

# Beneficiary Self-Service & Mobile App Enhanced Security FAQ

## What is an enhanced security login experience?

Enhanced security login adds an extra layer of protection to your Beneficiary Self-Service account and the mobile app. In addition to entering your password, you will verify your identity using a one-time code sent to your registered email address. This applies when accessing both the [self-service portal](#) and the [mobile app](#).

## Why is this important?

This extra step, also known as two-factor authentication, strengthens protection of your personal information across both online platforms. It helps ensure that only you can access your account, even if someone else has your password.

## What are the benefits of enhanced security?

- **Stronger Protection:** Secures access to your account whether you're using the web portal or mobile app.
- **Risk Reduction:** Helps prevent unauthorized access and potential data breaches.
- **Regulatory Compliance:** Supports industry-standard security for both mobile and web access.

## I'm new to self-service. What should I expect?

When you register through either the [self-service portal](#) or the [mobile app](#), you'll need to enter your email address. This email will be used to send your one-time login security code.

## How do I update my email address?

Log into your self-service account from either the portal or mobile app. Then, visit the **My Account > Communication Profile** section to update your account email.

## What method will be used to send my security code?

Currently, we are only using **email**. Be sure the email linked to your account is correct.

## How can I prepare for the new login?

To get ready for our new login experience, log into your Beneficiary Self-Service account now and **verify your email is correct**. You'll receive your security code there when the new sign-in method starts.



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