Guide to Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA) provides an additional layer of security for your account. Alongside your password, MFA requires a second verification step to confirm your identity when signing in.

Protecting your data is important to us. While usernames and passwords remain a key part of account security, they can be vulnerable to unauthorised access. MFA helps reduce this risk by adding an extra verification step, making it much harder for anyone else to access an account.

We've now introduced MFA to the Investor Portal, giving you the option to enable this added security feature with a simple, one-time setup. Once enabled, you will occasionally be asked to complete a quick verification step when logging in.

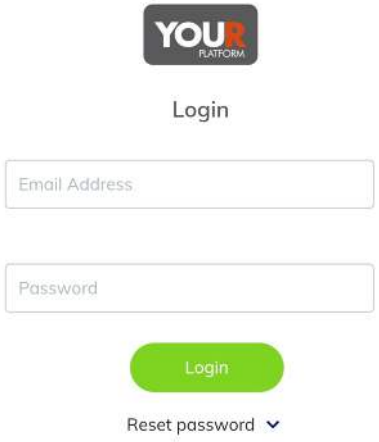
This guide explains:

- How to set up MFA
- How to reset your password

By enabling MFA, you can enjoy greater peace of mind knowing your account and personal information are better protected.

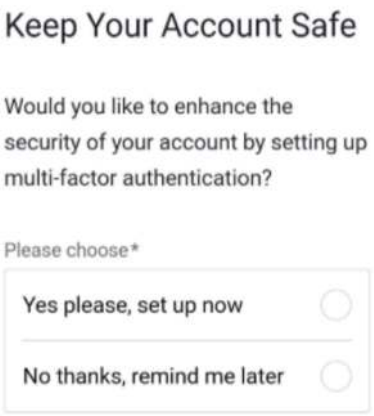
Setting Up MFA

- Open the YOUR Platform log in page, where you will enter your registered email address and password as normal.

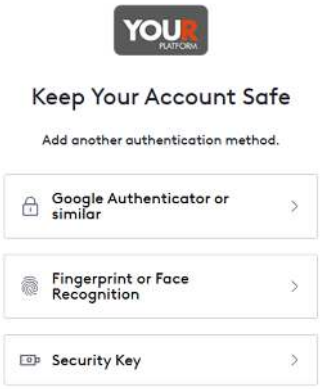


- Once you have logged in, the screen will then present the option to opt in for MFA. We highly recommend opting into MFA. However, if you choose not to, you will not be asked again for 30 days and will immediately be taken to the Investor UI dashboard.

YOUR Platform is a trading style of YOU Asset Management Limited which is authorised and regulated by the Financial Conduct Authority. YOU Asset Management Limited is registered in England & Wales. Company No. 06150317. Registered Office: C/O Freeths Llp 3rd Floor, Northgate House, 450-500 Silbury Boulevard, Milton Keynes, England, MK9 2AD



- If you chose to opt in to MFA, the options you are presented with will depend on your device setup, but in all cases the "Google Authenticator or similar" will show. Any authenticator app can be used, such as Google Authenticator, Authy etc.



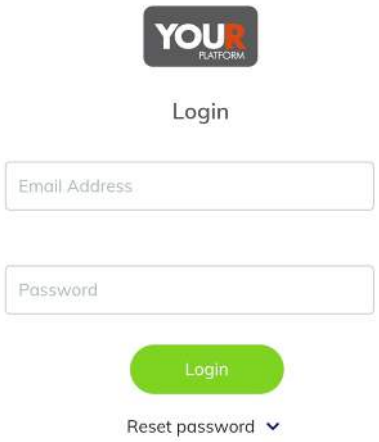
- **Authenticator App -** When selecting this option, please scan the QR code provided, then follow the instructions provided on your device screen within your chosen app
- **Fingerprint or Face Recognition –** Will be available if your device allows for this. Please note, if you use this option, you will only be able to access your account on the device this was set up on.
- **Security Key –** If you own a security Key, please place this into your device and follow the instructions

After setting up MFA, you may be asked to complete an extra verification step from time to time when you sign in, or every 30 days. This is determined by real-time security assessments and helps keep your account secure.

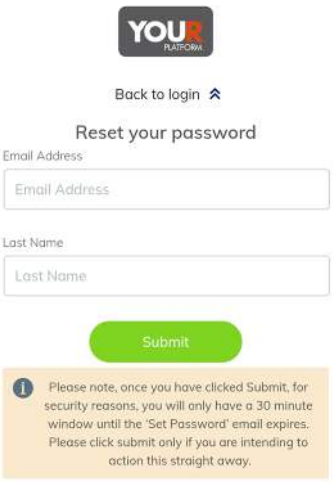
YOUR Platform is a trading style of YOU Asset Management Limited which is authorised and regulated by the Financial Conduct Authority. YOU Asset Management Limited is registered in England & Wales. Company No. 06150317. Registered Office: C/O Freeths Llp 3rd Floor, Northgate House, 450-500 Silbury Boulevard, Milton Keynes, England, MK9 2AD

Resetting your Password

- If you need to reset your password in order to set up MFA, simply access the log in screen and click the 'Reset Password'



- The screen will then prompt you to enter your registered email address along with your Last Name



- Once you have submitted your details, you will then receive an email, to your registered email address to reset your password. **Please note that the reset password email is only valid for 30 minutes, any time after this you will need to submit your reset password again.**

What if I am struggling to access my account through MFA?

If you are having trouble accessing your account using MFA, your Planner will be able to reset this for you, simply contact your adviser or the platform team directly at Questions@your-platform.co.uk.

YOUR Platform is a trading style of YOU Asset Management Limited which is authorised and regulated by the Financial Conduct Authority. YOU Asset Management Limited is registered in England & Wales. Company No. 06150317. Registered Office: C/O Freeths Llp 3rd Floor, Northgate House, 450-500 Silbury Boulevard, Milton Keynes, England, MK9 2AD