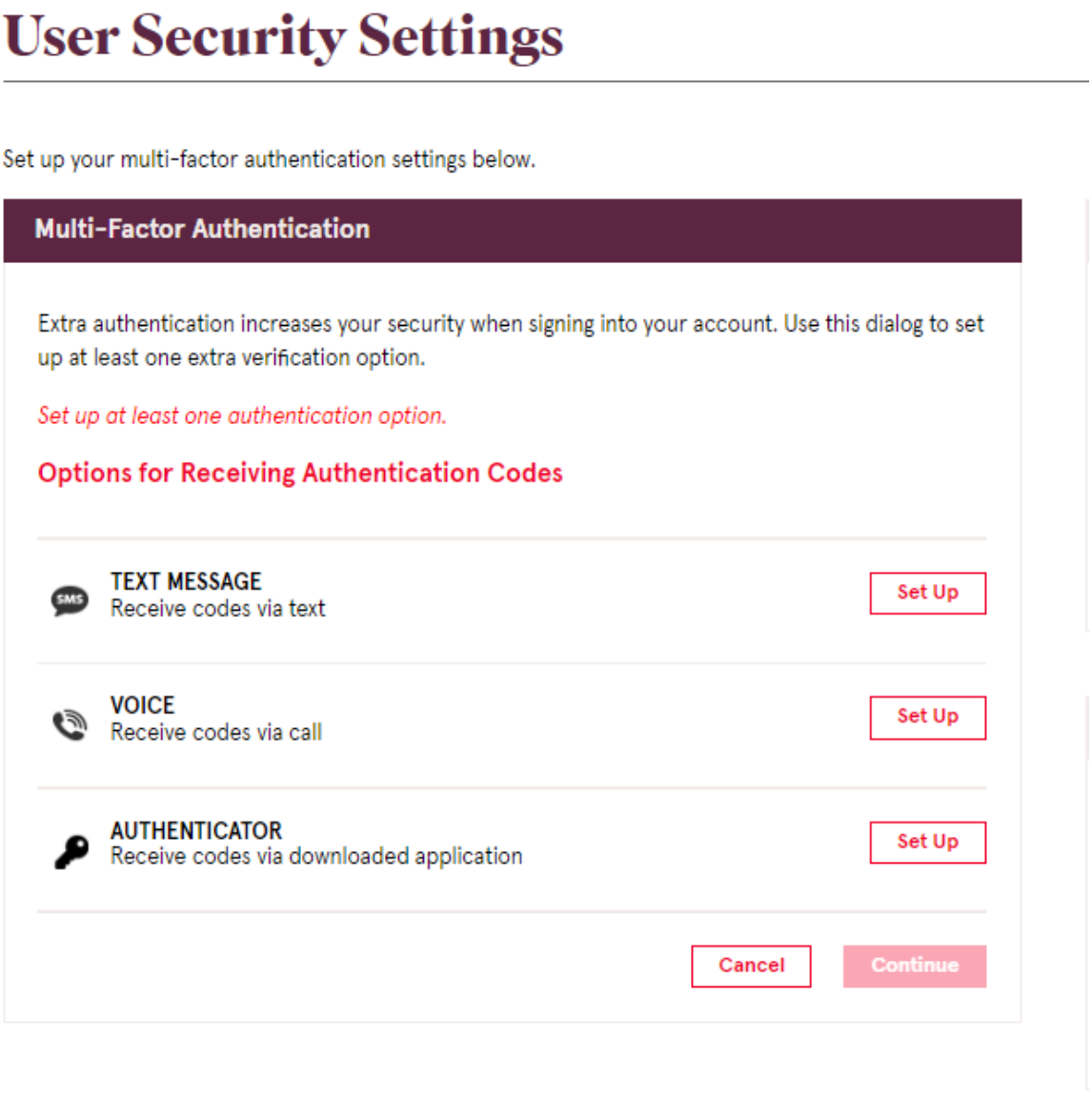
On the next screen, enter the **Verification Code** and click **Continue**.

Note that if you repeatedly input an incorrect authentication code, your account will be temporarily restricted. After too many invalid attempts, the account will be locked, and you must contact Jackson to reset your verification code.

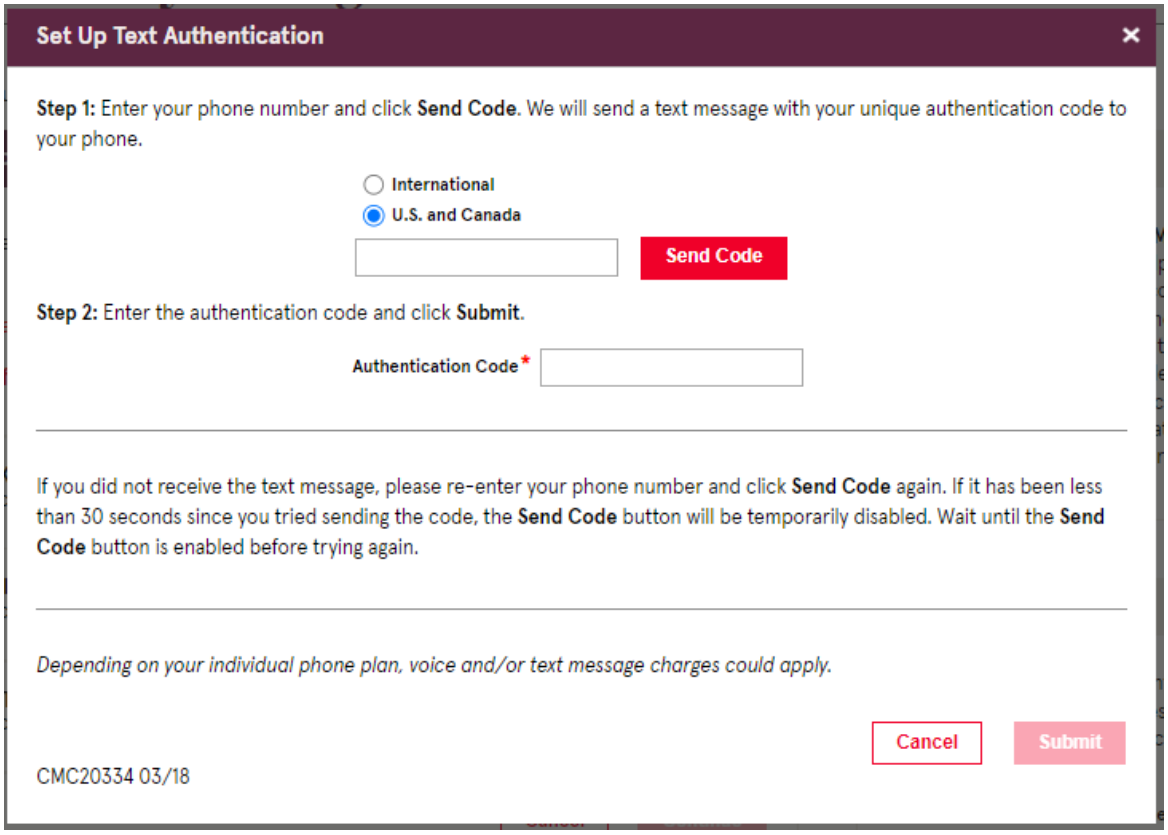


After registering your account, you will be directed to the User Security Settings page to enroll in Multifactor Authentication. Click the **Set Up** button next to your preferred option.

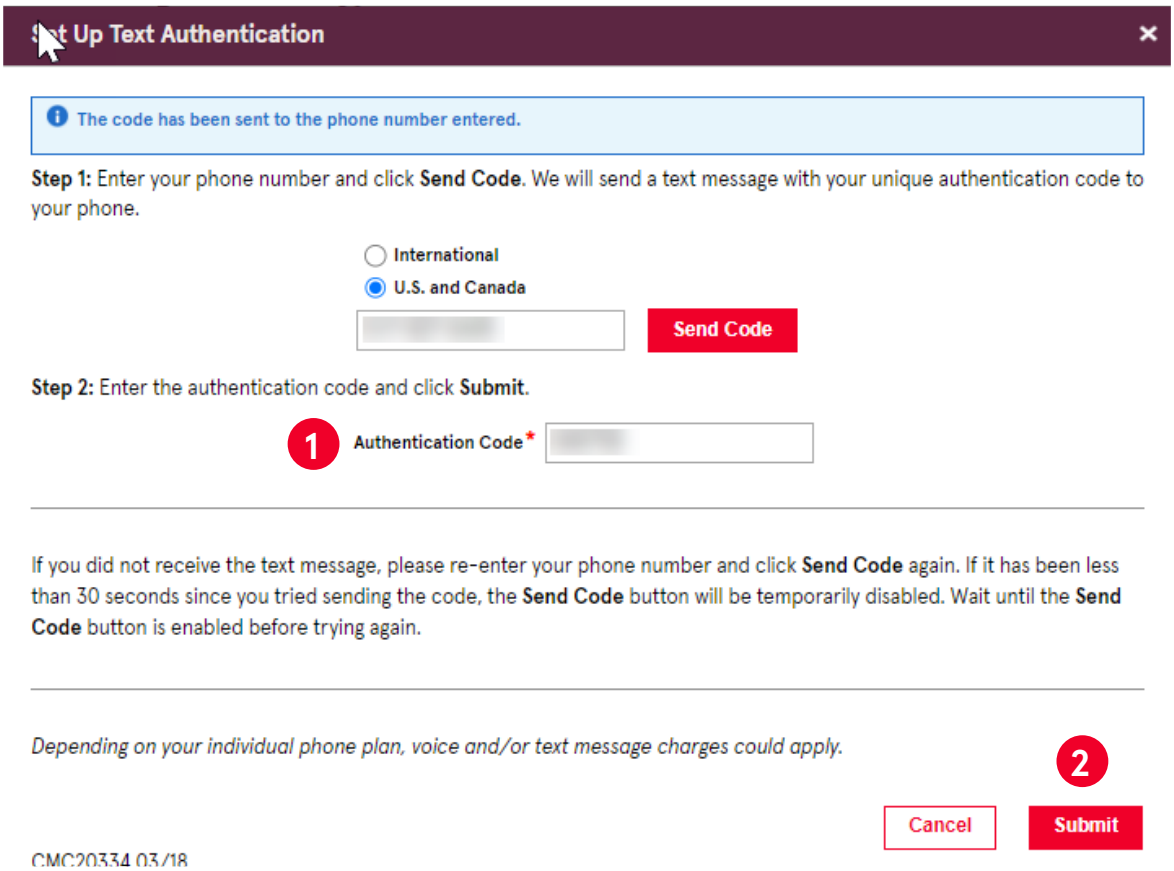
Note that you are only required to set up one type of authentication, but you may set up multiple.



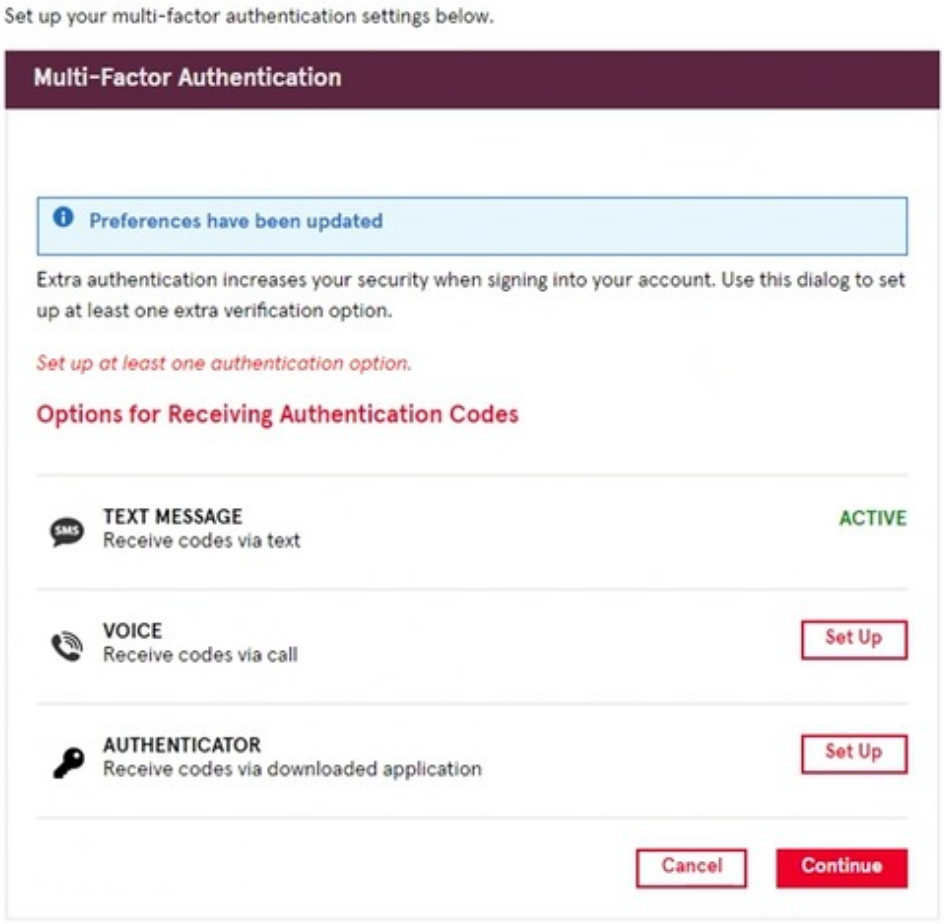
If you choose the **TEXT MESSAGE** authentication option, you will be asked to enter your phone number. Enter your phone number and click **Send Code**. A six-digit authentication code will be sent to your phone number via text message.



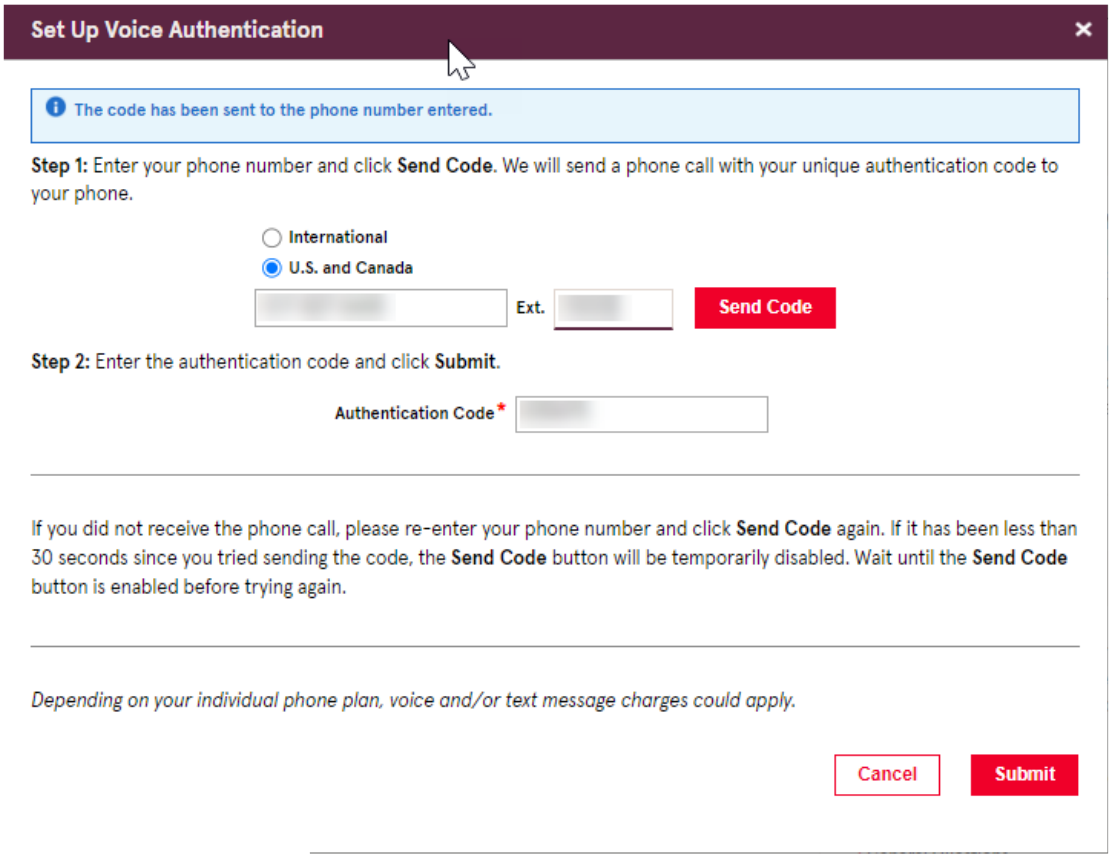
Enter the six-digit authentication code (1) and click **Submit** (2).

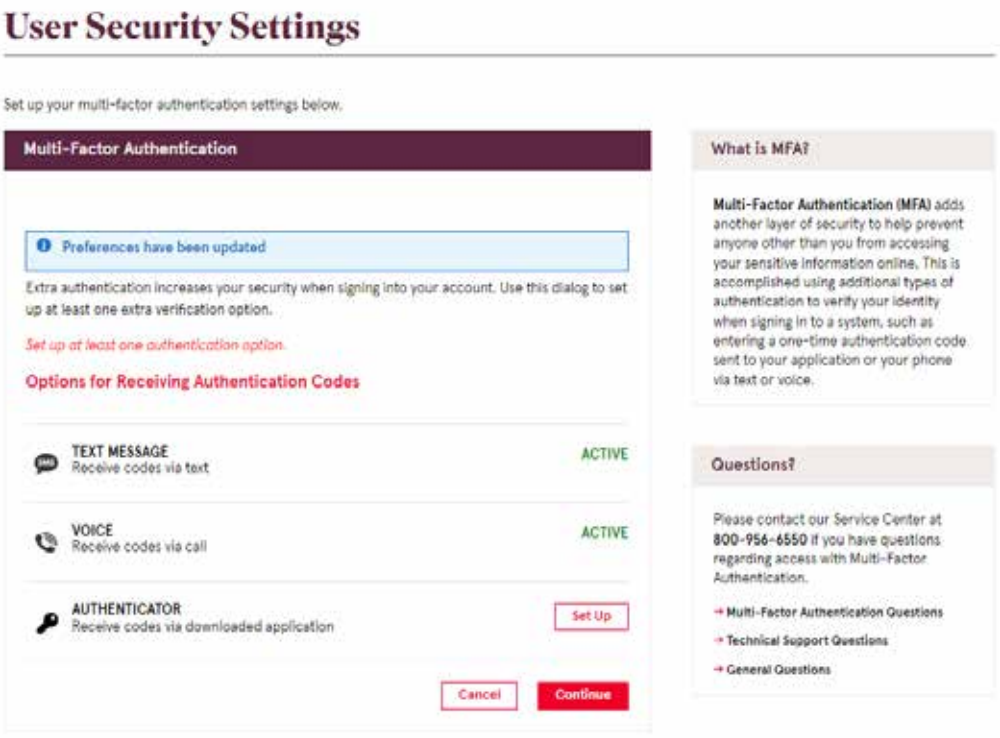


Upon completion, your screen should match the image below.

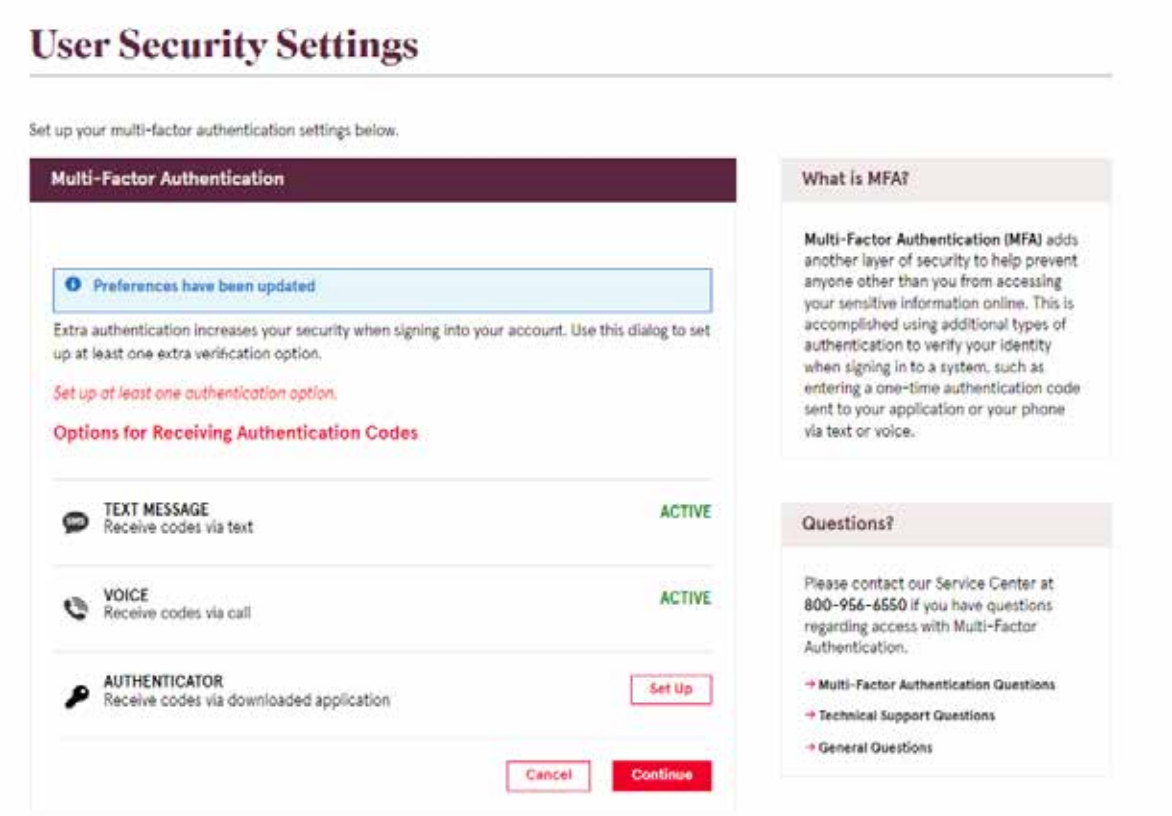


Voice option: If you select the voice option, your screen should match the image below. Follow the instructions and click **Submit** when completed.

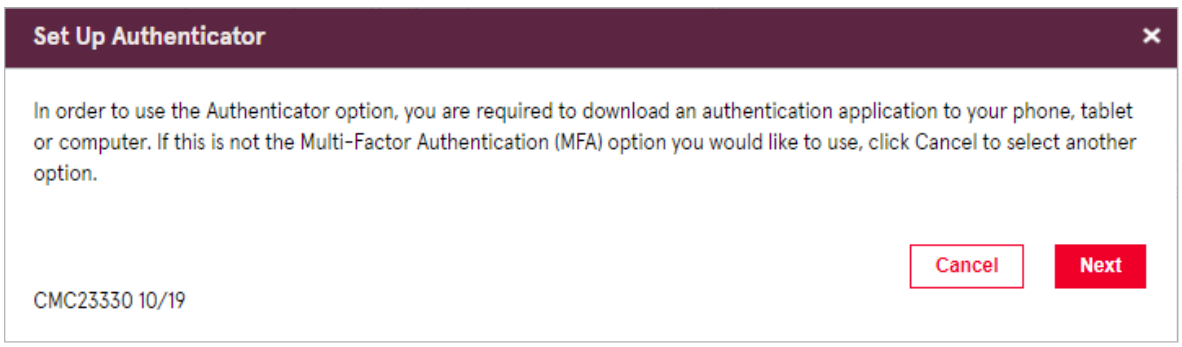




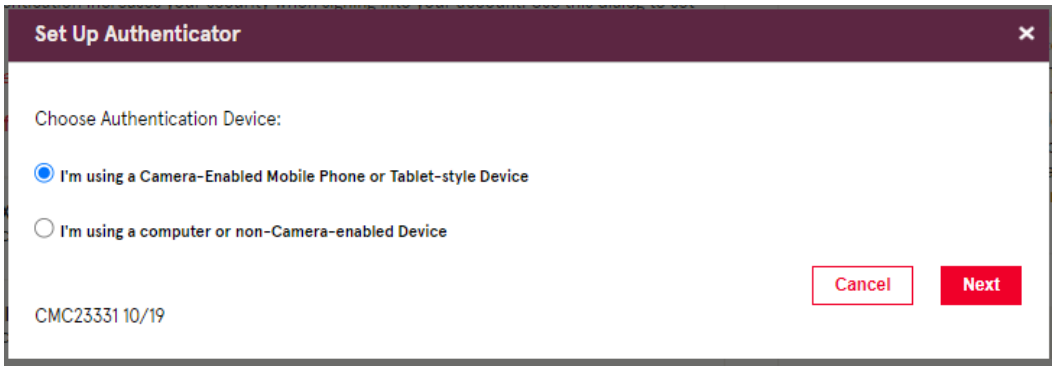
If you select the **Authenticator** option, click **Set Up** next to **Authenticator**. You will be presented with a message stating you are required to download an authentication application to your phone, tablet, or computer.



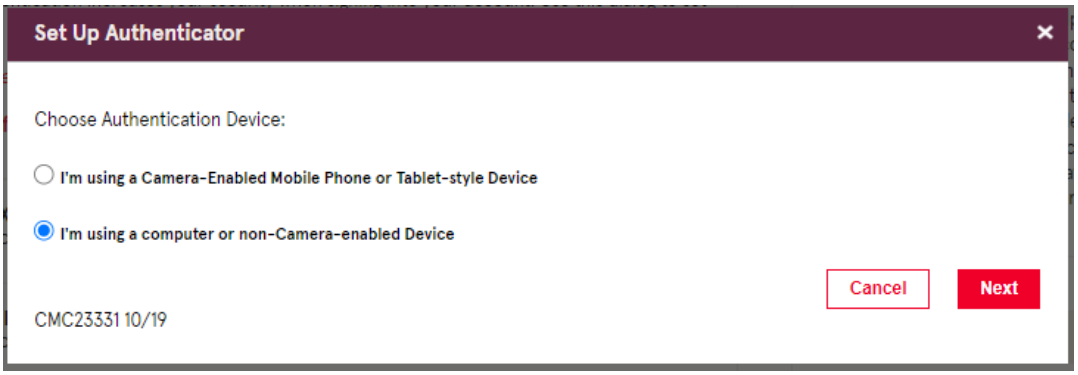
When you click **Next**, a popup box will appear for you to choose your authentication device.



If you are using a camera-enabled mobile phone or tablet-style device, select **I'm using a camera-enabled mobile phone or tablet-style device.** You will be presented with instructions on how to proceed.

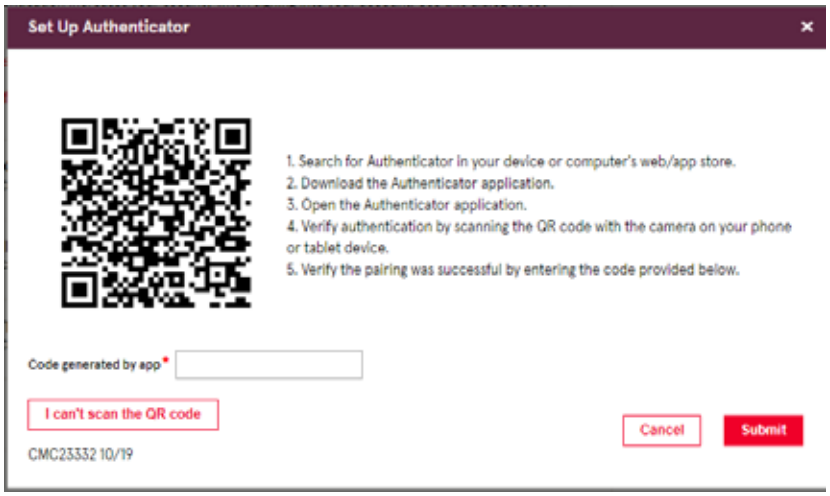


If you are using a desktop authenticator application, select **I'm using a computer or non-camera-enabled device.**



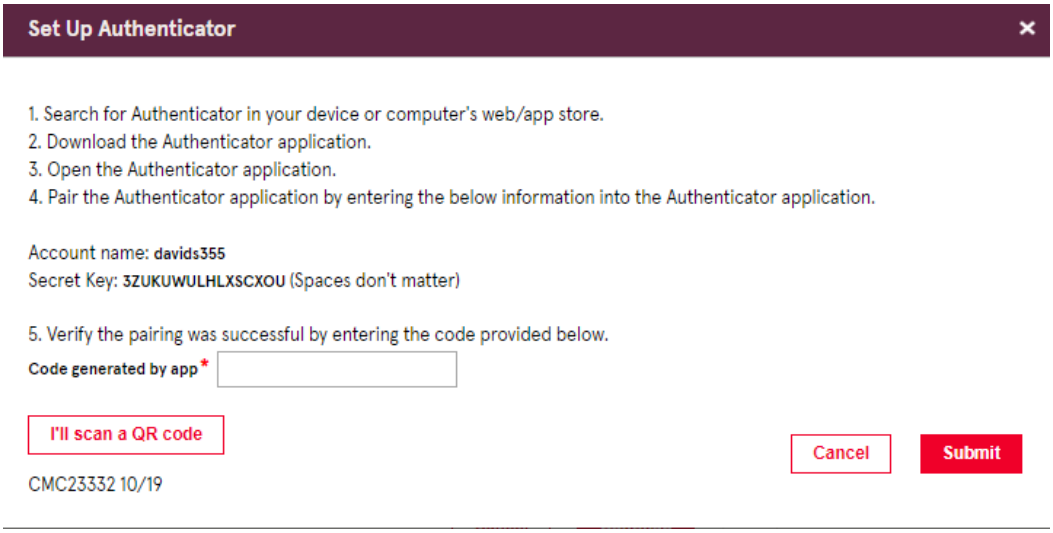
For Camera-Enabled Mobile Phone or Tablet Users

Once you have set up the Authenticator application on your device, open the application and scan the QR code. To verify the pairing of your device was successful, you will enter the code provided by the app. Once the code is entered, click **Submit**.

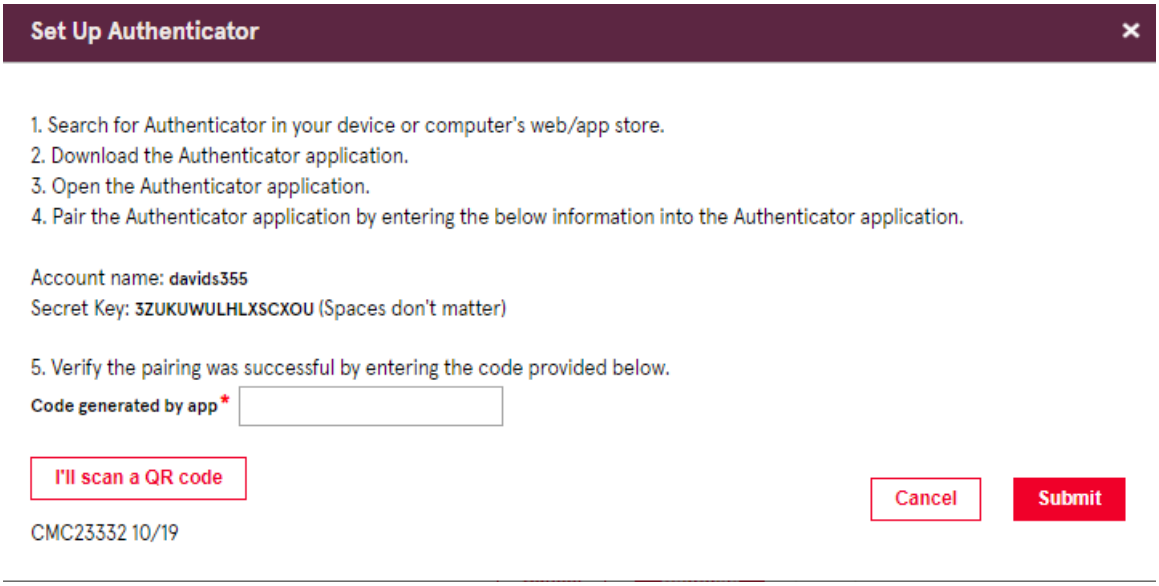


For Computer or Non-Camera-Enabled Device Users

If you selected this option, follow the steps below.

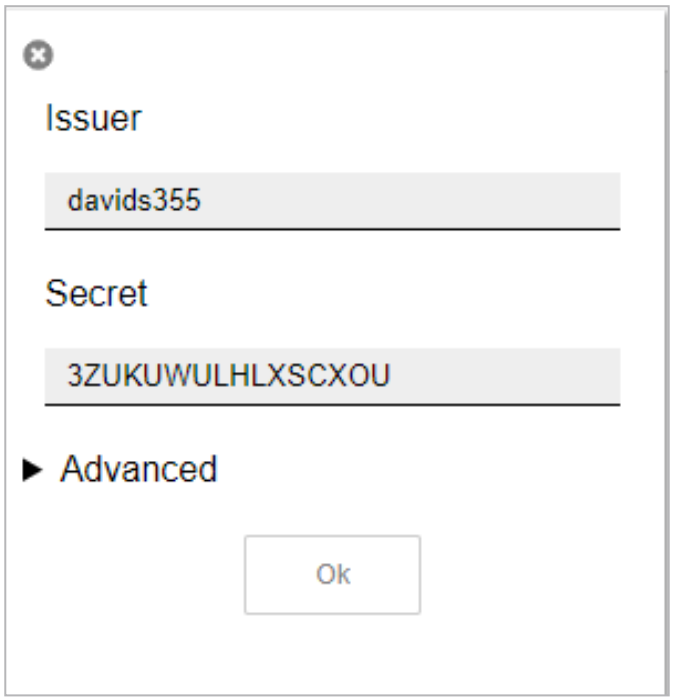


Follow the instructions that appear on the screen.

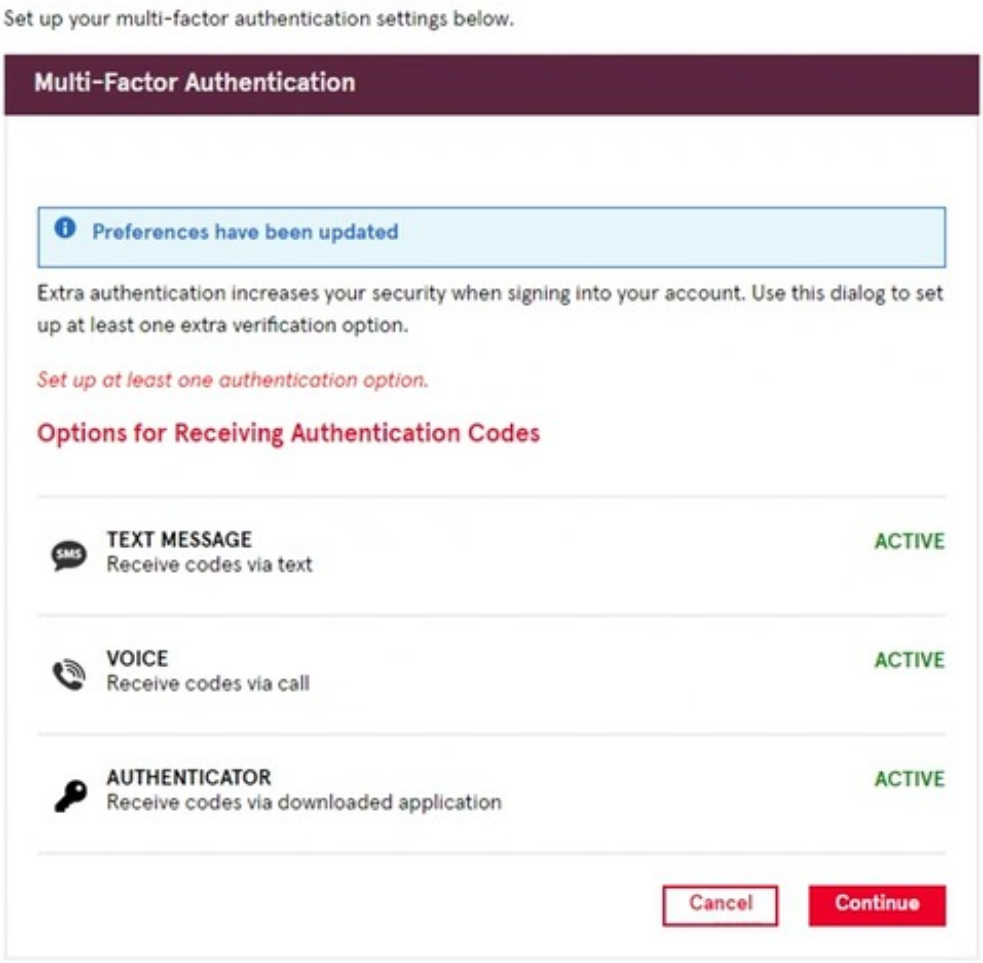


When prompted, enter the information provided on your screen into your Authenticator app.

Note: If you click outside of Chrome Authenticator in the same window (Jackson screen), the Authenticator will close, and you must start over.

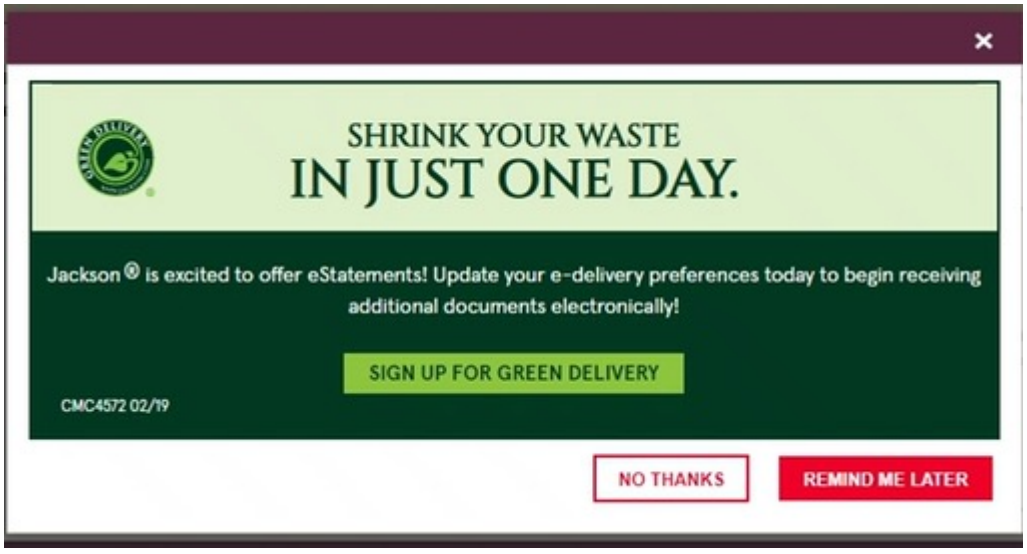


Once you have completed the desired set-up, click **Continue.**

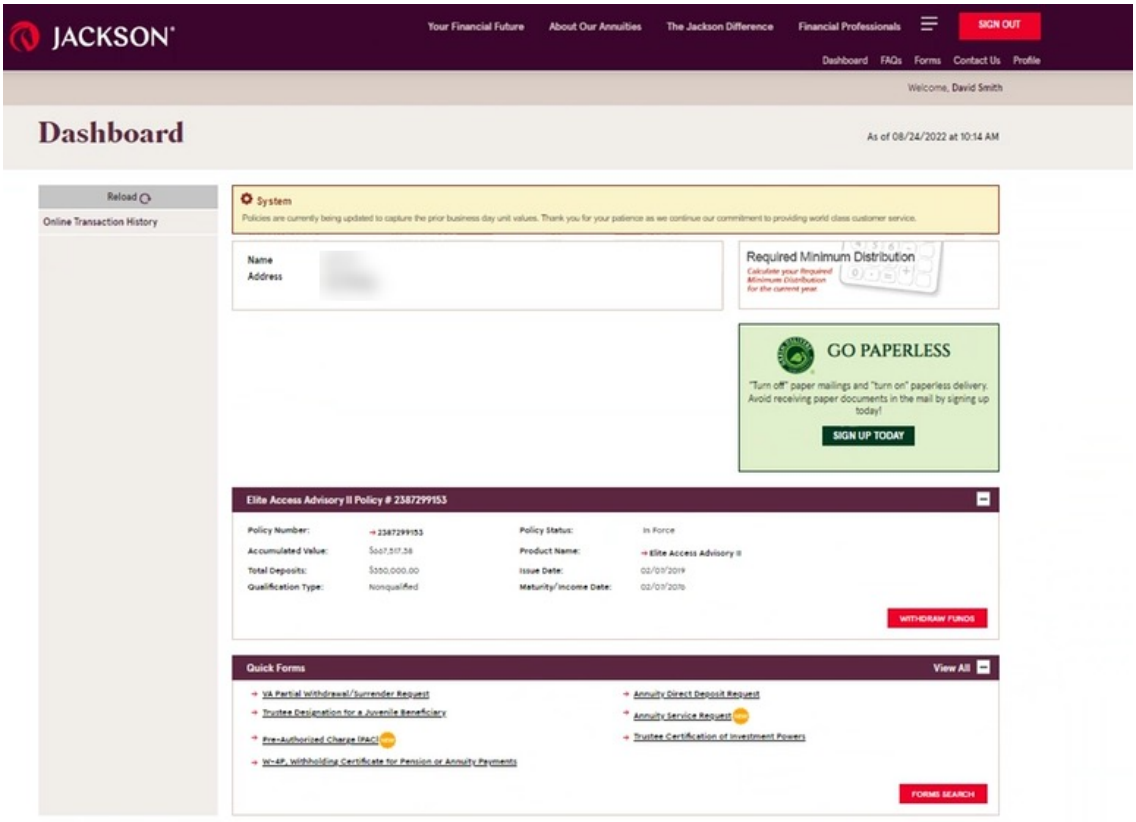


Read and accept the Information Services Agreement and click **Accept** if you agree with the terms.

Next, you will be prompted to sign up for Green Delivery.



You then will be directed to your Dashboard, where you can access your account information.

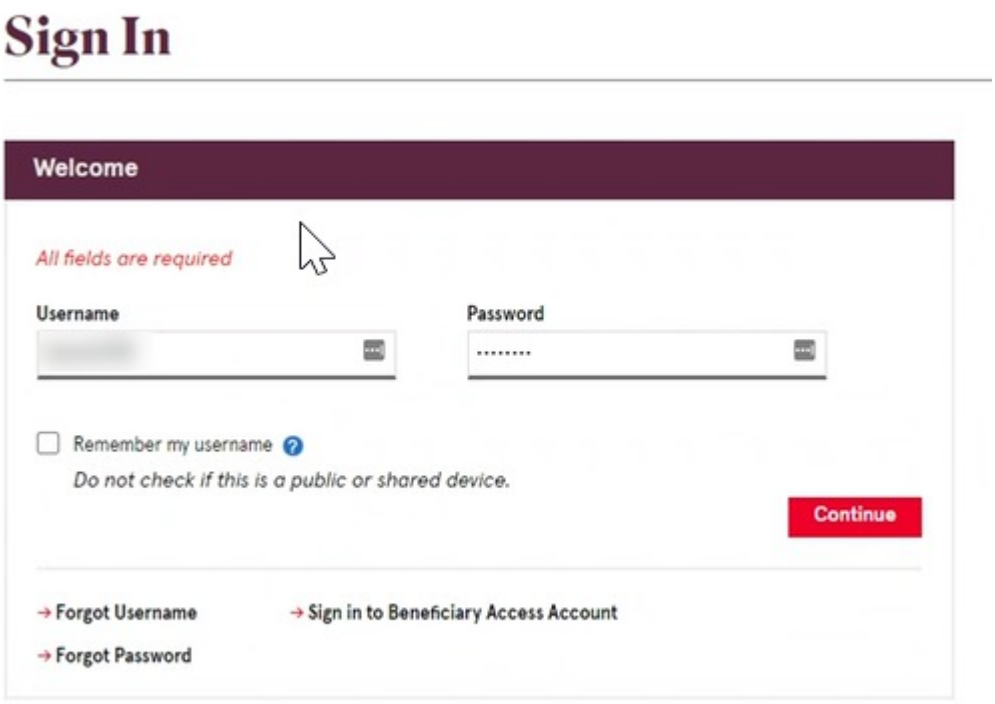


Registered users

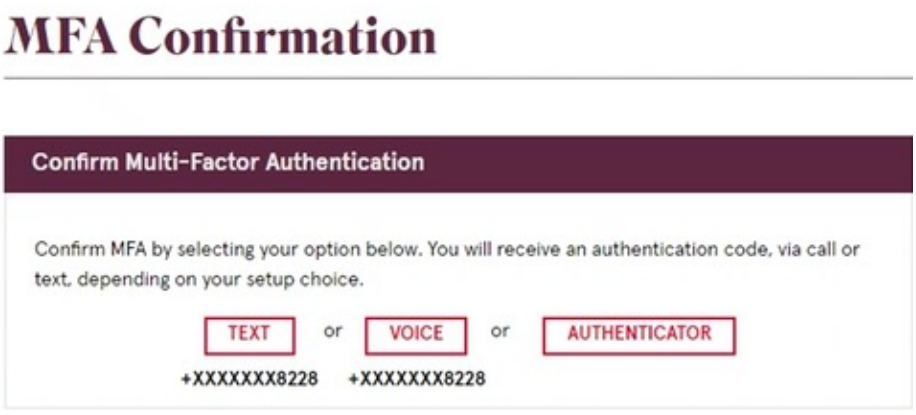
If you are a registered user, you can update your MFA selection by using the instructions below.

Go to https://www.jackson.com and navigate to the login dialog box.

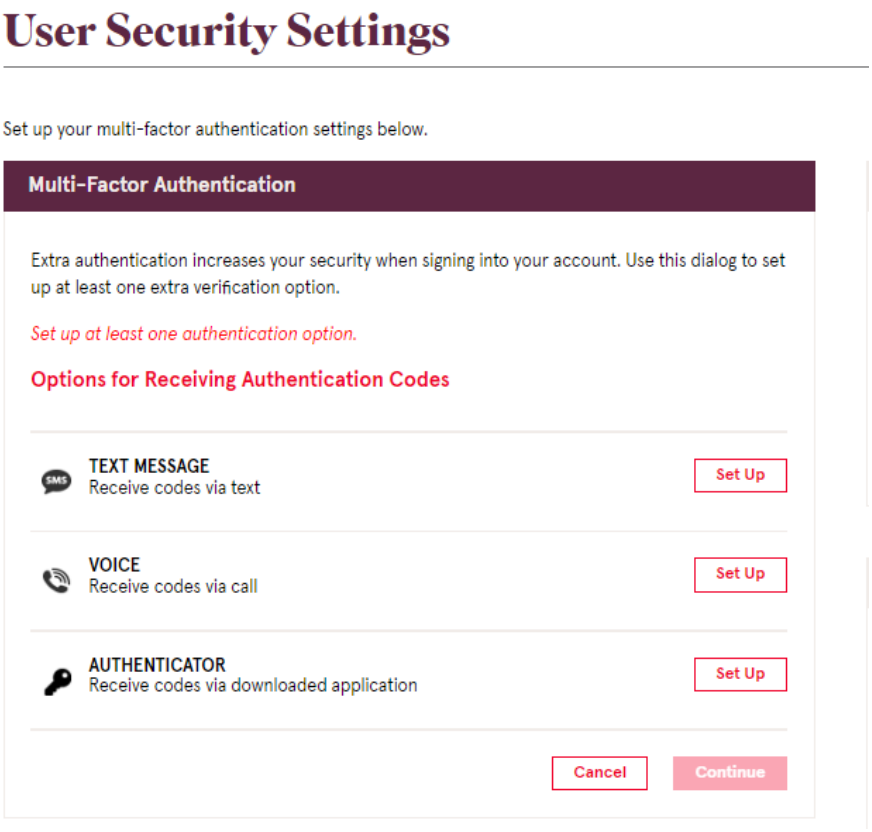
Sign in using your **Username** and **Password**, and then click **Continue**.



Confirm MFA choice.

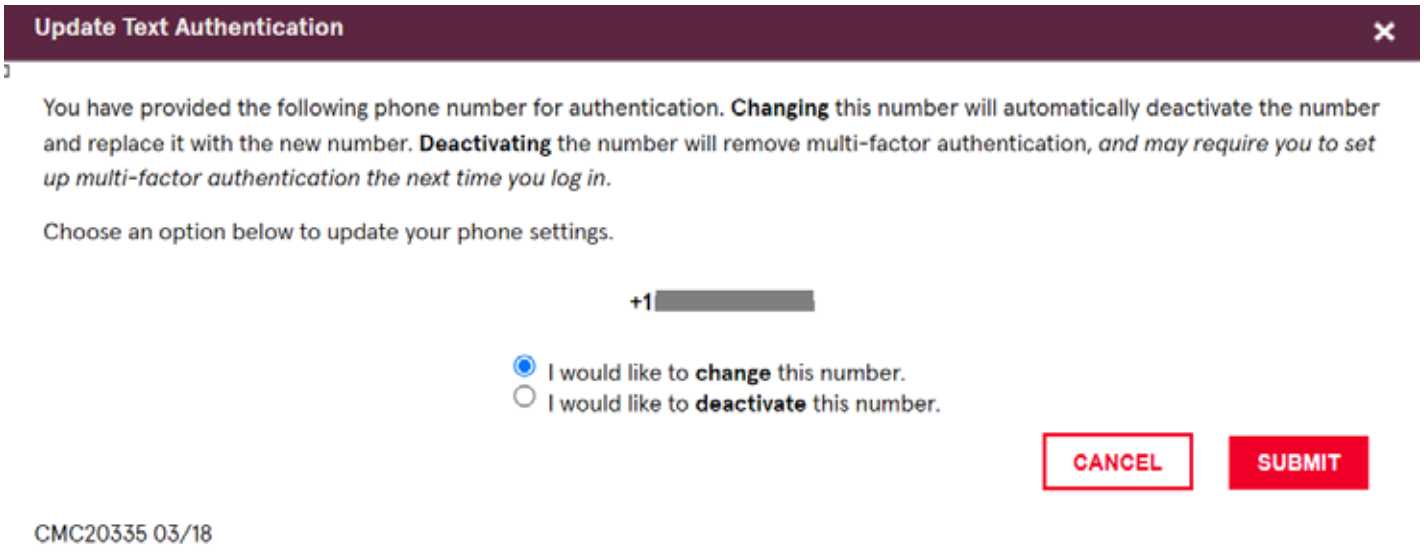


Complete the authentication process using your initial setup, and then navigate to User Security Settings to change MFA settings.

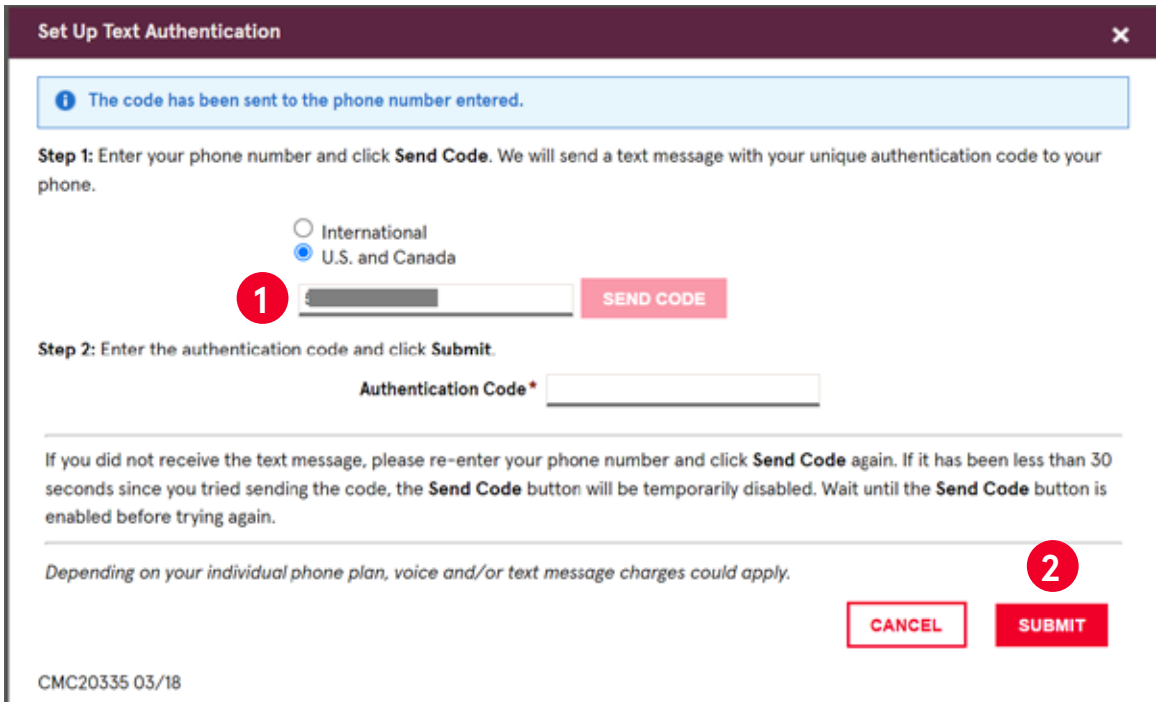


Change or Deactivate Phone Number

If you choose the **TEXT MESSAGE** authentication option, you will be asked to enter your phone number. Enter it and click **Send Code**. A six-digit authentication code will be sent to your phone number via text message.

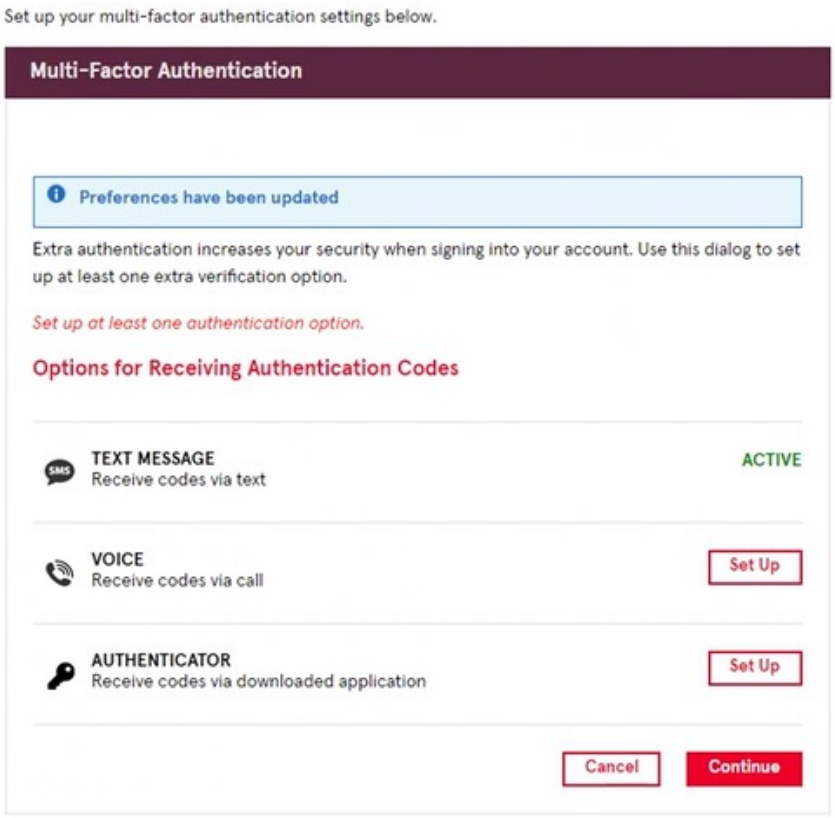


Type the six-digit authentication code (1) and click **Submit** (2).



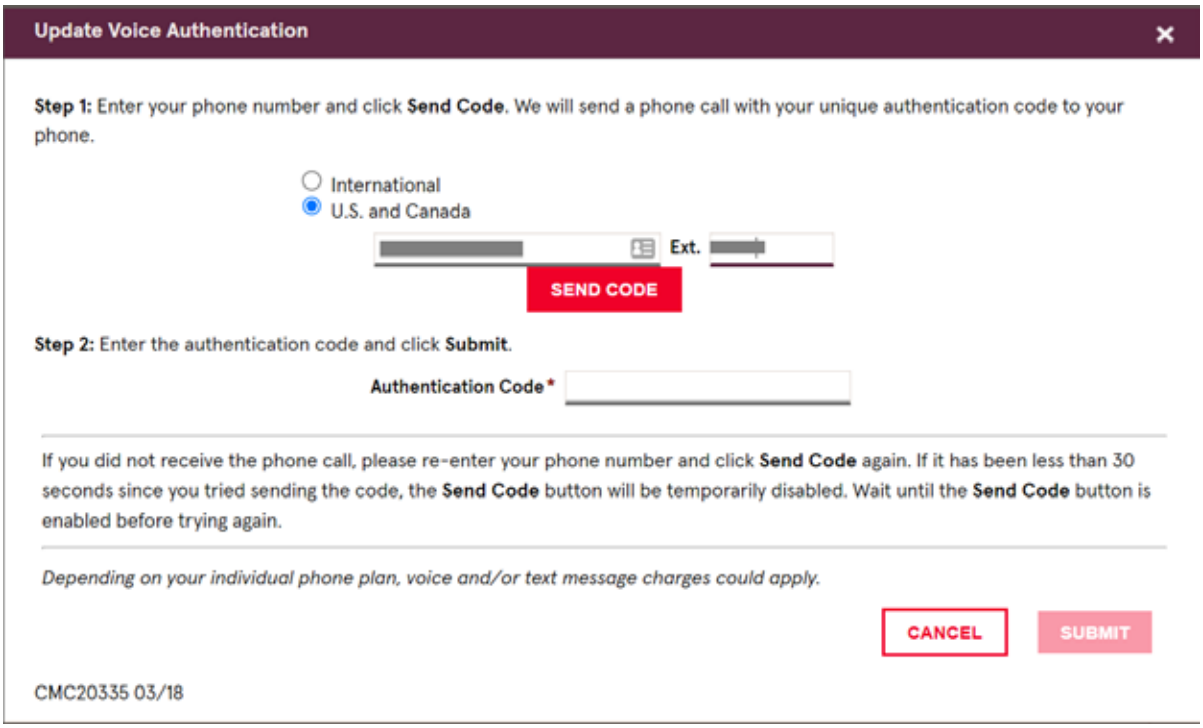
Once the authentication code has been entered correctly, the **TEXT MESSAGE** option will now appear as **Active**.

- If you do not want to also set up the Voice or Authenticator option, you can click **Continue**. You will then be taken to the Dashboard page where you can access your account information.
- If you would also like to set up the Voice option, click **Set Up**.



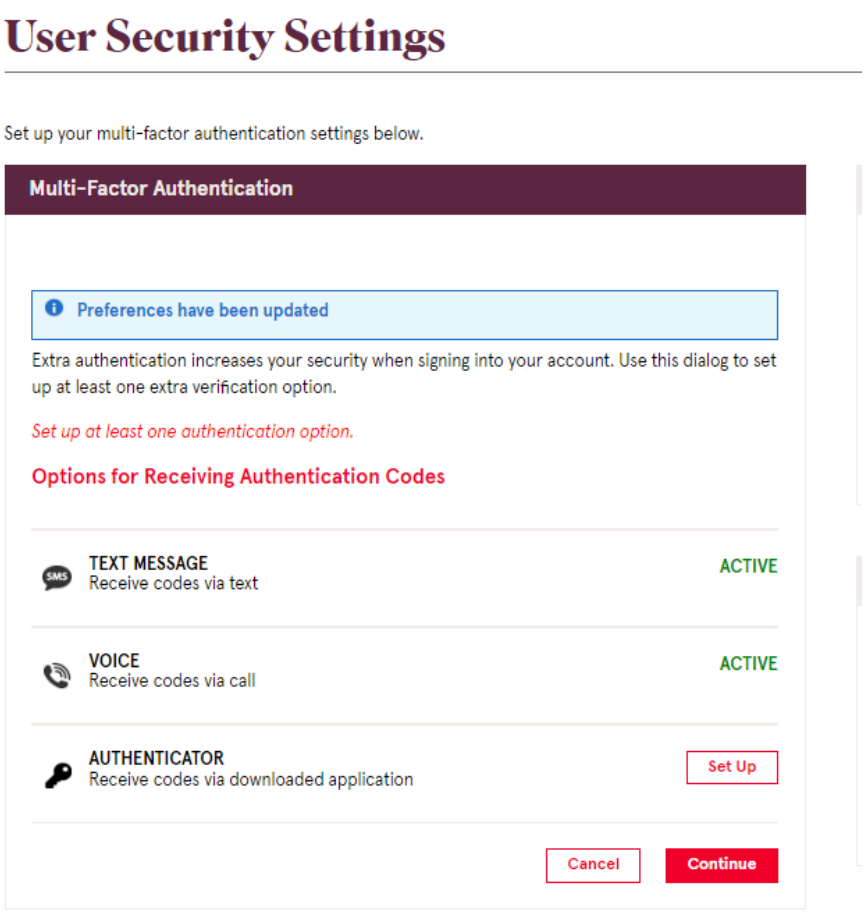
Enable Voice MFA Option

Voice option: You will be prompted to enter your phone number and extension (if applicable) and then click **Send Code**. You will receive a phone call at the number provided, and the system gives you a five-digit authentication code. You then enter the five-digit authentication code and click **Submit**.

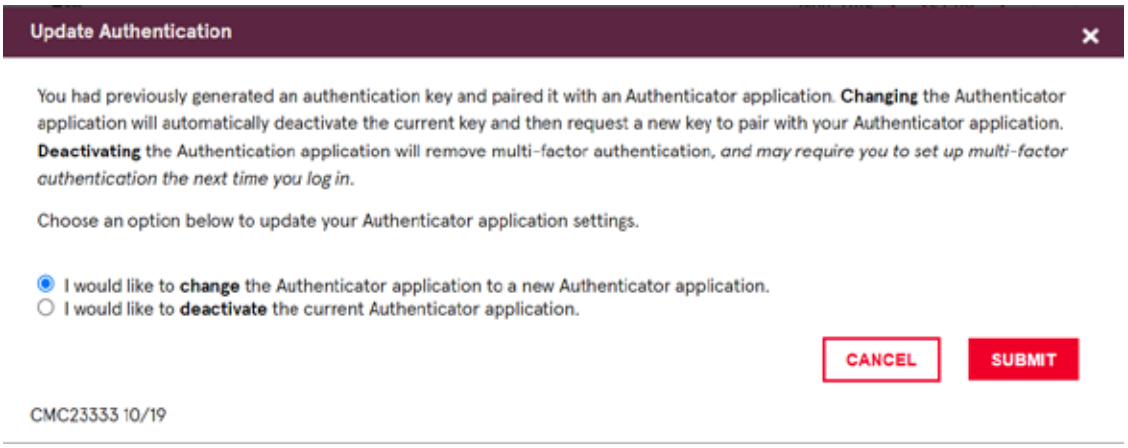


Enable Authenticator App Option

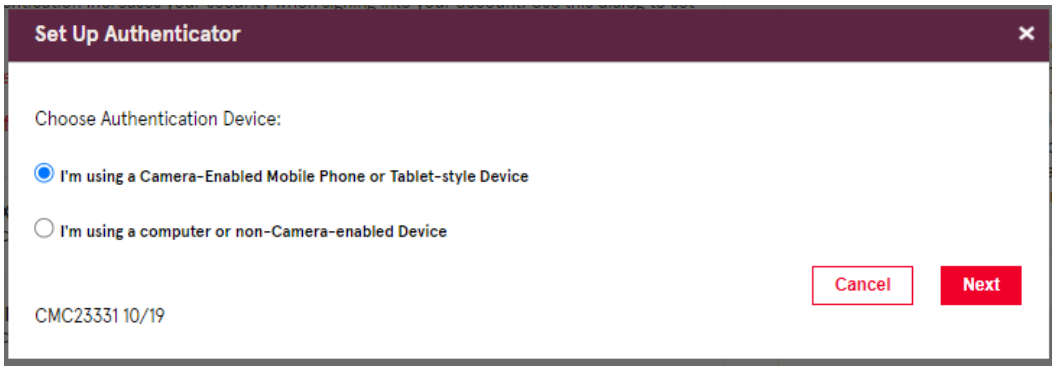
Authenticator option: If you would like to set up the Authenticator option, click **Set Up** next to AUTHENTICATOR. You will be presented with a message stating you are required to download an authentication application to your phone, tablet, or computer.



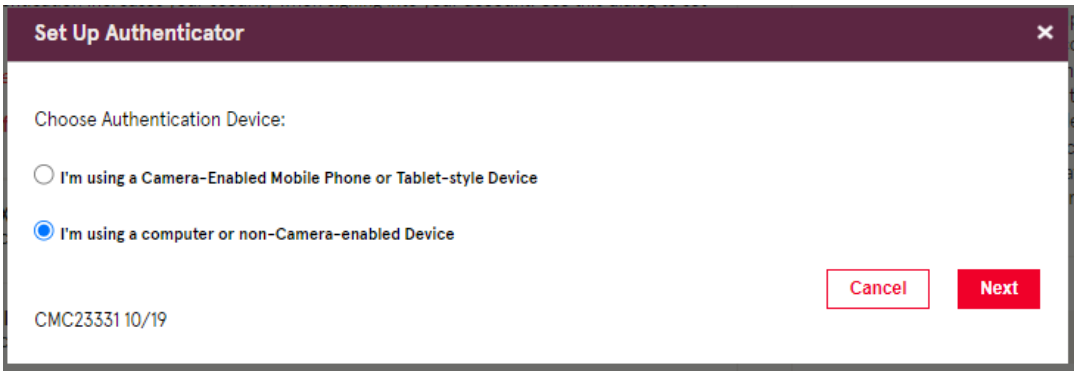
When you click **Submit**, you will be prompted to choose your authentication device.



If you are using a camera-enabled mobile phone or tablet-style device, select **I'm using a camera-enabled mobile phone or tablet-style device.** You will be presented with instructions on how to proceed.

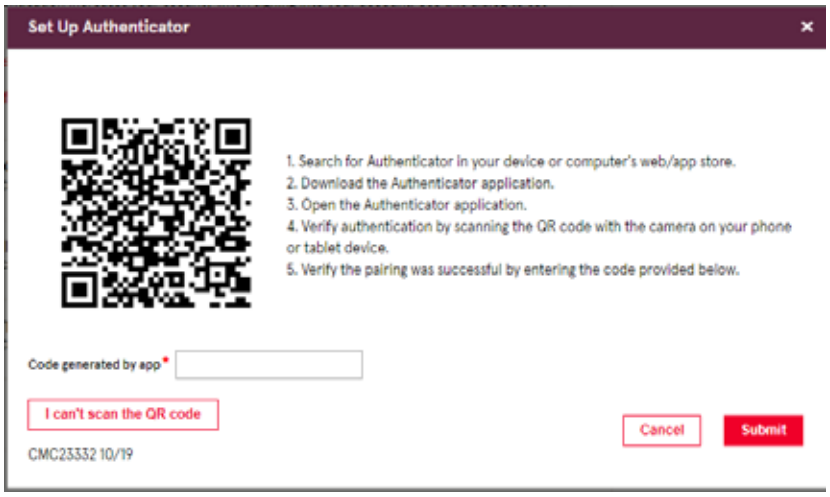


If you are using a desktop authenticator application, select **I'm using a computer or non-camera-enabled device.**



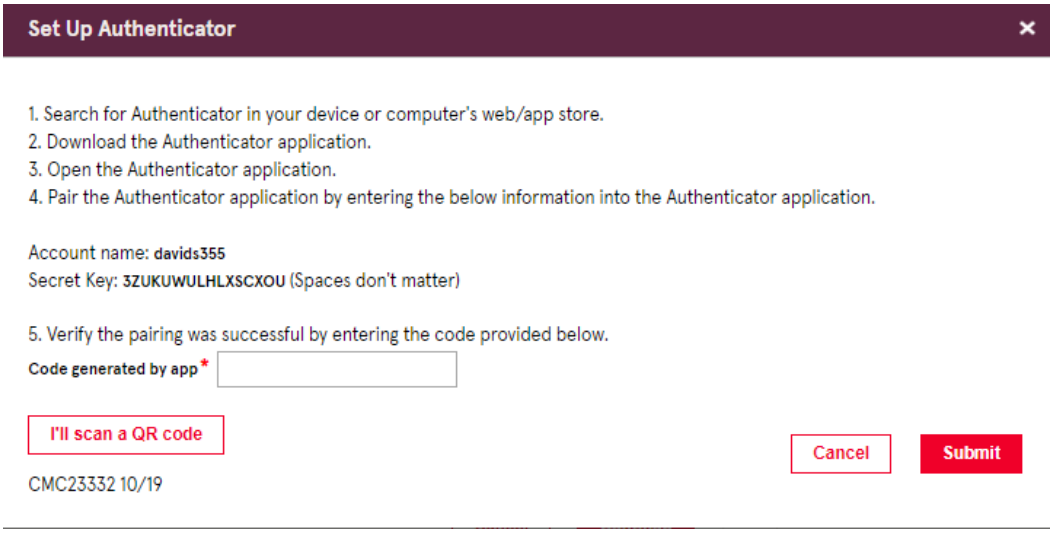
For Camera-Enabled Mobile Phone or Tablet Users

Once you have set up the Authenticator application on your device, open the application and scan the QR code. To verify the pairing of your device was successful, you will enter the code provided by the app. Once the code is entered, click **Submit**.



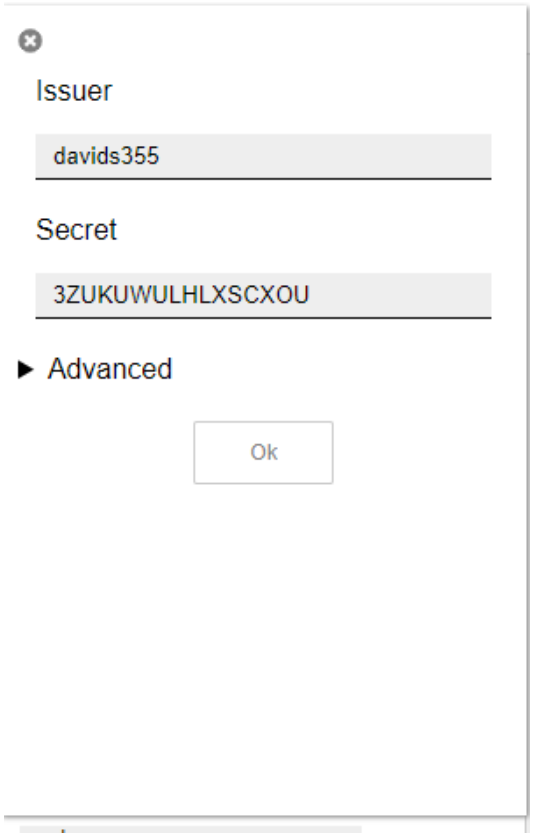
For Computer or Non-Camera-Enabled Device Users

If you selected this option, follow the steps below.

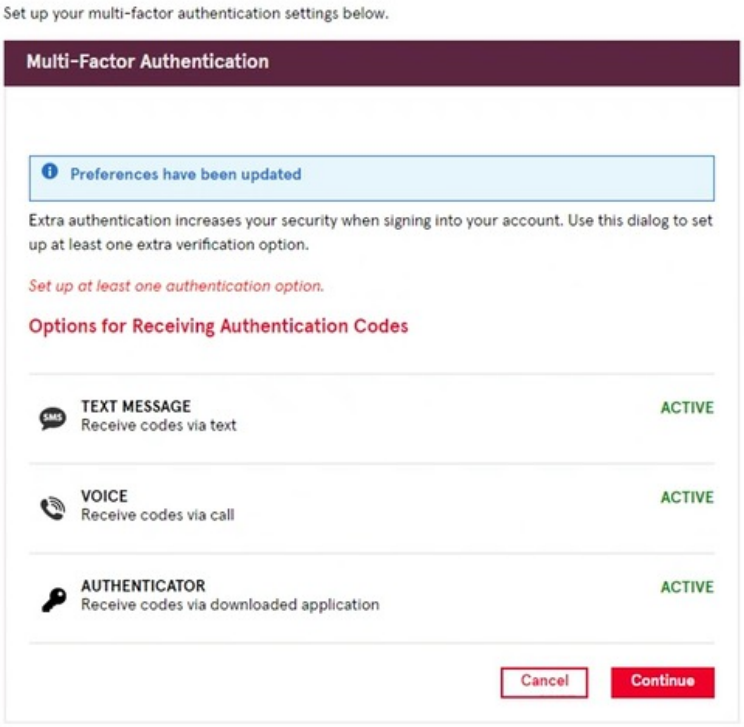


Enter the Account name and the provided Secret Key into the Authenticator application.

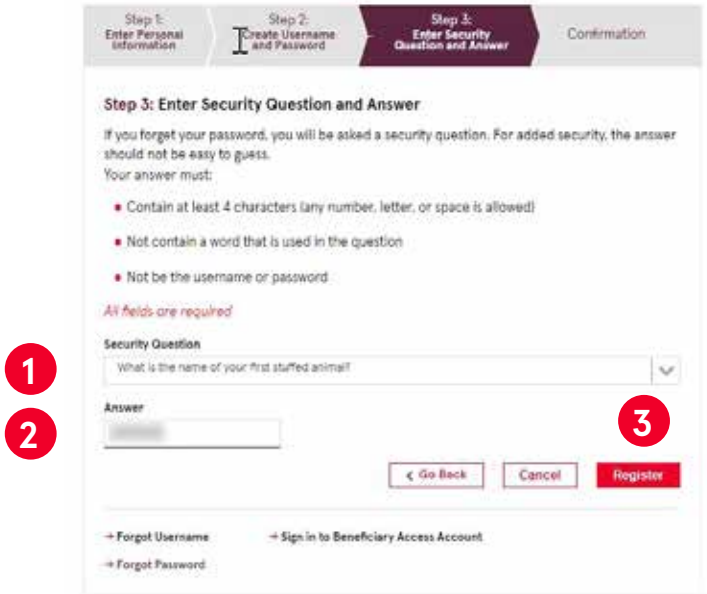
Note: If you click outside of Chrome Authenticator in the same window (Jackson screen), the Authenticator will close, and you must start over.



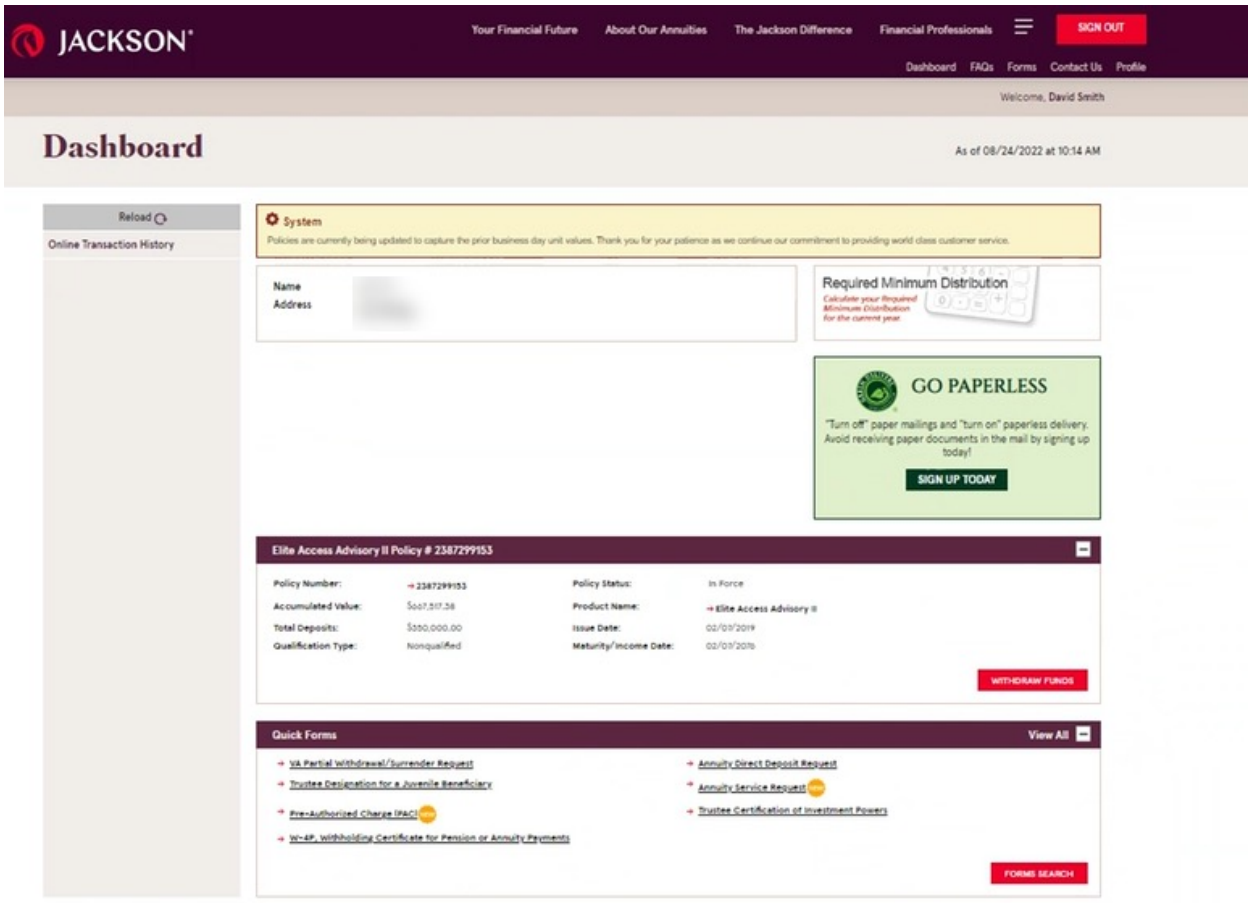
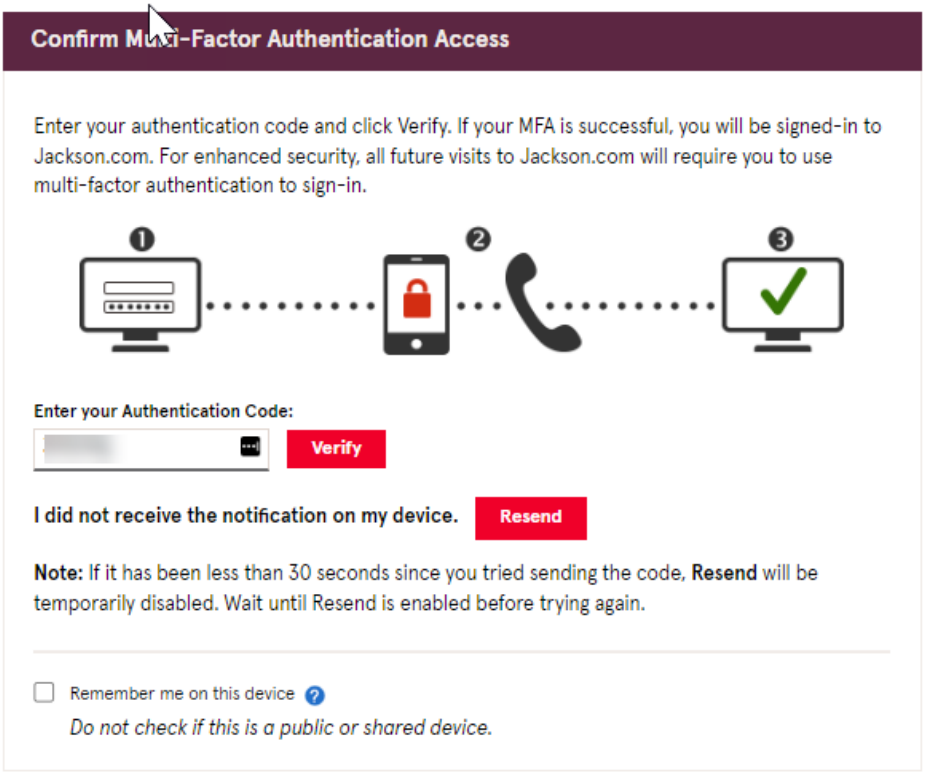
Once you have set up the desired Multifactor Authentication option, click **Continue** to finish registering your account.



You may be required to select a question (1) and provide an answer (2) that meets the necessary criteria. Then, click **Next** (3) to continue. If you provide an invalid answer, an error message reading, "Please provide an answer that meets the requirements listed here" will appear until you provide an answer that meets the criteria.



You will then be directed to your Dashboard, where you can access your account information.



Once you have enrolled in MFA, you can click the **Remember me on this device** checkbox upon your next sign-in. This will allow you to skip the authentication process in the future when signing on with this device.