



Multi-Factor Authentication is coming in 2020!

On January 6, 2020, ABG Southwest will be implementing Multi-Factor Authentication (MFA) for all Retirement Plan Participants. This is an important upgrade that will add an extra layer of security to your sensitive financial data. We take this responsibility seriously, and we strive to provide you the best possible service while at the same time protecting your private information.

What is changing?

You will need a one-time PIN (OTP) in addition to your user ID and password to access your account. After logging in with your PIN the first time, you will have the option to “Remember This Device.” If you choose this option, MFA will not be triggered again for another 30 days (except in the case of sensitive account transactions). NOTE: If you log in from a different device, you will be required to provide a PIN for that device.

What can you expect the first time you log in?

The first time MFA is triggered on your account, you will be presented with all phone numbers and email addresses we have on file for you. You can choose which you would like to use for your OTP delivery. If selecting a phone number, please be sure it is for a text-enabled device, such as a mobile phone. Your preferred OTP delivery method will be saved and you will not be required to re-select it on subsequent logins.

Your PIN is dynamically generated each time you enter your login credentials (user ID and password) and will be sent to you either by text message or email. The OTP will only be valid for five minutes and must be entered before you can access your online account. Select “Remember This Device” to avoid needing a new PIN each time you log in.

Before January 6, 2020:

If you don't have an email address or a text-enabled phone number listed on your account, you can log in at <https://www.retirementlogin.net/abgsww/> and add one or both. After logging in, simply click on the “Home” icon  on the top bar and update your phone and email preferences under the “General” and “Email” tabs.

If you do not do this before January 6, additional steps will be required to access your account the first time you log in. If you have already added a text-enabled phone number and/or email address, there is nothing you need to do prior to implementation.

Want to learn more about MFA, or need more help?

Visit our [Help Center](#) for more information about MFA, or email us at benefits@abgsww.com with your questions or for help with adding phone numbers and email addresses to your account. Be sure to include your name and a phone number or email address where you prefer to be reached. An ABG Southwest team member will respond to you within one business day.