

Extra login security for your account

Give your account security a boost and prevent unauthorized access by adding 2-factor authentication (2FA) at login. Enrolling in 2FA 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 2FA 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.

One-time passcode by text or call

You can choose to have Fidelity send a six-digit security code directly to your phone via text or voice call for 2FA at login. The code isn't a password that you need to create and remember—simply enter the one-time code you receive to verify that it's you.

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.

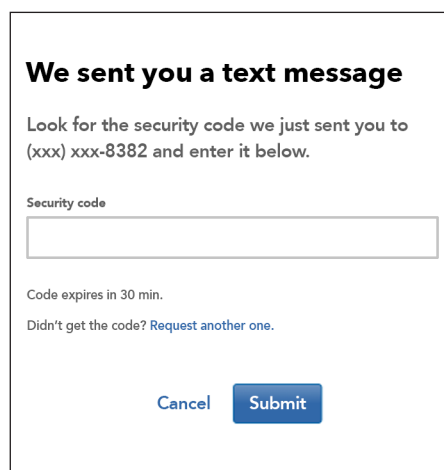
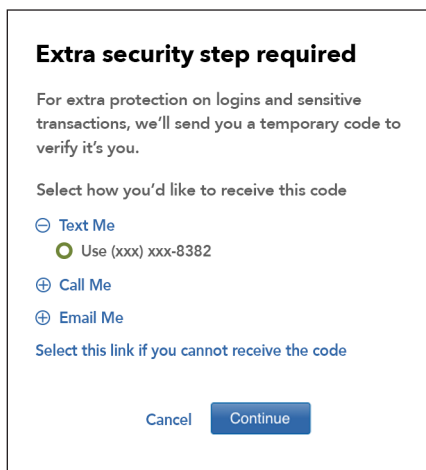
Q: What should I do if my push notification doesn't work or if I don't have my mobile device with me?

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:



Q: What is the "Don't ask me again on this device" checkbox?

A: By clicking this checkbox when challenged, you can set your trusted device so that you won't be challenged at login during subsequent logins from that same device.

Q: Can I access my account from different devices once I enable 2FA?

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

Q: What should I do if the 2FA 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 2FA every time I log in to the site?

A: You are enrolled in 2FA 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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