Frequently Asked Questions (FAQ)
ByAllAccounts Multi-Factor Authentication (MFA) Login Changes

Overview

This document answers questions related to the MFA changes to the login page and procedure for ByAllAccounts.

What is changing about the way users log in to ByAllAccounts and why?

ByAllAccounts is committed to ensuring the security and integrity of our digital platforms. In our ongoing efforts to protect your data and ensure the safety of your accounts, we are implementing multi-factor authentication to enhance security of your login experience.

Which ByAllAccounts applications are impacted by this change?

- Administration Tool:
  https://www.byallaccounts.net/WebPortfolio/VendorLogin.html
- AccountView:
  https://www.byallaccounts.net/BAAWebApp/BAALogin.html
- Consumer UI 2:
  https://www.byallaccounts.net/BAAWebAppCUI2/login

Which users are impacted by this change?

Administrators, advisors, assistants, and investors accessing the Administration Tool, AccountView, or Consumer UI2 applications.
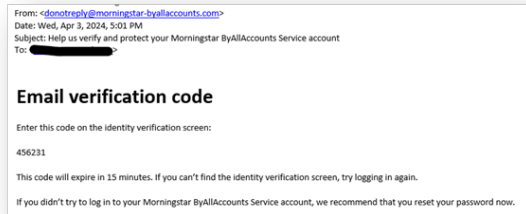
How does the MFA process affect my access to these applications?

Users may be required to enter a temporary verification code during the login process to verify their identity. This code will be sent to the email address associated with the user's login credentials:
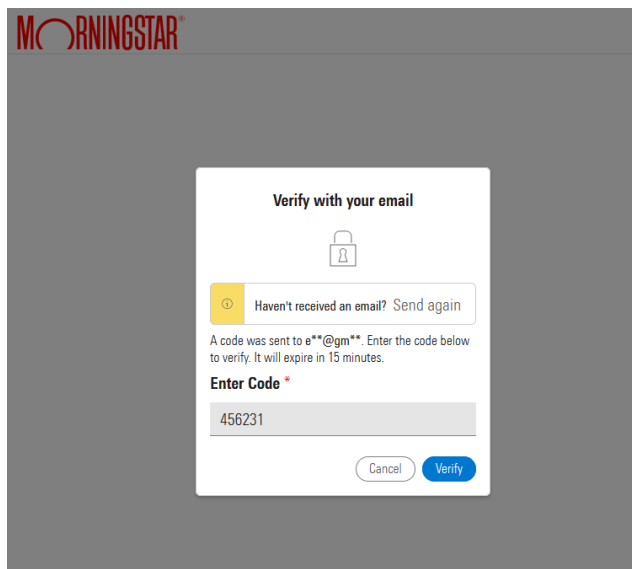
1. Enter your Username Login and Password, then click "Sign In."

2. If prompted for MFA, you will see a message indicating that a code has been sent to your email address.

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3. Access your email and find the new email containing the verification code.

What is the timing of the rollout of MFA on ByAllAccounts applications?
MFA activation for the ByAllAccounts Administrative Tool is scheduled for Wednesday, May 15, 2024. MFA activation for AccountView and Consumer UI2 is scheduled for Wednesday, June 12, 2024.

Is MFA replacing the reCAPTCHA image selection?
Yes, MFA is replacing the reCAPTCHA image selection.

4. Return to the login screen and enter your verification code, then select "Verify" to access the application.

Can my firm opt out of using multi-factor authentication?
Firms cannot opt out of the MFA setting for its users.

What happens if a user does not have access to the email listed on their account and can't receive the code?
Each user account should have a unique email address. Shared email addresses across multiple logins is not recommended. The email address associated with each user's login must be accessible to the user so they can access the MFA code.

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