



## How to Set Up Two-Factor Authentication

This document details the steps to enable Two-Factor Authentication when logging into your account on the [PartnersAdvantage.com](https://partnersadvantage.com) website.

Please contact our support team if you need assistance at 888-251-5525 ext. 555

### Step 1. Enter Your Username / Email and Password on the Log In page

Go to <https://partnersadvantage.com/partners-login/>

Enter your information in the “Username or Email Address” and “Password” fields.

Select the “Remember Me” checkbox if you are on a secure device and would like to stay logged in for 14 days.

A screenshot of the Partners Advantage login page. The page has a dark blue background with the Partners Advantage logo at the top. Below the logo is a white login form with the following elements: a text input field for "Username or Email Address", a text input field for "Password", a "Remember Me" checkbox, and a blue "Log In" button. Below the form are links for "Back to Partners Advantage", "Privacy Policy", and "Reset Your Password". A message states: "We have consolidated Partners Advantage resources under one roof at PartnersAdvantage.com. If you need access to our site, please [click here](#)." Another message says: "Your user name is your NPN (National Producer Number) number. If you don't know your NPN you can find it [here](#)." At the bottom, there is a "Register" link with the text "Learn how to gain access. [Ask for access.](#)" and a link for "Forgot your log-in username and email?".

## Step 2. Select Your Two-Factor Method

### Select Two Factor Method



Select any Two-Factor option below and complete its setup.

You will get a One Time Passcode (OTP) from the option you select each time you log in.

- Email** - Get a passcode via email
- Text Message** - Get a passcode via text
- Email and Text** - Get a passcode via both email and text
- Security Questions (KBA)** - Answer 2 of 3 Security Questions

Select the Two-Factor Method from the listed options.

**We recommend selecting “Email”, “Text Message” or “Email and Text”.** Those options offer “Security Questions” as a backup in case you don’t have access to your emails or texts. If you select “Security Questions (KBA)” you will only be able to log in by correctly answering two of the three questions you answer.

The following sections “Email”, “Text Message”, “Email and Text”, and “Security Questions (KBA)” will provide more information on each option.

## Email

If you select the “Email” option, your Two-Factor Authentication method will automatically be set to email a passcode to the email associated with your account on the website.


You continue to **Step 3**.

## Text Message

### Verify Your Phone ✕

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Enter your phone number

 ▼ +1

[Send OTP](#)

Please enter the One Time Passcode sent to your phone.

Enter the code

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Didn't get code? [RESEND IT](#)

[Verify Code](#) [Back](#)

Enter your phone number in the “Enter your phone number” field and click “Sent OTP”.

You will receive a text at that number with a code.

Enter the code in the field “Enter the code” and click “Verify Code”.

If you did not receive the code after five minutes, click “RESEND IT”.


Click “Back” to return to the Two-Factor Method selection screen.

If you successfully verify the code, you will continue to **Step 3**.

## Text and Email

### Verify Your Phone and Email ✕

Enter your phone number. An One Time Passcode(OTP) will be sent to this number and your email address.



[Send OTP](#)

### Enter One Time Passcode

Didn't get code? [RESEND IT](#)

[Verify Code](#) [Back](#)

Your email will automatically be set to email a passcode to the email associated with your account on the website.

Enter your phone number in the “Enter your phone number” field and click “Sent OTP”.

You will receive a text at that number with a code.

Enter the code in the field “Enter the code” and click “Verify Code”.

If you did not receive the code after five minutes, click “RESEND IT”.

Click “Back” to return to the Two-Factor Method selection screen.

If you successfully verify the code, you will continue to **Step 3**.

## Security Questions (KBA)

Setup Security Question (KBA)

x

Sl. No.	Question	Answer
1.	-----Select your question----- ▾	Enter your answer
2.	-----Select your question----- ▾	Enter your answer
3.	Enter your custom question here	Enter your answer

Save

Back

Select a security question from the drop down selection menus for Questions 1. and 2.

Enter your answers in the “Answer” field “Enter your answer”.

**Spelling, capitalization, and special characters are important. When prompted to answer your questions in the future, you will need to answer them the same way you do in the “Answer” fields.**

For Question 3. type in your own custom question in the “Question” field “Enter your custom question here”.

After selecting questions and inputing answers, click “Save”.

Click “Back” to return to the Two-Factor Method selection screen.

Continue to **Step 4**. You will not use **Step 3**.

### Step 3. Complete Backup Security Questions (KBA)

If you selected your Two-Factor method as “Email”, “Text Message”, or “Email and Text”, complete the “Security Questions (KBA)” which can be used as a backup in case you don’t have access to your emails or texts.

If you selected “Security Questions (KBA)” as your Two-Factor method, continue to **Step 4**.

Two Factor Setup Complete



Please set your security questions as an alternate login or backup method.

Sl. No.	Question	Answer
1.	<input type="text" value="-----Select your question-----"/>	<input type="text" value="Enter your answer"/>
2.	<input type="text" value="-----Select your question-----"/>	<input type="text" value="Enter your answer"/>
3.	<input type="text" value="Enter your custom question here"/>	<input type="text" value="Enter your answer"/>

Save

Select a security question from the drop down selection menus for Questions 1. and 2.

Enter your answers in the “Answer” field “Enter your answer”.

**Spelling, capitalization, and special characters are important. When prompted to answer your questions in the future, you will need to answer them the same way you do in the “Answer” fields.**

For Question 3. type in your own custom question in the “Question” field “Enter your custom question here”.

After selecting questions and inputing answers, click “Save”.

Continue to **Step 4**.

## Step 4. Remember Device (Not Required)

Remember Device



Do you want to remember this device?

Yes

No

Click on **Yes** if this is your personal device.  
Click on **No** if this is a public device.

You have the option to remember your device for 14 days.

If your device is secure and you would like the technology to remember the device and only ask for the Two-Factor Authentication every 14 days, click “Yes”.

If your device is not secure and you want to complete Two-Factor Authentication each time you log in from your current device, click “No”.

Continue to **Step 5**.



## **Step 5. Two-Factor Setup Complete**

You now have access to the website.

Based on your choice during **Step 4**, you will need to log in using Two-Factor Authentication either each time you log in or every 14 days.

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