

Extra login security for your account

Give your account security a boost and prevent unauthorized access by adding multi-factor authentication (MFA) at login. Enrolling in MFA will protect your account by challenging every login unless you choose to remember your device. Fidelity has many authenticator options available and more coming soon.

How do I enable 2FA at login?

Log in to the [Security Center on NetBenefits.com](#).

Select the **“Enable”** button for 2-Factor Authentication at Login.

Push notifications

This new option for extra security at login sends a notification to your mobile device that allows you to verify your login attempt—or to deny it if you believe the login attempt is fraudulent.

How do I enable push notifications?

If you have the Fidelity Investments mobile app, you'll be able to receive push notifications for MFA at login if you use the app's biometrics and have notifications enabled.

Push notifications rely on biometrics, meaning that your device recognizes your face or fingerprint.

Trusted Devices

A trusted device is a mobile phone, computer, or other device that you've already logged into using MFA and have asked us to remember. Once you log in and check the “Don't ask me again on this device” box, that device is added to your trusted device list.

Frequently Asked Questions

Q: Why am I receiving a challenge if I did not sign up for it?

A: You may receive a challenge at login if certain risk factors are met, such as logging in from a new device or location.

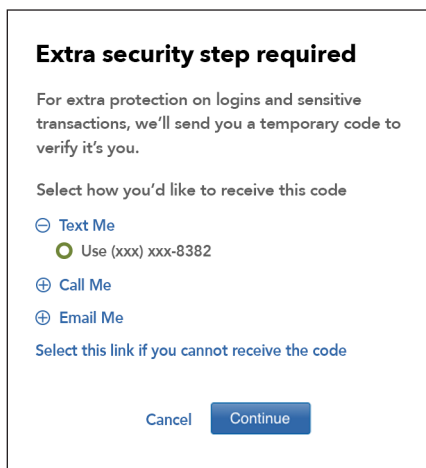
Q: What should I do if my push notification doesn't work or if I don't have my mobile device with me?

A: Please make sure that notifications are turned on for the app. You can also select “Try another way” on the push notification screen to use a different authenticator option.



Q: What will the one-time passcode experience look like?

A: Review the sample screens below:



Extra security step required

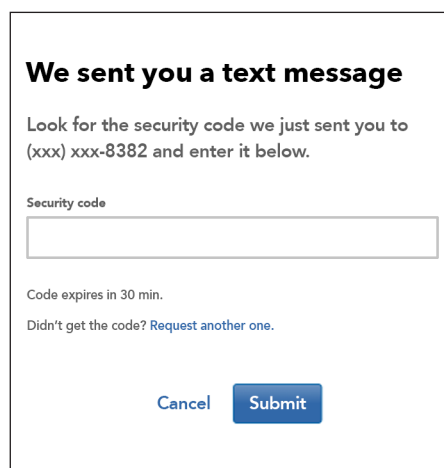
For extra protection on logins and sensitive transactions, we'll send you a temporary code to verify it's you.

Select how you'd like to receive this code

- Text Me
- Use (xxx) xxx-8382
- Call Me
- Email Me

Select this link if you cannot receive the code

Cancel Continue



We sent you a text message

Look for the security code we just sent you to (xxx) xxx-8382 and enter it below.

Security code

Code expires in 30 min.

Didn't get the code? [Request another one.](#)

Cancel Submit

Q: How can I remove my trusted devices?

A: You can view and manage your trusted devices in the Security Center at any time.

Q: How can I trust a device again?

A: After removing your device, you will be asked to sign in with MFA for future logins on that device. To trust a device again, you can check the "Don't ask me again on this device" box at your next MFA login when using the device.

Q: Can I access my account from different devices once I enable MFA?

A: Yes, you can access your account from the device of your choice.

Q: What should I do if the MFA login code doesn't work?

A: Make sure you're using the security code that's in the text message itself, not the incoming number from the sender. If this doesn't solve the problem, select "Request a new code."

Q: Why am I going through MFA every time I log in to the site?

A: You are enrolled in MFA at login. If you prefer, you can choose "Don't ask me again on this device" when challenged.

Q: What if I don't have my mobile phone with me?

A: Don't worry, you can still receive a security code. If you have an alternate phone number on file, you can have the code sent via an automated call. If you don't have an alternate number, choose "Select this link if you can't receive a code" to contact a Fidelity representative who can assist you.

Q: Where can I learn more about how Fidelity protects me from fraud?

A: Visit the [Security Learning Center](#) to learn more, and read our [Customer Protection Guarantee](#), which reimburses you for losses from unauthorized activity in covered accounts occurring through no fault of your own.

Screenshots are for illustrative purposes only.

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