



MULTI-FACTOR AUTHENTICATION USER GUIDE

Multi-factor authentication is a proven industry standard for significantly reducing the possibility of damage caused by external hackers and internal bad actors. User IDs and passwords can be compromised either accidentally or on purpose. Requiring a second level of authentication enhances cybersecurity for Northern Trust.

At Northern Trust, our pursuit of information security and data protection is driven by the same commitment to excellence that we apply to understanding the financial needs of our clients.

Northern Trust’s implementation of multi-factor authentication at Passport sign-in ensures you receive the high-quality experience you have come to expect while being protected by best-in-class security backed up by international laws, regulations, and industry best practices.

Requiring additional verifications upon login, enhances cybersecurity as we strive to protect your assets and your data. Multifactor authentication is a proven industry standard for information security and data protection.

Northern Trust offers two authenticator options; Okta Verify and Microsoft/Google

The following pages provide step-by step instructions on how to install and login with Okta Verify or Microsoft/Google Authenticator as well as how to manage your multifactor authentication options.

Table Of Contents

Installing Okta Verify for Mobile 3

Logging-in with an Okta Verify for Mobile 5

Installing Microsoft/Google Authenticator for Mobile..... 7

Logging In using Microsoft or Google Authenticator 11

Installing Okta Verify for your Desktop 12

Logging-in with an Okta Verify on your desktop 13

Remember Me 14

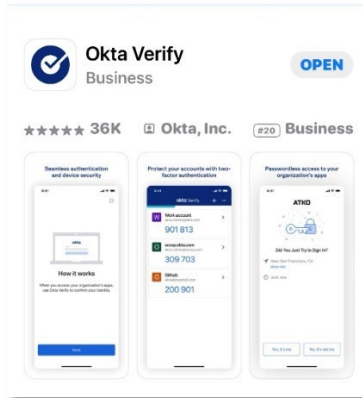
Managing your multifactor authentication options..... 15

Help and Support Contacts..... 17

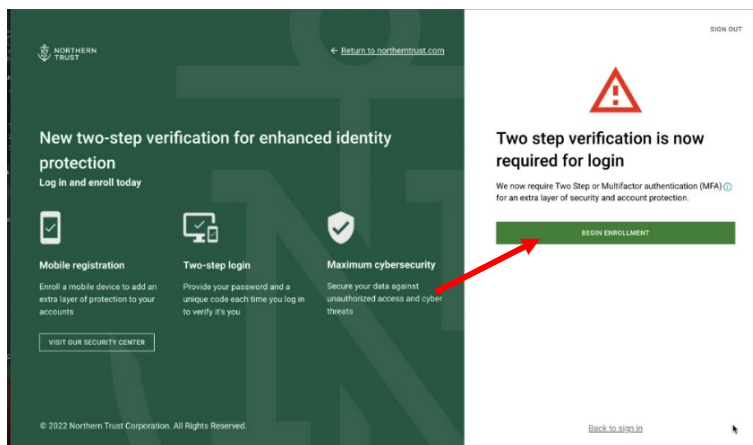
Installing Okta Verify for Mobile

To setup Okta Verify for your mobile phone:

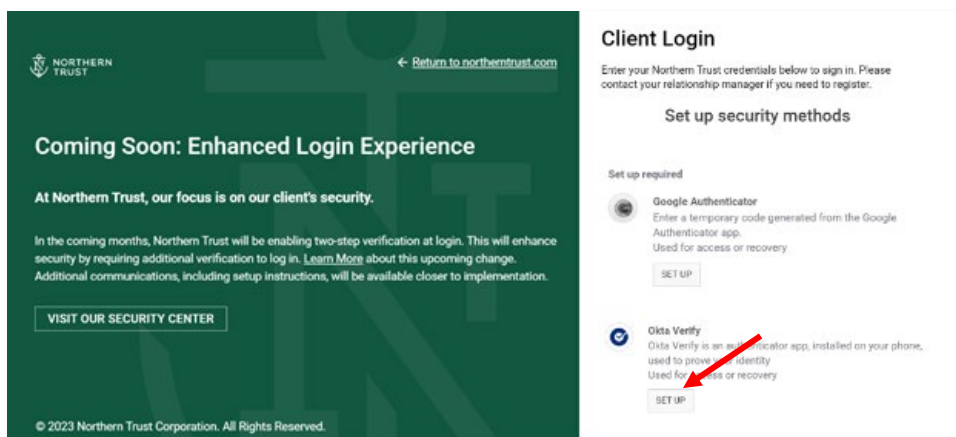
1. Download the Okta Verify Business app from the App Store or Google Play.



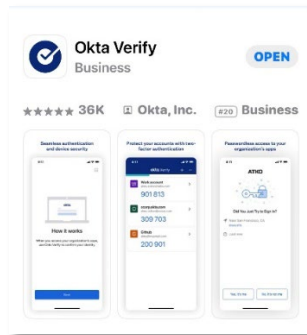
2. Log in to Passport as you normally do via <https://www.northerntrust.com>, entering your User ID and Password and click **Log In**.
3. You will be prompted for two step verification. Click **Begin Enrollment**.



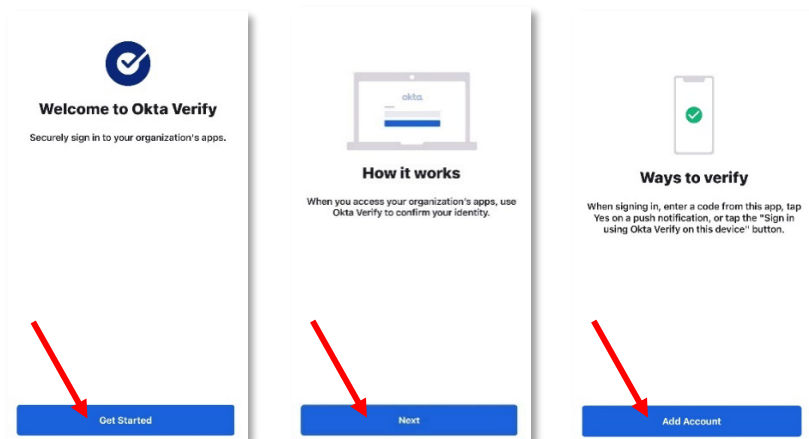
4. Click the **Set Up** button for **Okta Verify**.



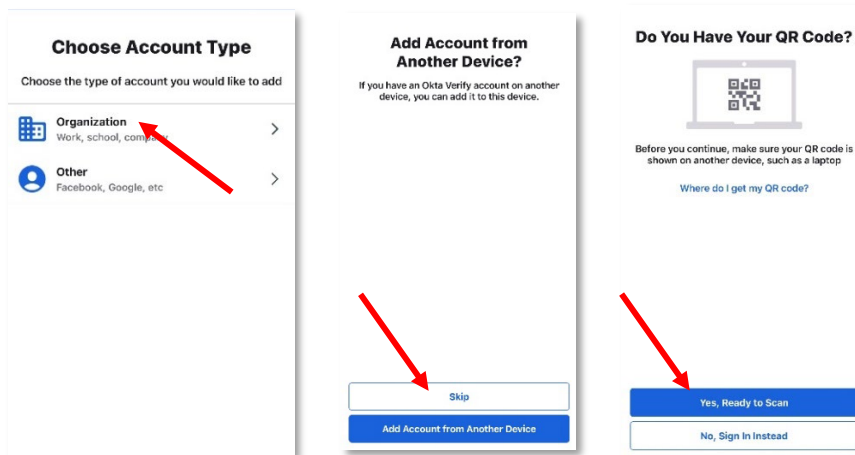
5. Open the **Okta Verify** app on your mobile device.



6. Tap **Get Started**, then **Next**, then **Add Account**.

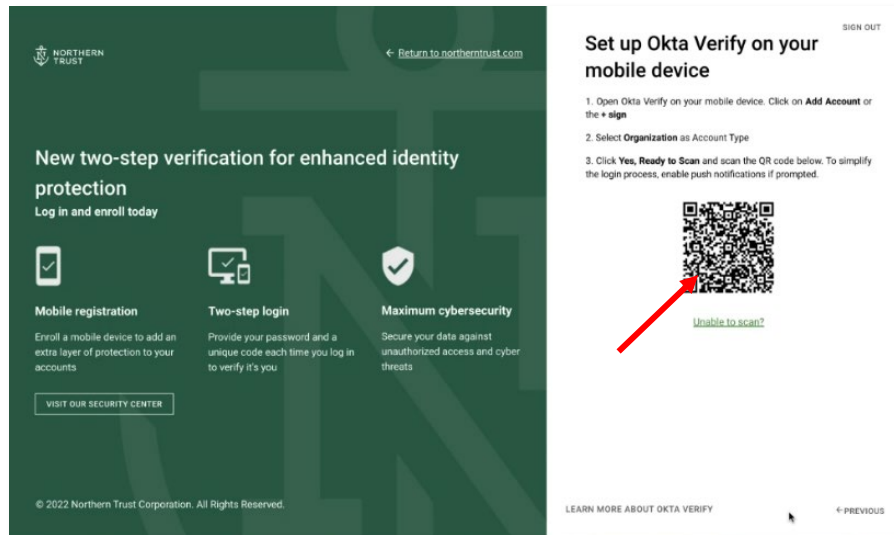


7. Tap **Organization** as the Account Type.



8. Tap **Skip**, then **Yes Ready to Scan**.

- Return to the Passport Login screen and scan the QR code with your mobile device.



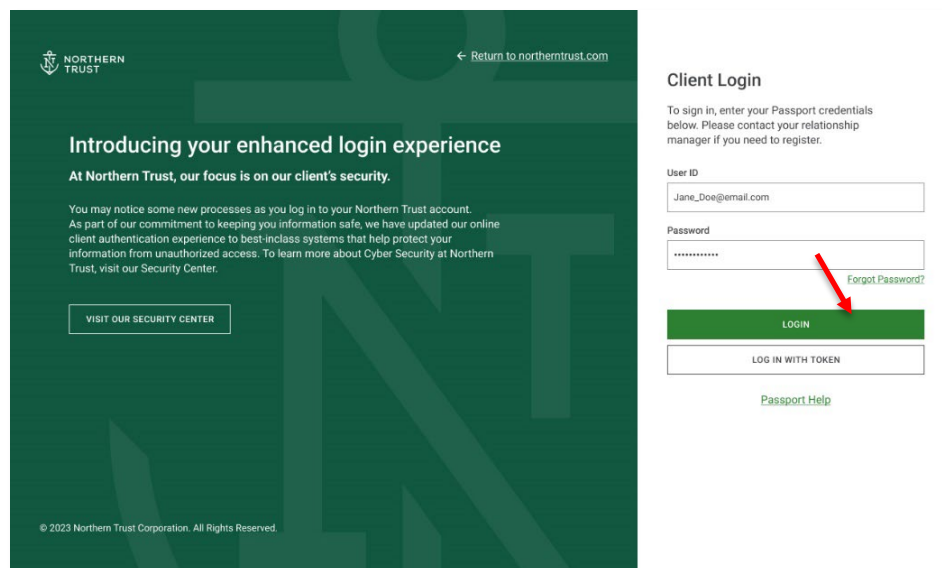
- On your mobile device tap **Allow Push Notifications**.

- Allowing Face ID is optional.

Okta Verify should now be enabled and ready to use when you sign in.

Logging-in with an Okta Verify for Mobile

- On Northerntrust.com click on **Client Login**.
- On the Client Login screen, enter your User ID and Password and click **Log In**.



3. Select **Enter a Code**.

The screenshot shows a two-panel interface. The left panel has a dark green background with the Northern Trust logo and text: "Introducing your enhanced login experience", "At Northern Trust, our focus is on our clients security.", and a "VISIT OUR SECURITY CENTER" button. The right panel is white and titled "Verify it's you with a security method". It includes a "SIGN OUT" link at the top right and a "Return to northerntrust.com" link at the top left. Below the title, it says "Select from the following options". There are two options: "Enter a code" and "Get a push notification", each with a "Select" button. A red arrow points to the "Select" button for "Enter a code".

4. Enter the verification code displayed on your mobile Okta screen and click **Verify**.

The screenshot shows the same two-panel interface as before. The left panel is identical. The right panel is titled "Check the Okta application on your mobile device". It includes a "SIGN OUT" link at the top right and a "Return to northerntrust.com" link at the top left. Below the title, it says "Please enter the 6 digit verification code from the Okta application on your verified mobile device." There is an "Enter Code" label above a text input field. A red arrow points to the input field. Below the input field is a green "VERIFY" button. At the bottom right, there is a "← PREVIOUS" link.

5. Login Complete.

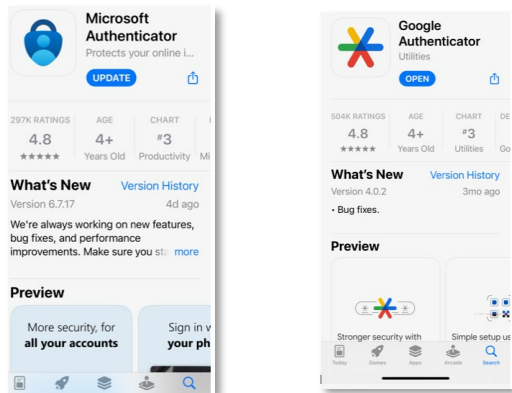
Installing Microsoft/Google Authenticator for Mobile

Microsoft Authenticator and Google Authenticator are separate mobile authentication applications. Either can be used as an authenticator within Passport.

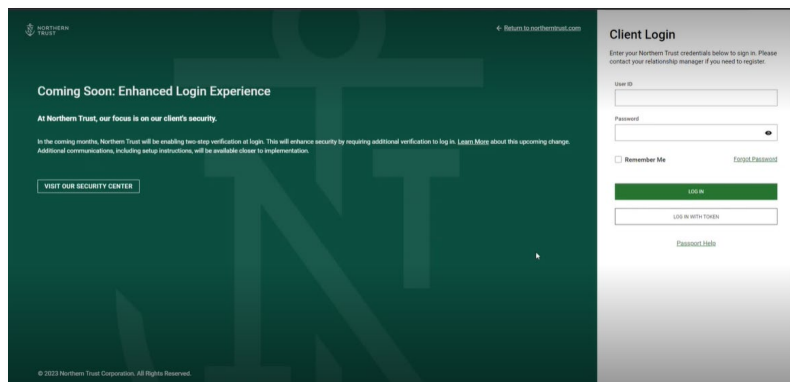
In Passport you may see screens that are just labeled Google Authenticator, but it applies to both Microsoft and Google and codes from either are accepted.

To setup Microsoft Authenticator or Google Authenticator for your mobile phone:

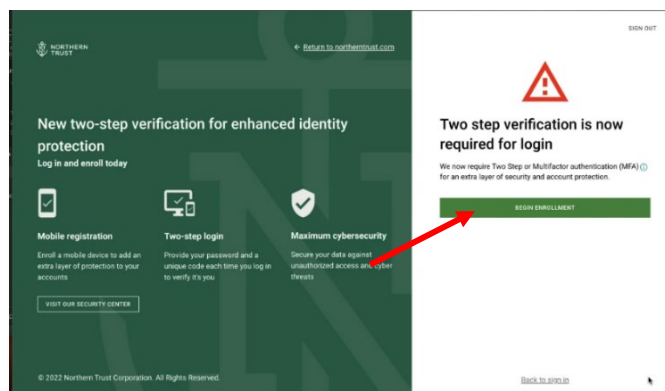
1. From the App Store or Google Play. Download either **Microsoft Authenticator** or **Google Authenticator** app.



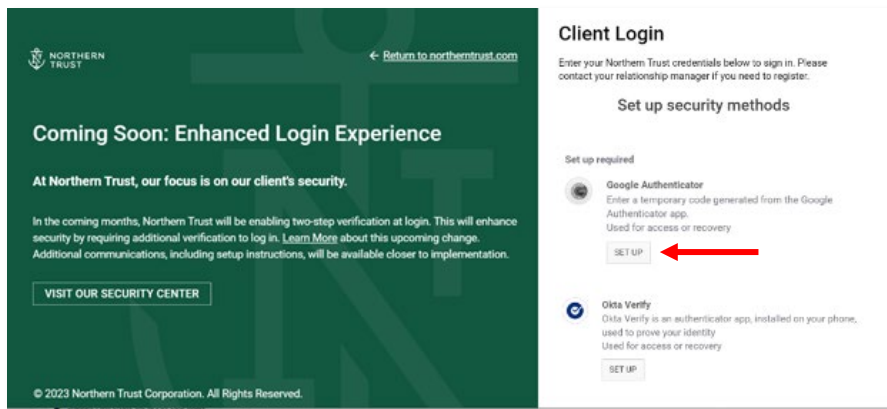
2. Log in to Passport as you normally do via <https://www.northerntrust.com>. On the **Client Login** screen enter your User ID and Password and click **Log In**.



3. You will be prompted for two step verification. Click **Begin Enrollment**.

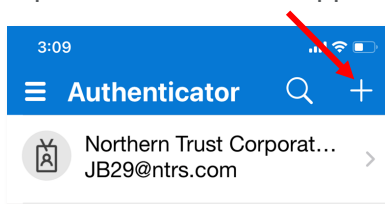


- Click the **Set up** button for Google Authenticator.
This will enable you to enroll with either Microsoft Authenticator or Google Authenticator.

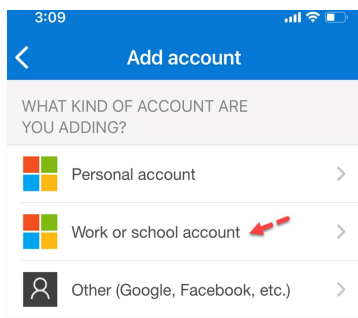


If using the Microsoft Authenticator app:

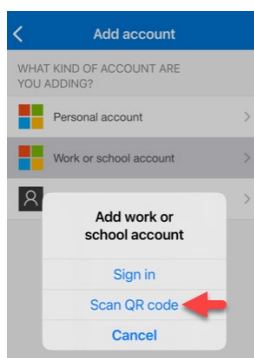
- Launch Microsoft Authenticator on your mobile device.
- Tap the “+” icon in the upper right-hand corner to add your account.



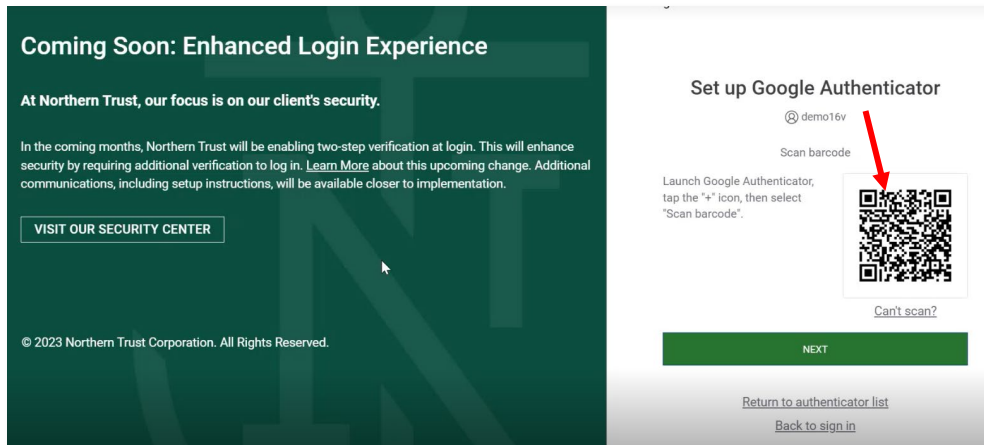
- On the Add account screen select **Work or school**.



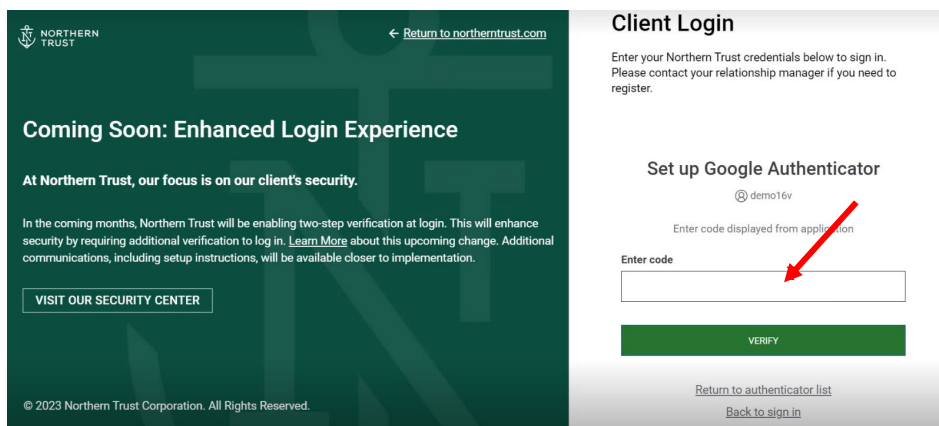
- Select **Scan QR Code**.



5. Return to the Passport Login screen and scan the QR code with your mobile device and click **Next**.
Your account will be added to your authenticator app.



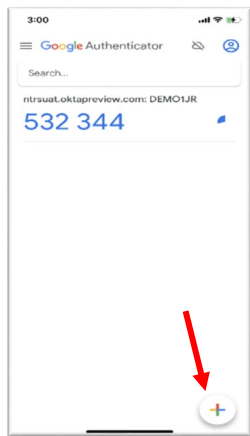
6. Enter the code displayed on the authenticator app on your mobile device and click **Verify**.



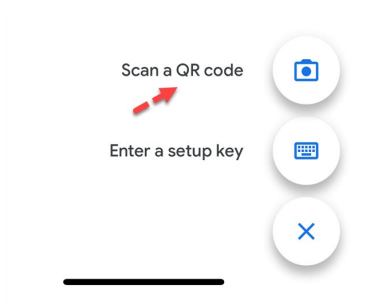
Your Microsoft Authenticator set-up is now complete, and you will be logged in.

If using the Google Authenticator app:

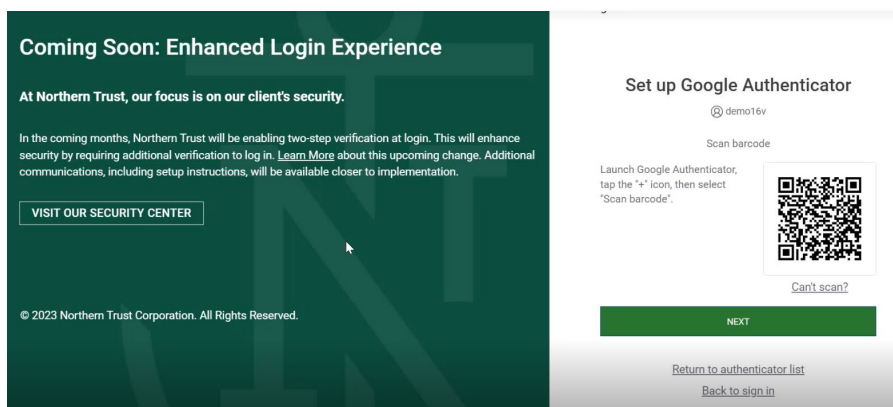
1. Launch **Google Authenticator** on your mobile device.
2. Click the + icon in the bottom right corner to display the menu options.



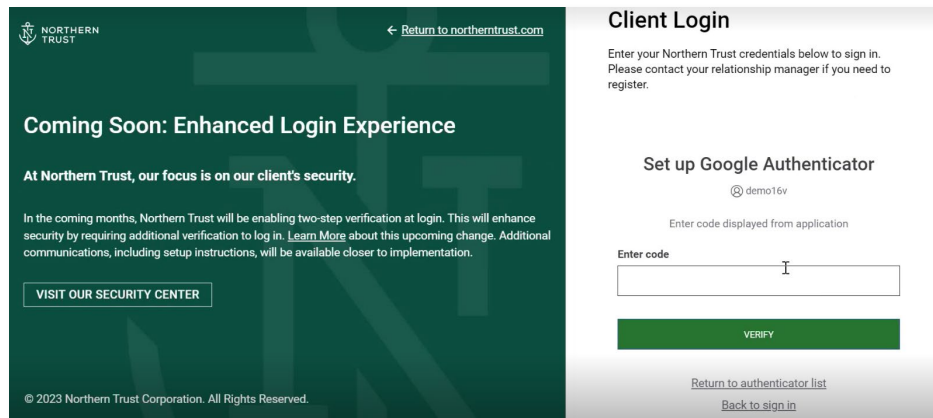
Select **Scan a QR code**.



3. Return to the Passport Login screen and scan the QR code with your mobile device. Your account has now been added to your authenticator app.



4. On the Passport Login screen click **Next**.
5. Enter Code given from the authenticator app on your mobile device and click **Verify**.



Your Google Authenticator Set-up is now complete, and you will be logged in.

Logging In using Microsoft or Google Authenticator

1. On Northerntrust.com click on **Client Login**.
2. On the Client Login screen, enter your User ID and Password and click **Log In**.

The screenshot shows the Northern Trust Client Login page. On the left, a dark green banner with a large 'N' logo contains the text: 'Coming Soon: Enhanced Login Experience', 'At Northern Trust, our focus is on our client's security.', and 'In the coming months, Northern Trust will be enabling two-step verification at login. This will enhance security by requiring additional verification to log in. [Learn More](#) about this upcoming change. Additional communications, including setup instructions, will be available closer to implementation.' Below this is a button 'VISIT OUR SECURITY CENTER' and a copyright notice '© 2023 Northern Trust Corporation. All Rights Reserved.' On the right, the 'Client Login' form is visible, featuring fields for 'User ID' and 'Password', a 'Remember Me' checkbox, a 'Forgot Password' link, and 'LOG IN' and 'LOG IN WITH TOKEN' buttons. A 'Password Help' link is at the bottom.

3. Enter the code on the authenticator app and, click **Verify**.

This screenshot shows the same Northern Trust Client Login page as before, but with the 'Verify with Google Authenticator' step active. The 'LOG IN' button is now disabled. Below the 'LOG IN WITH TOKEN' button, the text reads: 'Verify with Google Authenticator', followed by a QR code labeled 'demo16v'. Below the QR code, it says 'Enter the temporary code generated in your Google Authenticator app'. There is an 'Enter code' label above a text input field, and a green 'VERIFY' button below it. The rest of the page layout remains the same.

Your login is complete.

Installing Okta Verify for your Desktop

In order to install Okta Verify on your desktop, you need administrative rights to your computer. If you do not have administrative rights to your computer, you will need to work with your internal IT support team to assist you.

1. Click on the appropriate link below and follow the screen prompts to install **Okta Verify**.

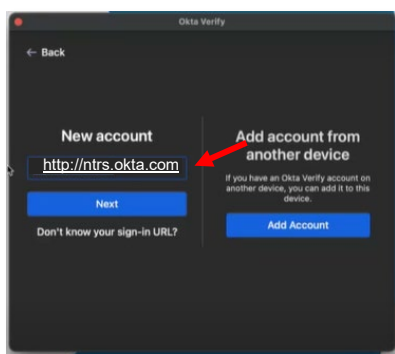
For Windows users use the following URL:

https://login.ntrs.com/api/v1/artifacts/WINDOWS_OKTA_VERIFY/download?releaseChannel=GA

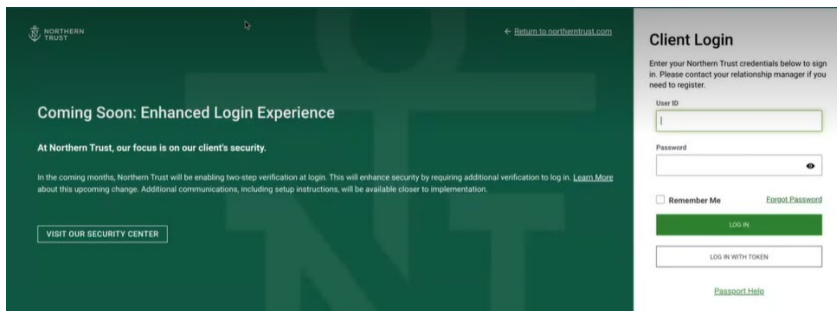
For Mac OS users download for the Apple App Store: [okta verify - Apple](#)

After installing the Okta Verify Desktop app, follow the steps below to complete your enrollment.

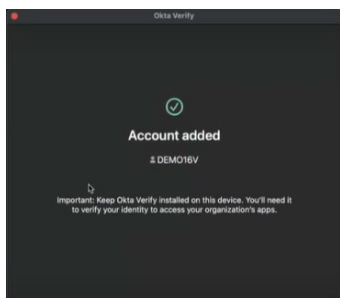
1. Open the Okta Verify application on your desktop.
2. In the New account field enter: <http://ntrs.okta.com> and click **Next**.



3. Okta Verify will prompt you to **Check your browser** and will open to the Northern Trust login screen.
4. On the Client Login screen enter your **User ID and Password** and click **Login**.



Please Note: If you are using a laptop with biometrics, you have the option to Enable Touch ID. If you select **Not Now**, Okta will skip biometric validation in the future.



You will receive an **Account Added** confirmation screen

Logging-in with an Okta Verify on your desktop

Once you have installed Okta Verify on your mobile device or desktop you are ready to login using Okta.

To login with Okta Verify:

1. On the **Client Login** screen enter your User ID and Password and click **Log In**.

NORTHERN TRUST

[Return to northerntrust.com](#)

Introducing your enhanced login experience

At Northern Trust, our focus is on our client's security.

You may notice some new processes as you log in to your Northern Trust account. As part of our commitment to keeping your information safe, we have updated our online client authentication experience to best-in-class systems that help protect your information from unauthorized access.

[VISIT OUR SECURITY CENTER](#)

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Client Login

Enter your Northern Trust credentials below to sign in. Please contact your relationship manager if you need to register.

User ID

Password

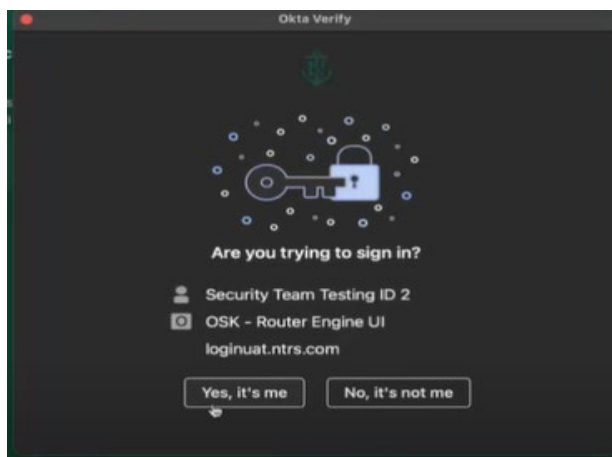
☐ Remember Me [Forgot Password](#)

[LOG IN](#)

[LOG IN WITH TOKEN](#)

[Passport Help](#)

2. You will be prompted to verify your login, select **Yes, it's me**.



Your login is complete.

Remember Me

If you login to Passport consistently using the same machine and browser, **Remember Me** is a convenient feature that will retain your user information for up to 30 days so you will not be prompted to provide multi-factor authentication during that time.

PLEASE NOTE: If you clear your cache, use a different machine or browser, **Remember Me** will be deactivated and you will have to provide multi-factor authentication again and reactivate **Remember Me**.

To Activate Remember Me:

1. On Notherntrust.com click on **Client Login**.
2. On Client Login screen enter your User ID and Password. Check the **Remember Me Box**.
3. Next click **Login**.

Client Login

Enter your Northern Trust credentials below to sign in. Please contact your relationship manager if you need to register.

User ID

Password

☐ Remember Me [Forgot Password](#)

LOG IN

LOG IN WITH TOKEN

[Passport Help](#)

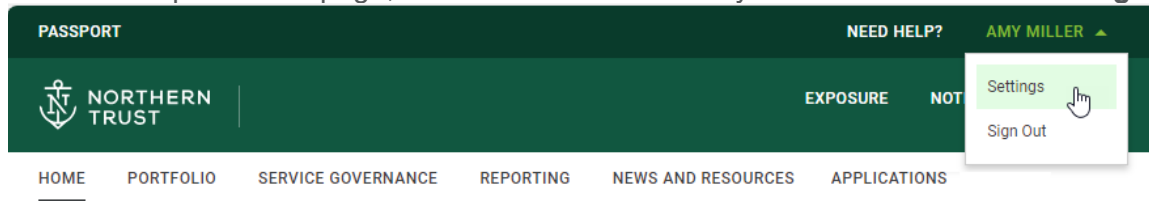
4. Complete the login process using your **selected security method**.

Managing your multifactor authentication options

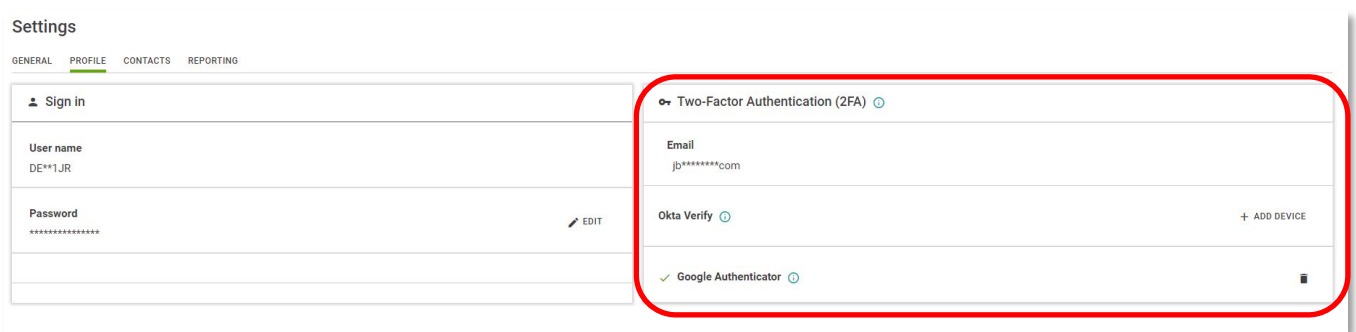
Once you choose an authenticator you are not locked into that choice. You have the option to change authenticators if needed. You can also add additional authenticators if needed.

To add or remove an authenticator:

1. On the Passport Home page, click on the caret next to your name and select **Settings**.



5. Click on the **Profile** tab.

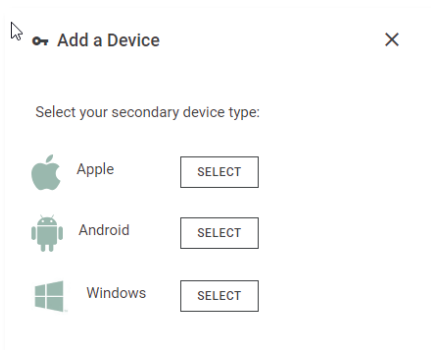


Within the Two-Factor Authentication section you will see the authentication options you have setup and authenticator option to add. +ADD DEVICE indicates you can add the option.

In this above example the user has Google Authenticator setup and has the option to add Okta Verify.

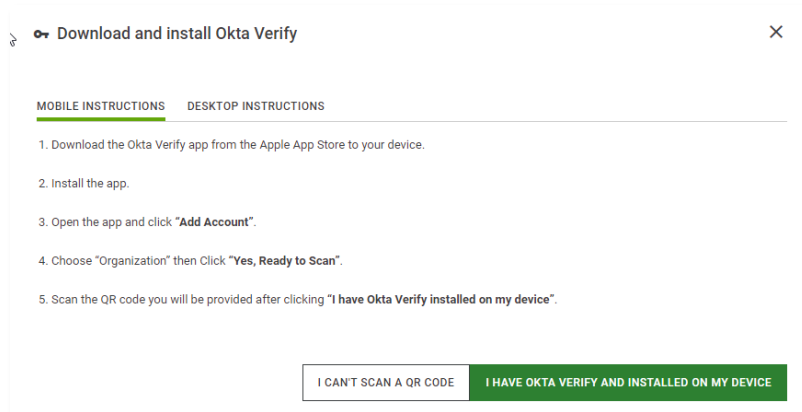
To Add Okta Verify:

1. Click **ADD DEVICE**.
2. On the Add Device screen, select your device type.

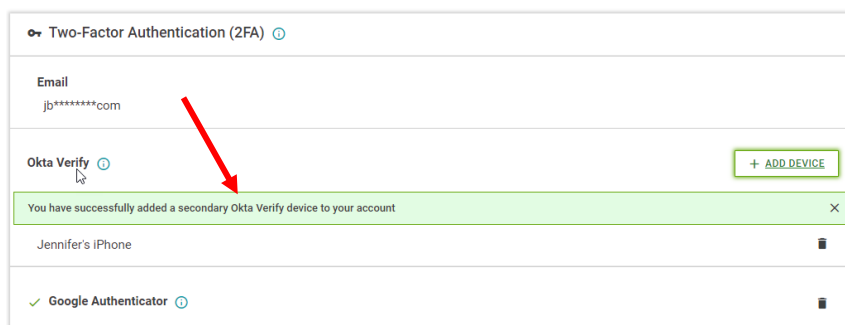


6. If you have not already downloaded the software to your device, do so now and follow the prompts on adding your account.

7. Once installed, click **I have Okta Verify and Installed on my Device**.

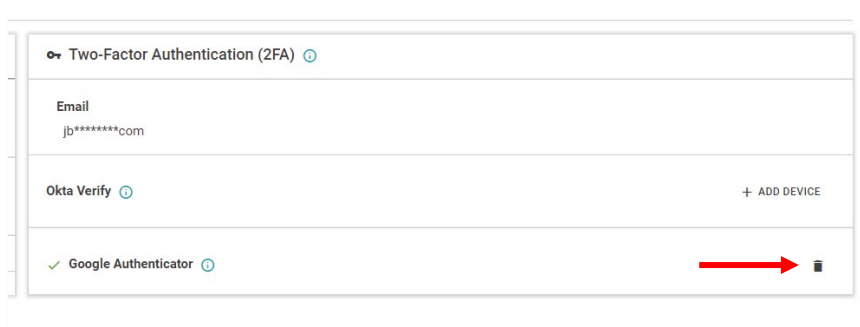


8. You will receive the confirmation banner that you successfully added a secondary device.

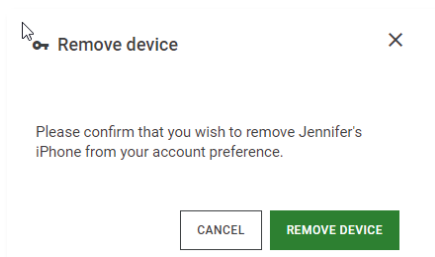


To remove an authenticator:

1. Click on the Trash icon next to the authenticator.



9. Confirm you want to remove by selecting **Remove Device**.



Help and Support Contacts

If you encounter any issue or need assistance, please contact the Northern Trust Help Desk.

North America	1-800-727-7435
Europe, Middle East, Africa	44(0) 207-982-3977
Asia Pacific	1-312-630-0667
Australia	1800 785 624
Hong Kong	800 903 793
Japan	00531 650 562
Malaysia	1800 806 650
New Zealand	0800 880 221
North China	10 800 650 0638
Philippines	1800 1651 0754
Singapore	800 181 1119
South China	10 800 265 2611

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