

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.

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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**.

Contract Owner Registration

Step 1: Enter Personal Information Step 2: Create Username and Password Step 3: Enter Security Question and Answer Confirmation

Step 1: Enter your Personal Information

All fields are required

First Name

Last Name

Contract Number

SSN/TIN

Email

Continue

[→ Forgot Username](#) [→ Sign in to Beneficiary Access Account](#)
[→ Forgot Password](#)

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

Contract Owner Registration

Step 1: Enter Personal Information **Step 2: Create Username and Password** Step 3: Enter Security Question and Answer Confirmation

Step 2: Create Username and Password

All fields are required

Username

- Be at least 8 characters long ✓
- Must contain only letters (uppercase and lowercase), numbers, or certain special characters (period, dash, underscore, or @)

Password

Passwords must contain:

- A minimum of 8 characters ✓
- One lowercase letter ✓
- One uppercase letter ✓
- One number ✓

Passwords must not be easily guessed or contain:

- Your username
- Spaces, slashes, apostrophes, or quotation marks

Confirm Password

[← Go Back](#) [Cancel](#) [Continue](#)

[→ Forgot Username](#) [→ Sign in to Beneficiary Access Account](#)
[→ Forgot Password](#)

Step 1: Enter Personal Information | Step 2: Create Username and Password | **Step 3: Enter Security Question and Answer** | Confirmation

Step 3: Enter Security Question and Answer

If you forget your password, you will be asked a security question. For added security, the answer should not be easy to guess.
Your answer must:

- Contain at least 4 characters (any number, letter, or space is allowed)
- Not contain a word that is used in the question
- Not be the username or password

All fields are required

Security Question
What is the name of your first stuffed animal?

Answer
[Redacted]

[Go Back](#) [Cancel](#) [Register](#)

[Forgot Username](#) [Sign in to Beneficiary Access Account](#)
[Forgot Password](#)

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.

Contract Owner Registration

Step 1: Enter Personal Information | Step 2: Create Username and Password | Step 3: Enter Security Question and Answer | **Confirmation**

Registration is almost complete.

An email has been sent with a unique verification code to enter at your first [sign in](#).

Note: Verification code is valid for 48 hours.

Name: [Redacted]
Address: [Redacted]

[Forgot Username](#) [Sign in to Beneficiary Access Account](#)
[Forgot Password](#)

Questions?

Please contact our Service Center at **800-956-6550** if you have questions regarding access with Multi-Factor Authentication.

- [Registration Questions](#)
- [Sign In Questions](#)
- [General Questions](#)
- [Multi-Factor Authentication \(MFA\) Enrollment Video](#)

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

QA [Redacted] 8:14 AM

Registration Code Request

Retention Policy: 15_Month_Cleanup (1 year, 5 months) Expires: 10/2/2019

Your Verification Code for registering on Jackson.com is shown below. Please note that the code expires after 48 hours. After this time, you will need to request a new code using the Resend Code button on the [login verification](#) page. If you need assistance, please contact our Jackson Service Center at 800-956-6550.

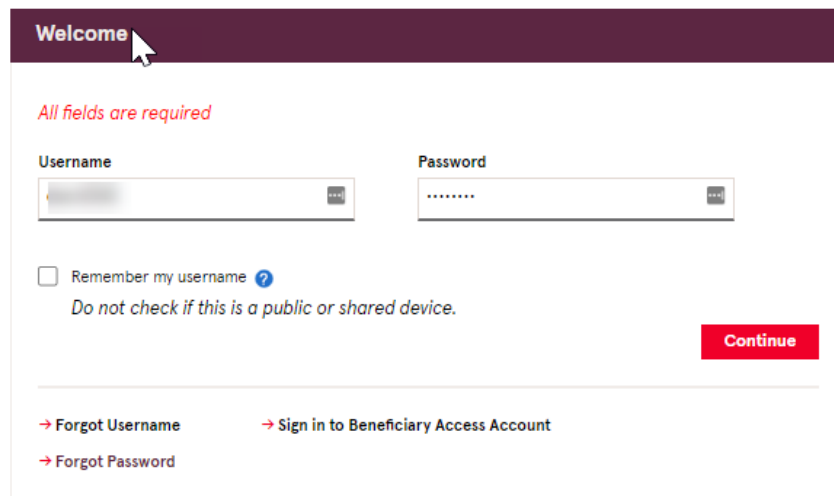
Verification Code: [Redacted]

Thank you,
Jackson

When logging in for the first time

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

Sign In

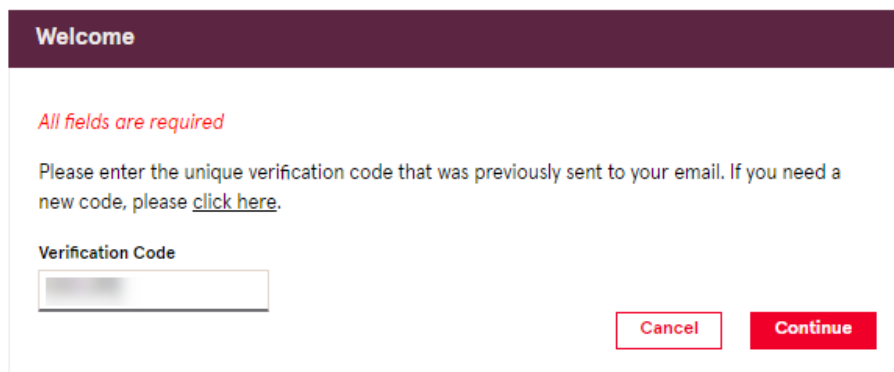


The screenshot shows a sign-in form with a dark purple header containing the word "Welcome". Below the header, a red message states "All fields are required". There are two input fields: "Username" and "Password". Below the "Username" field is a checkbox labeled "Remember my username" with a help icon and the text "Do not check if this is a public or shared device." A red "Continue" button is positioned to the right of the form. At the bottom, there are three links: "→ Forgot Username", "→ Sign in to Beneficiary Access Account", and "→ Forgot Password".

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.

Sign In



The screenshot shows a verification code page with a dark purple header containing the word "Welcome". Below the header, a red message states "All fields are required". The text reads: "Please enter the unique verification code that was previously sent to your email. If you need a new code, please [click here](#)." There is a single input field for the "Verification Code". At the bottom right, there are two buttons: "Cancel" and "Continue".

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.

User Security Settings




Set up your multi-factor authentication settings below.

Multi-Factor Authentication

Extra authentication increases your security when signing into your account. Use this dialog to set up at least one extra verification option.

Set up at least one authentication option.

Options for Receiving Authentication Codes

 TEXT MESSAGE Receive codes via text	Set Up
 VOICE Receive codes via call	Set Up
 AUTHENTICATOR Receive codes via downloaded application	Set Up

Cancel **Continue**

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.

Set Up Text Authentication ✕

Step 1: Enter your phone number and click **Send Code**. We will send a text message with your unique authentication code to your phone.

International
 U.S. and Canada

Send Code

Step 2: Enter the authentication code and click **Submit**.

Authentication Code*

If you did not receive the text message, please re-enter your phone number and click **Send Code** again. If it has been less than 30 seconds since you tried sending the code, the **Send Code** button will be temporarily disabled. Wait until the **Send Code** button is enabled before trying again.

Depending on your individual phone plan, voice and/or text message charges could apply.

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Cancel **Submit**

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

Set Up Text Authentication ✕

i The code has been sent to the phone number entered.

Step 1: Enter your phone number and click **Send Code**. We will send a text message with your unique authentication code to your phone.

International
 U.S. and Canada

Send Code

Step 2: Enter the authentication code and click **Submit**.

1 Authentication Code*

If you did not receive the text message, please re-enter your phone number and click **Send Code** again. If it has been less than 30 seconds since you tried sending the code, the **Send Code** button will be temporarily disabled. Wait until the **Send Code** button is enabled before trying again.

Depending on your individual phone plan, voice and/or text message charges could apply.

2

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Upon completion, your screen should match the image below.

Set up your multi-factor authentication settings below.




Multi-Factor Authentication

Preferences have been updated

Extra authentication increases your security when signing into your account. Use this dialog to set up at least one extra verification option.

Set up at least one authentication option.

Options for Receiving Authentication Codes

 TEXT MESSAGE Receive codes via text	ACTIVE
 VOICE Receive codes via call	Set Up
 AUTHENTICATOR Receive codes via downloaded application	Set Up

Cancel **Continue**

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

Set Up Voice Authentication

i The code has been sent to the phone number entered.

Step 1: Enter your phone number and click **Send Code**. We will send a phone call with your unique authentication code to your phone.

International
 U.S. and Canada

Ext. **Send Code**

Step 2: Enter the authentication code and click **Submit**.

Authentication Code*

If you did not receive the phone call, please re-enter your phone number and click **Send Code** again. If it has been less than 30 seconds since you tried sending the code, the **Send Code** button will be temporarily disabled. Wait until the **Send Code** button is enabled before trying again.

Depending on your individual phone plan, voice and/or text message charges could apply.

Cancel **Submit**

User Security Settings

Set up your multi-factor authentication settings below.




Multi-Factor Authentication

i Preferences have been updated

Extra authentication increases your security when signing into your account. Use this dialog to set up at least one extra verification option.

Set up at least one authentication option.

Options for Receiving Authentication Codes

 TEXT MESSAGE Receive codes via text	ACTIVE
 VOICE Receive codes via call	ACTIVE
 AUTHENTICATOR Receive codes via downloaded application	Set Up

Cancel **Continue**

What is MFA?

Multi-Factor Authentication (MFA) adds another layer of security to help prevent anyone other than you from accessing your sensitive information online. This is accomplished using additional types of authentication to verify your identity when signing in to a system, such as entering a one-time authentication code sent to your application or your phone via text or voice.

Questions?

Please contact our Service Center at **800-956-6550** if you have questions regarding access with Multi-Factor Authentication.

- [Multi-Factor Authentication Questions](#)
- [Technical Support Questions](#)
- [General Questions](#)

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.

User Security Settings

Set up your multi-factor authentication settings below.




Multi-Factor Authentication

Preferences have been updated

Extra authentication increases your security when signing into your account. Use this dialog to set up at least one extra verification option.

Set up at least one authentication option.

Options for Receiving Authentication Codes

 TEXT MESSAGE Receive codes via text	ACTIVE
 VOICE Receive codes via call	ACTIVE
 AUTHENTICATOR Receive codes via downloaded application	Set Up

Cancel **Continue**

What is MFA?

Multi-Factor Authentication (MFA) adds another layer of security to help prevent anyone other than you from accessing your sensitive information online. This is accomplished using additional types of authentication to verify your identity when signing in to a system, such as entering a one-time authentication code sent to your application or your phone via text or voice.

Questions?

Please contact our Service Center at 800-956-6550 if you have questions regarding access with Multi-Factor Authentication.

- Multi-Factor Authentication Questions
- Technical Support Questions
- General Questions

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

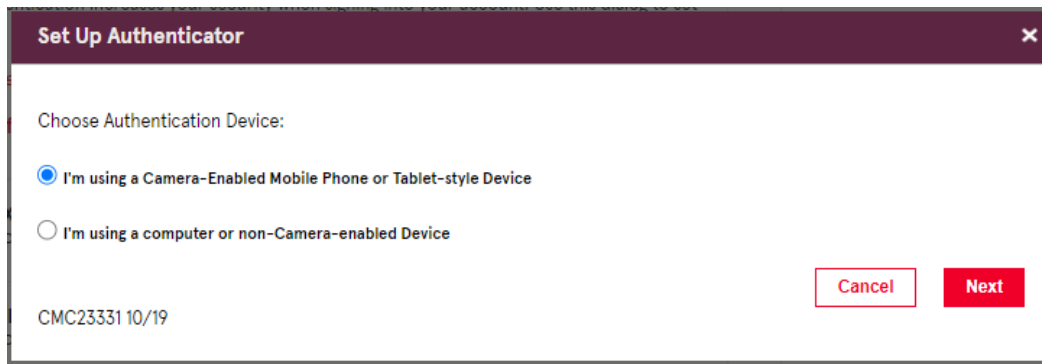
Set Up Authenticator

In order to use the Authenticator option, you are required to download an authentication application to your phone, tablet or computer. If this is not the Multi-Factor Authentication (MFA) option you would like to use, click Cancel to select another option.

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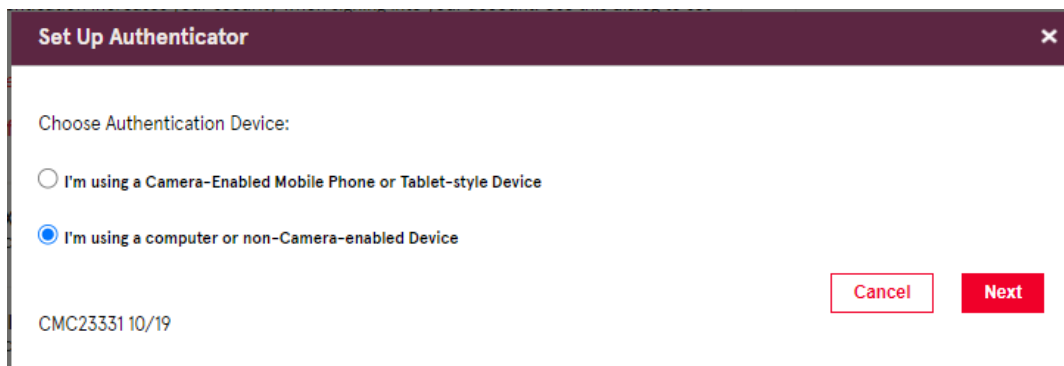
Cancel **Next**

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.



The screenshot shows a dialog box titled "Set Up Authenticator" with a close button (X) in the top right corner. Below the title, it says "Choose Authentication Device:". There are two radio button options: "I'm using a Camera-Enabled Mobile Phone or Tablet-style Device" (which is selected with a blue dot) and "I'm using a computer or non-Camera-enabled Device". At the bottom right, there are two buttons: "Cancel" and "Next". At the bottom left, the text "CMC23331 10/19" is displayed.

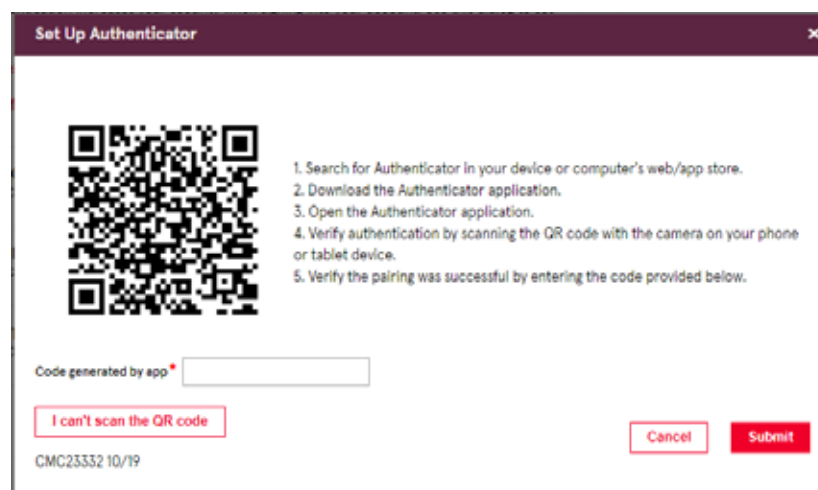
If you are using a desktop authenticator application, select **I'm using a computer or non-camera-enabled device**.



The screenshot shows a dialog box titled "Set Up Authenticator" with a close button (X) in the top right corner. Below the title, it says "Choose Authentication Device:". There are two radio button options: "I'm using a Camera-Enabled Mobile Phone or Tablet-style Device" and "I'm using a computer or non-Camera-enabled Device" (which is selected with a blue dot). At the bottom right, there are two buttons: "Cancel" and "Next". At the bottom left, the text "CMC23331 10/19" is displayed.

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**.



The screenshot shows a dialog box titled "Set Up Authenticator" with a close button (X) in the top right corner. On the left side, there is a large QR code. To the right of the QR code, there is a list of five numbered instructions: 1. Search for Authenticator in your device or computer's web/app store. 2. Download the Authenticator application. 3. Open the Authenticator application. 4. Verify authentication by scanning the QR code with the camera on your phone or tablet device. 5. Verify the pairing was successful by entering the code provided below. Below the instructions, there is a text input field with the label "Code generated by app" and a red asterisk. At the bottom left, there is a button labeled "I can't scan the QR code". At the bottom right, there are two buttons: "Cancel" and "Submit". At the bottom left, the text "CMC23332 10/19" is displayed.

For Computer or Non-Camera-Enabled Device Users

If you selected this option, follow the steps below.

Set Up Authenticator ×

1. Search for Authenticator in your device or computer's web/app store.
2. Download the Authenticator application.
3. Open the Authenticator application.
4. Pair the Authenticator application by entering the below information into the Authenticator application.

Account name: `dauids355`
Secret Key: `3ZUKUWULHLXSCXOU` (Spaces don't matter)

5. Verify the pairing was successful by entering the code provided below.

Code generated by app*

[I'll scan a QR code](#) [Cancel](#) [Submit](#)

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Follow the instructions that appear on the screen.

Set Up Authenticator ✕

1. Search for Authenticator in your device or computer's web/app store.
2. Download the Authenticator application.
3. Open the Authenticator application.
4. Pair the Authenticator application by entering the below information into the Authenticator application.

Account name: **davids355**
Secret Key: **3ZUKUWULHLXSCXOU** (Spaces don't matter)

5. Verify the pairing was successful by entering the code provided below.

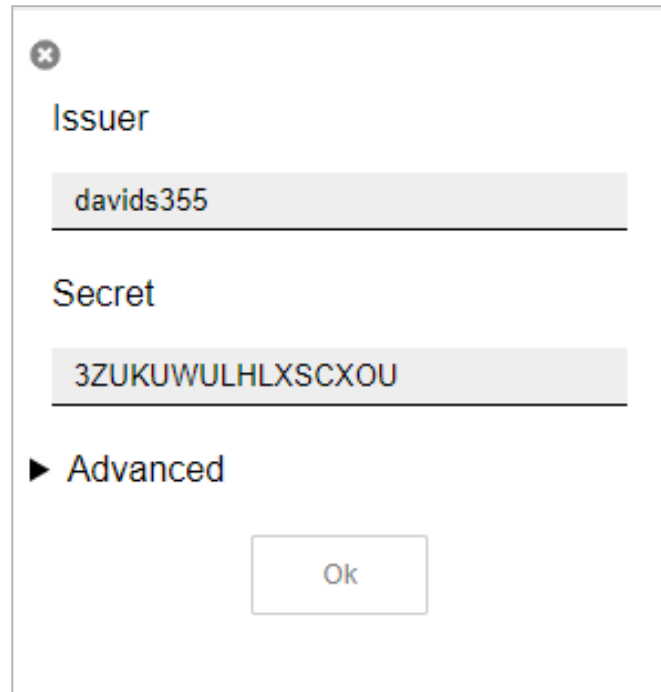
Code generated by app*

[I'll scan a QR code](#) [Cancel](#) [Submit](#)

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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.



A screenshot of a Chrome Authenticator dialog box. The dialog has a close button (X) in the top-left corner. It contains two text input fields: the first is labeled "Issuer" and contains the text "davids355"; the second is labeled "Secret" and contains the text "3ZUKUWULHLXSCXOU". Below these fields is a section labeled "Advanced" with a right-pointing triangle icon. At the bottom center of the dialog is an "Ok" button.

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

Set up your multi-factor authentication settings below.




Multi-Factor Authentication

i Preferences have been updated

Extra authentication increases your security when signing into your account. Use this dialog to set up at least one extra verification option.

Set up at least one authentication option.

Options for Receiving Authentication Codes

 TEXT MESSAGE Receive codes via text	ACTIVE
 VOICE Receive codes via call	ACTIVE
 AUTHENTICATOR Receive codes via downloaded application	ACTIVE

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

Terms of Use Agreement

**Jackson, Jackson of New York and Brooke Annuities and Life Insurance
Information Services Agreement**

Last Updated: 6/14/2016

To obtain phone numbers and mailing addresses concerning Jackson or Jackson of New York or Brooke Funds, please visit the Contact Us section.

Please read the following Agreement carefully and evidence your acceptance of its terms by clicking on the "Accept" button below.

1. Information Services Agreement

You understand that this Agreement ("Agreement") between you and Jackson National Life Insurance Company ("Jackson") or Jackson National Life Insurance Company of New York ("Jackson of New York") or Brooke Life Insurance Company ("Brooke") (each a "Company" and, collectively, the "Companies") states the terms and conditions of your access to and use of the services provided by the Companies through the web sites, software, networks or computers that are externally accessible, or other computer, telephonic or information systems otherwise made available by the Companies ("Information Services") to you. As used herein, "I," "you," "your," etc. includes all persons named on the account and others properly authorized by broker or agent authorization or otherwise to access and use the account.

The Information Services made available by the Companies may allow you to access and view your Company account information or to utilize other services and transactional capabilities, including transfers, allocations, and reallocations, among subaccounts and fixed accounts. The Companies will determine in their sole discretion the information and services that will be provided through Information Services, and may restrict your access to, or modify or terminate the Information Services at any time, without notice to you.


You acknowledge that you have read and agree to abide by the terms stated on the Legal and Privacy Information page of the relevant Company's web site, this Agreement and any other terms, agreements or policies which may be established by the Company from time to time regarding the Information Services, which shall govern your use of the Information Services. In the event of a conflict between the terms stated on the Legal and Privacy Information page of the relevant Company's website or other relevant terms, agreements or policies and this Agreement, the terms of this Agreement will govern any such conflict regarding the Information Services.

2. Access to Information Services

You understand that you are responsible for the confidentiality and use of your UserName, password, security questions or other data, methods and devices you may use to access the Information Services ("Account Credentials").

You agree not to make the Information Services or your Account Credentials available to any unauthorized third parties, including, as applicable, any employee that is terminated by you. Except as expressly provided in this paragraph, you are not permitted to provide your Account Credentials to any person or entity for use in accessing the Information Services either for its/their own behalf or on your behalf. Subject to this Agreement, you may provide your Account Credentials to your broker/agent named on the account and to those third-party companies that have been previously approved by the Companies to provide information delivery and aggregation services to the Companies' customers and brokers/agents (collectively, "Approved Third Parties"). Access to Information Services by a person, entity or information aggregator, other than an Approved Third Party, as a result of your provision of your Account Credentials is a violation of this Agreement by you, and the Companies may terminate your access to the Information Services as well as take

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



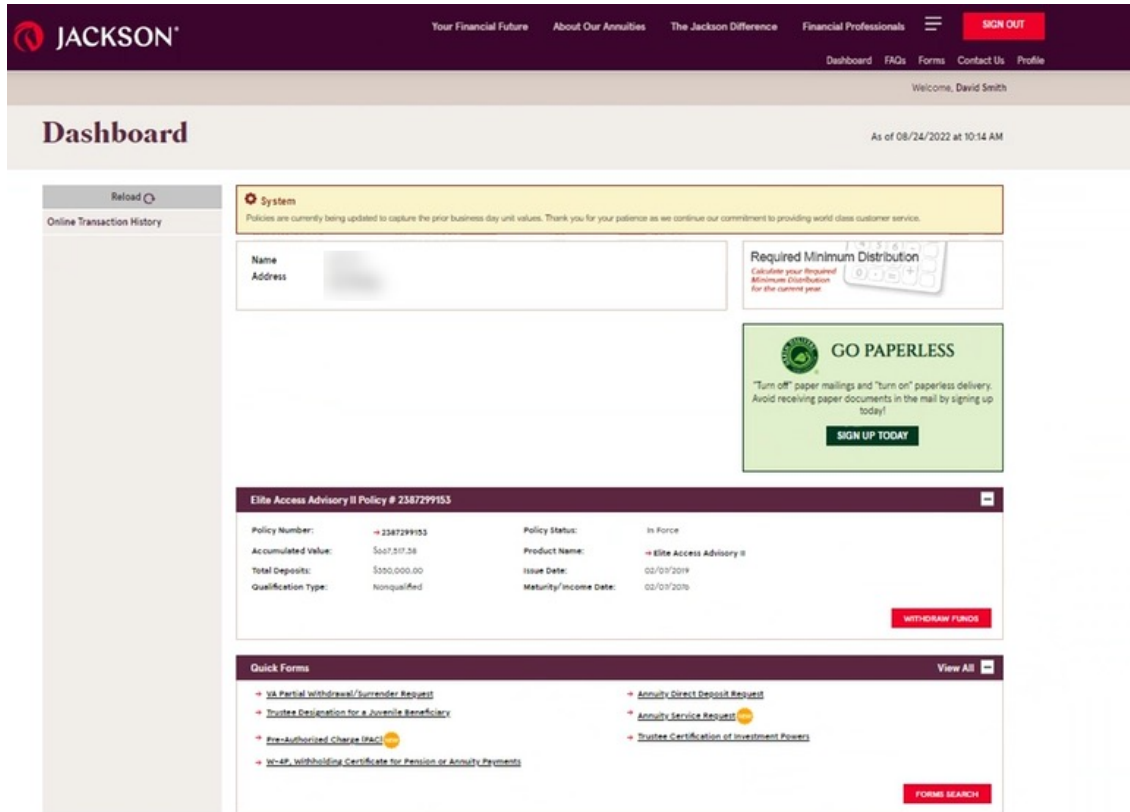
**SHRINK YOUR WASTE
IN JUST ONE DAY.**

Jackson[®] is excited to offer eStatements! Update your e-delivery preferences today to begin receiving additional documents electronically!

SIGN UP FOR GREEN DELIVERY

CMC4572 02/19

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



The screenshot shows the JACKSON dashboard for user David Smith, logged in as of 08/24/2022 at 10:14 AM. The dashboard includes a navigation menu with links for 'Your Financial Future', 'About Our Annuities', 'The Jackson Difference', 'Financial Professionals', 'Dashboard', 'FAQs', 'Forms', 'Contact Us', and 'Profile'. A 'SIGN OUT' button is also present.

System
Policies are currently being updated to capture the prior business day unit values. Thank you for your patience as we continue our commitment to providing world class customer service.

Required Minimum Distribution
Calculate your Required Minimum Distribution for the current year.

GO PAPERLESS
"Turn off" paper mailings and "turn on" paperless delivery. Avoid receiving paper documents in the mail by signing up today!
SIGN UP TODAY

Elite Access Advisory II Policy # 2587299153

Policy Number:	→ 2587299153	Policy Status:	In Force
Accumulated Value:	\$667,517.28	Product Name:	→ Elite Access Advisory II
Total Deposits:	\$350,000.00	Issue Date:	02/07/2019
Qualification Type:	Nonqualified	Maturity/Income Date:	02/07/2026

WITHDRAW FUNDS

Quick Forms View All

- [VA Partial Withdrawal/Surrender Request](#)
- [Trustee Designation for a Juvenile Beneficiary](#)
- [Pre-Authorized Charge \(PAC\)](#)
- [W-4P Withholding Certificate for Pension or Annuity Payments](#)
- [Annuity Direct Deposit Request](#)
- [Annuity Service Request](#)
- [Trustee Certification of Investment Powers](#)

FORMS SEARCH

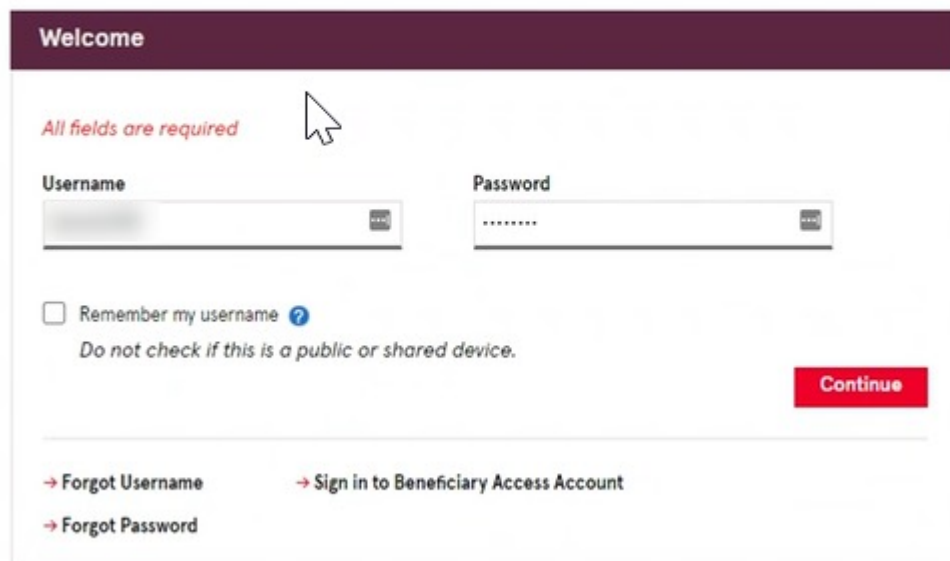
Registered users

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**.


Sign In



The screenshot shows a 'Sign In' dialog box with a dark purple header containing the word 'Welcome'. Below the header, there is a red text prompt: 'All fields are required' with a mouse cursor pointing to it. The form contains two input fields: 'Username' and 'Password'. Below these fields is a checkbox labeled 'Remember my username' with a question mark icon and a sub-note: 'Do not check if this is a public or shared device.' To the right of the checkbox is a red 'Continue' button. At the bottom of the dialog, there are three links: '→ Forgot Username', '→ Sign in to Beneficiary Access Account', and '→ Forgot Password'.

Confirm MFA choice.

MFA Confirmation



The screenshot shows an 'MFA Confirmation' dialog box with a dark purple header containing the text 'Confirm Multi-Factor Authentication'. Below the header, there is a text prompt: 'Confirm MFA by selecting your option below. You will receive an authentication code, via call or text, depending on your setup choice.' Below this text are three buttons: 'TEXT', 'VOICE', and 'AUTHENTICATOR', each with a red border. Below the buttons are two phone number placeholders: '+XXXXXXXX8228' and '+XXXXXXXX8228'.

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

User Security Settings




Set up your multi-factor authentication settings below.

Multi-Factor Authentication

Extra authentication increases your security when signing into your account. Use this dialog to set up at least one extra verification option.

Set up at least one authentication option.

Options for Receiving Authentication Codes

 TEXT MESSAGE Receive codes via text	Set Up
 VOICE Receive codes via call	Set Up
 AUTHENTICATOR Receive codes via downloaded application	Set Up

[Cancel](#) [Continue](#)

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.

Update Text Authentication ×

You have provided the following phone number for authentication. **Changing** this number will automatically deactivate the number and replace it with the new number. **Deactivating** the number will remove multi-factor authentication, *and may require you to set up multi-factor authentication the next time you log in.*

Choose an option below to update your phone settings.

+1 [REDACTED]

- I would like to **change** this number.
- I would like to **deactivate** this number.

CANCEL

SUBMIT

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

Set Up Text Authentication ✕

i The code has been sent to the phone number entered.

Step 1: Enter your phone number and click **Send Code**. We will send a text message with your unique authentication code to your phone.

International
 U.S. and Canada

1 **SEND CODE**

Step 2: Enter the authentication code and click **Submit**.

Authentication Code*

If you did not receive the text message, please re-enter your phone number and click **Send Code** again. If it has been less than 30 seconds since you tried sending the code, the **Send Code** button will be temporarily disabled. Wait until the **Send Code** button is enabled before trying again.

Depending on your individual phone plan, voice and/or text message charges could apply.

2 **CANCEL** **SUBMIT**

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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**.

Set up your multi-factor authentication settings below.




Multi-Factor Authentication

i Preferences have been updated

Extra authentication increases your security when signing into your account. Use this dialog to set up at least one extra verification option.

Set up at least one authentication option.

Options for Receiving Authentication Codes

 TEXT MESSAGE Receive codes via text	ACTIVE
 VOICE Receive codes via call	Set Up
 AUTHENTICATOR Receive codes via downloaded application	Set Up

Cancel **Continue**

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**.

Update Voice Authentication X

Step 1: Enter your phone number and click **Send Code**. We will send a phone call with your unique authentication code to your phone.

International
 U.S. and Canada

Ext.

Step 2: Enter the authentication code and click **Submit**.

Authentication Code*

If you did not receive the phone call, please re-enter your phone number and click **Send Code** again. If it has been less than 30 seconds since you tried sending the code, the **Send Code** button will be temporarily disabled. Wait until the **Send Code** button is enabled before trying again.

Depending on your individual phone plan, voice and/or text message charges could apply.

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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.

User Security Settings

Set up your multi-factor authentication settings below.




Multi-Factor Authentication

Preferences have been updated

Extra authentication increases your security when signing into your account. Use this dialog to set up at least one extra verification option.

Set up at least one authentication option.

Options for Receiving Authentication Codes

 TEXT MESSAGE Receive codes via text	ACTIVE
 VOICE Receive codes via call	ACTIVE
 AUTHENTICATOR Receive codes via downloaded application	Set Up

Cancel **Continue**

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

Update Authentication

You had previously generated an authentication key and paired it with an Authenticator application. **Changing** the Authenticator application will automatically deactivate the current key and then request a new key to pair with your Authenticator application. **Deactivating** the Authentication application will remove multi-factor authentication, and may require you to set up multi-factor authentication the next time you log in.

Choose an option below to update your Authenticator application settings.

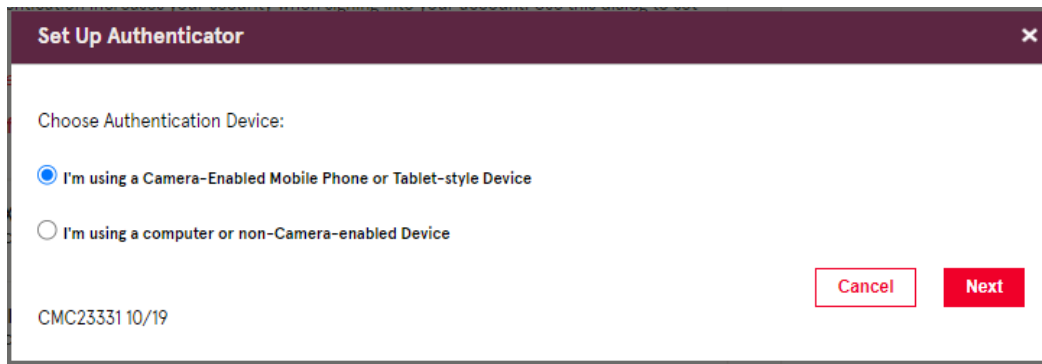
I would like to **change** the Authenticator application to a new Authenticator application.

I would like to **deactivate** the current Authenticator application.

CANCEL **SUBMIT**

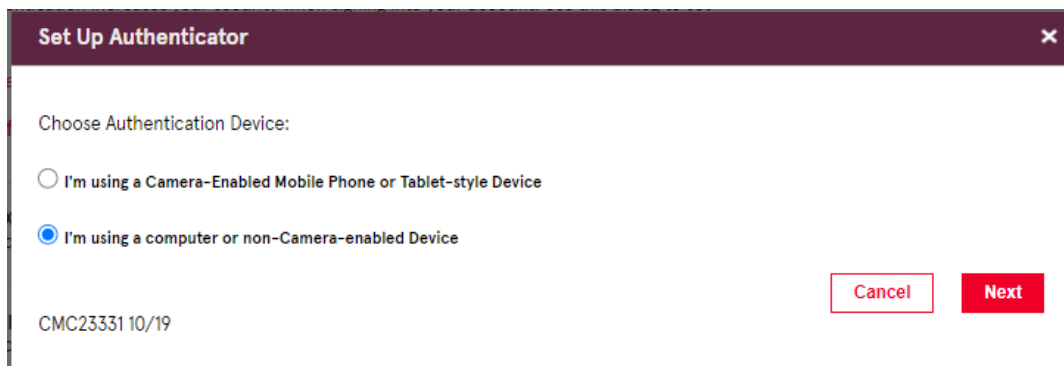
CMC23333 10/19

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.



The screenshot shows a dialog box titled "Set Up Authenticator" with a close button (X) in the top right corner. Below the title, it says "Choose Authentication Device:". There are two radio button options: "I'm using a Camera-Enabled Mobile Phone or Tablet-style Device" (which is selected with a blue dot) and "I'm using a computer or non-Camera-enabled Device". At the bottom right, there are two buttons: "Cancel" and "Next". At the bottom left, the text "CMC23331 10/19" is displayed.

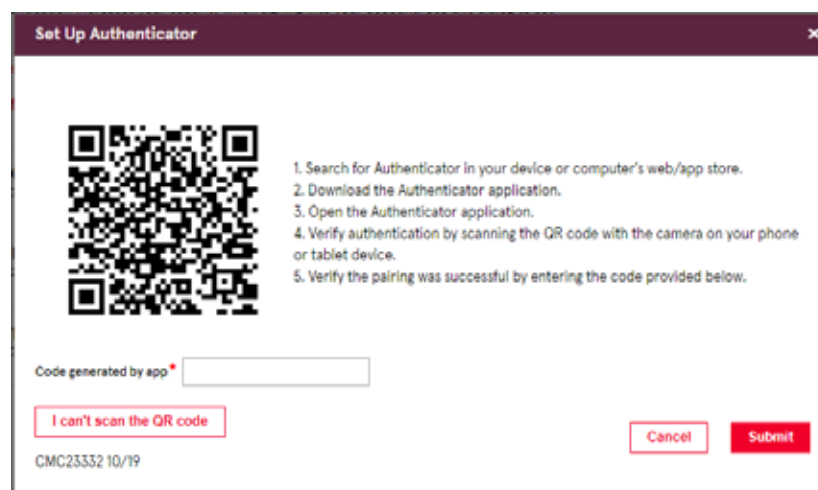
If you are using a desktop authenticator application, select **I'm using a computer or non-camera-enabled device**.



The screenshot shows a dialog box titled "Set Up Authenticator" with a close button (X) in the top right corner. Below the title, it says "Choose Authentication Device:". There are two radio button options: "I'm using a Camera-Enabled Mobile Phone or Tablet-style Device" and "I'm using a computer or non-Camera-enabled Device" (which is selected with a blue dot). At the bottom right, there are two buttons: "Cancel" and "Next". At the bottom left, the text "CMC23331 10/19" is displayed.

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**.



The screenshot shows a dialog box titled "Set Up Authenticator" with a close button (X) in the top right corner. On the left side, there is a large QR code. To the right of the QR code, there is a list of five numbered instructions: 1. Search for Authenticator in your device or computer's web/app store. 2. Download the Authenticator application. 3. Open the Authenticator application. 4. Verify authentication by scanning the QR code with the camera on your phone or tablet device. 5. Verify the pairing was successful by entering the code provided below. Below the instructions, there is a text input field labeled "Code generated by app" with a red asterisk. At the bottom left, there is a button labeled "I can't scan the QR code". At the bottom right, there are two buttons: "Cancel" and "Submit". At the bottom left, the text "CMC23332 10/19" is displayed.

For Computer or Non-Camera-Enabled Device Users

If you selected this option, follow the steps below.

Set Up Authenticator ✕

1. Search for Authenticator in your device or computer's web/app store.
2. Download the Authenticator application.
3. Open the Authenticator application.
4. Pair the Authenticator application by entering the below information into the Authenticator application.

Account name: `dauids355`
Secret Key: `3ZUKUWULHLXSCXOU` (Spaces don't matter)

5. Verify the pairing was successful by entering the code provided below.

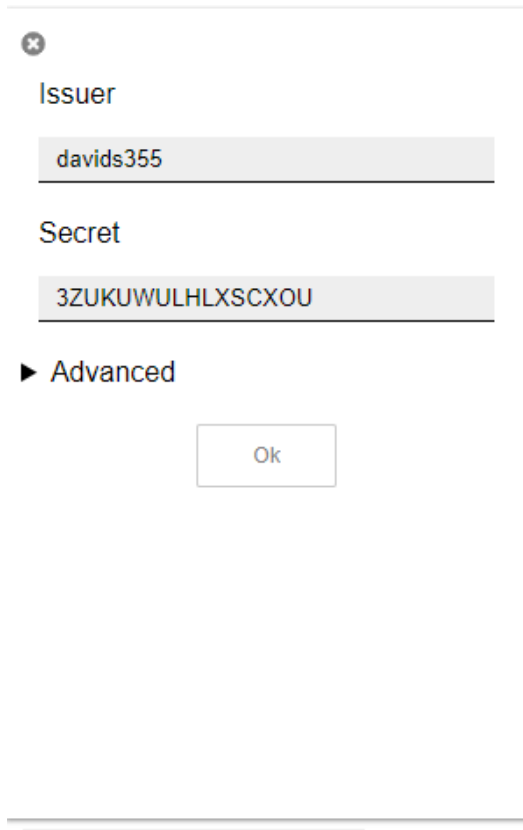
Code generated by app*

[I'll scan a QR code](#) [Cancel](#) [Submit](#)

CMC23332 10/19

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.



The screenshot shows a dialog box with a close button (x) in the top left corner. It contains two text input fields. The first field is labeled "Issuer" and contains the text "davids355". The second field is labeled "Secret" and contains the text "3ZUKUWULHLXSCXOU". Below these fields is a section titled "Advanced" with a right-pointing triangle icon. At the bottom center of the dialog is an "Ok" button.

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

Set up your multi-factor authentication settings below.




Multi-Factor Authentication

1 Preferences have been updated

Extra authentication increases your security when signing into your account. Use this dialog to set up at least one extra verification option.

Set up at least one authentication option.

Options for Receiving Authentication Codes

 TEXT MESSAGE Receive codes via text	ACTIVE
 VOICE Receive codes via call	ACTIVE
 AUTHENTICATOR Receive codes via downloaded application	ACTIVE

[Cancel](#) [Continue](#)

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.

Step 1: Enter Personal Information | Step 2: Create Username AND Password | **Step 3: Enter Security Question and Answer** | Confirmation

Step 3: Enter Security Question and Answer

If you forget your password, you will be asked a security question. For added security, the answer should not be easy to guess.

Your answer must:

- Contain at least 4 characters (any number, letter, or space is allowed)
- Not contain a word that is used in the question
- Not be the username or password

All fields are required

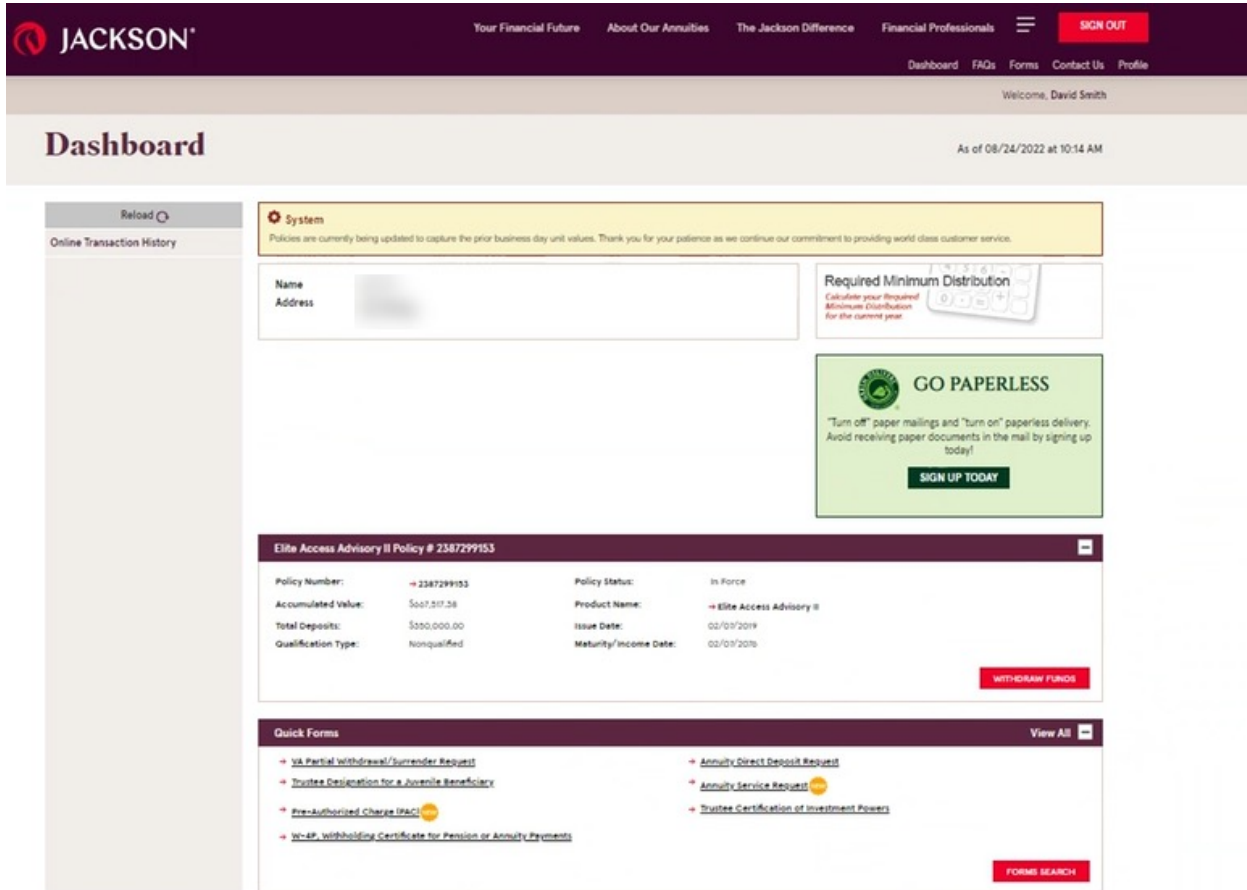
1 Security Question
What is the name of your first stuffed animal?

2 Answer
[Redacted]

3 [Go Back](#) [Cancel](#) [Register](#)

[Forgot Username](#) | [Sign in to Beneficiary Access Account](#)
[Forgot Password](#)

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




JACKSON Your Financial Future About Our Annuities The Jackson Difference Financial Professionals [SIGN OUT](#)

Dashboard FAQs Forms Contact Us Profile

Welcome, David Smith

Dashboard

As of 08/24/2022 at 10:14 AM

Reload 

Online Transaction History

System


Polices are currently being updated to capture the prior business day unit values. Thank you for your patience as we continue our commitment to providing world class customer service.


Name

Address

Required Minimum Distribution

Calculate your Required Minimum Distribution for the current year.



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Elite Access Advisory II Policy # 2387299153

Policy Number:	→ 2387299153	Policy Status:	In Force
Accumulated Value:	\$507,517.28	Product Name:	→ Elite Access Advisory II
Total Deposits:	\$350,000.00	Issue Date:	02/03/2019
Qualification Type:	Non-qualified	Maturity/Income Date:	02/03/2026

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- [Pre-authorized Charge \(PAC\)](#)
- [Trustee Certification of Investment Powers](#)
- [W-4P, Withholding Certificate for Pension or Annuity Payments](#)

[FORMS SEARCH](#)

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.

Confirm Multi-Factor Authentication Access

Enter your authentication code and click Verify. If your MFA is successful, you will be signed-in to Jackson.com. For enhanced security, all future visits to Jackson.com will require you to use multi-factor authentication to sign-in.



Enter your Authentication Code:

I did not receive the notification on my device.

Note: If it has been less than 30 seconds since you tried sending the code, **Resend** will be temporarily disabled. Wait until Resend is enabled before trying again.

Remember me on this device [?](#)
Do not check if this is a public or shared device.