

In order to protect sensitive member data on the Crescent Wealth website, we're adding a new security access step known as multi factor authentication (MFA).

What is Multi Factor Authentication?

Multi Factor Authentication (MFA) combines your Crescent Wealth username and password with an additional security factor – a temporary numeric code sent to the member – to confirm identity and keep information secure.

You may already use MFA when they access banking or social media websites or apps.

MFA ensures a stolen or weak password is not sufficient for an unauthorised person to gain access to a member's sensitive data or our critical technology systems.

What will you need to do?

MFA is scheduled to be released to your website on 20th December 2018.

On first login after the release date, you will enter your login credentials as usual which will then direct you to a MFA registration page where you will be asked to confirm your email and mobile number. You will be guided through steps taking approximately 2 minutes which will generate a temporary code to complete the authentication process and access your account.

On subsequent logins you may be asked for MFA if you are logging in from a different location or device.

What if you need help?

Whilst we don't anticipate members will have any issues when registering for MFA, you can contact Helpline for assistance.

Secure passwords are still important!

MFA will provide an additional layer of security however, we still recommend you use strong, unique passwords for online accounts.

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