



Your portfolio  
at your fingertips

# Guide to Your **Two-Factor Authentication**

Process to set up two-factor authentication (2FA)  
for your desktop login.

**CANTOR**  
*Fitzgerald*

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## INTRODUCTION

At Cantor Fitzgerald we are committed to the highest level of service for our clients. All of your account information can now be viewed in one place, through a single login. The portal gives you instant access to view portfolio details, notifications about your accounts and to download documents – at a time that is convenient for you.

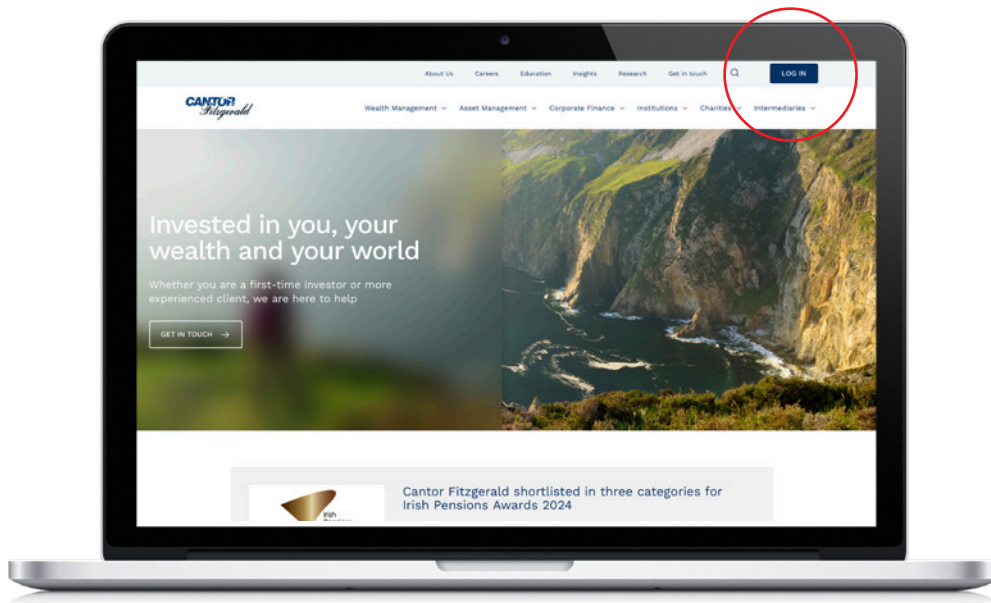


Should you require assistance, please email our Client Services team who will be more than happy to help at [ireland@cantor.com](mailto:ireland@cantor.com).

## SECTION 1: ACCESSING YOUR PORTAL

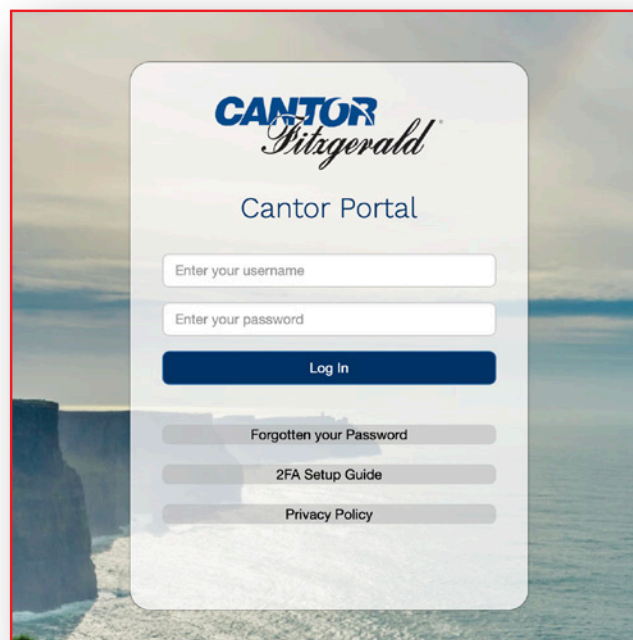
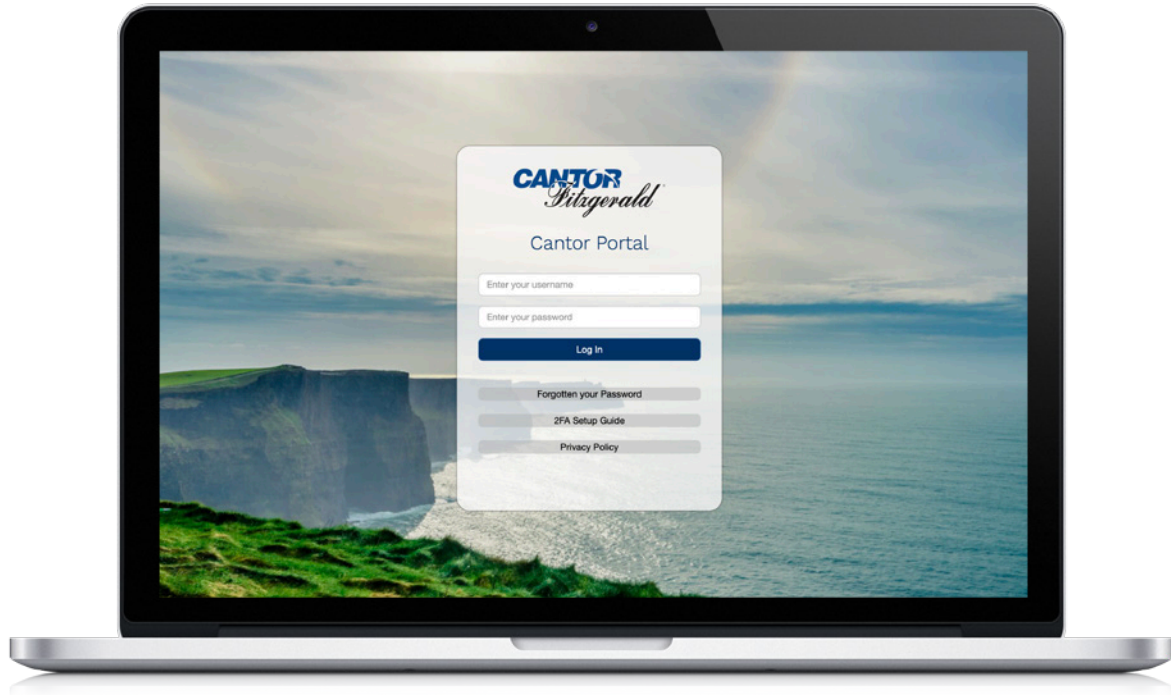
### Login from Home Page

To access your portal, please go to [www.cantorfitzgerald.ie](http://www.cantorfitzgerald.ie). Click the Cantor Fitzgerald Ireland Client Portal link on the homepage which will bring you directly to your portal login.



## Portal Login

Once you have clicked this, you will be brought to the following area to enter your login details.



Note: Your username is your DS number and your password is something you would have created.



## SECTION 2: 2FA SETUP INSTRUCTIONS

This process is to set up two-factor authentication (2FA) for your desktop login. You'll need a mobile phone to complete this setup and to sign in to your desktop in the future.

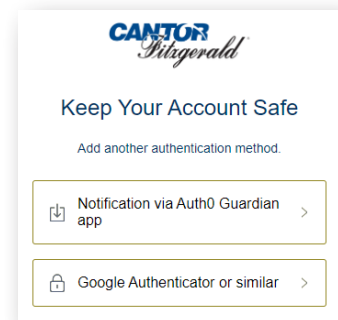
### STEP 1

#### 1. DESKTOP:

Go to: <https://cantorportal.com/apex/r/mcext/cportal/>

#### 2. DESKTOP:

Login to the portal using your Cantor credentials. Then click 'Google Authenticator or similar'

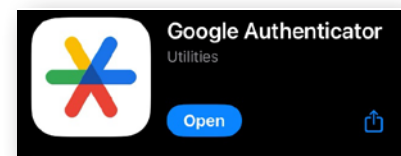


#### 3. MOBILE:

Now using your mobile - Go to your application store - App Store or Play Store.

#### 4. MOBILE:

Download the 'Google Authenticator' app.

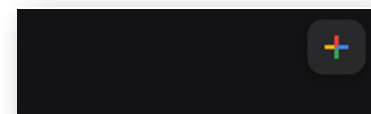


#### 5. MOBILE:

Open the Google Authenticator app. Login or Sign in if required.

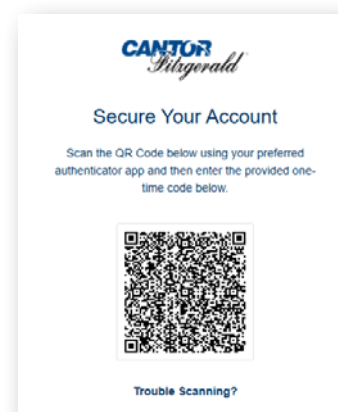
Click the plus symbol on the bottom right of your screen.

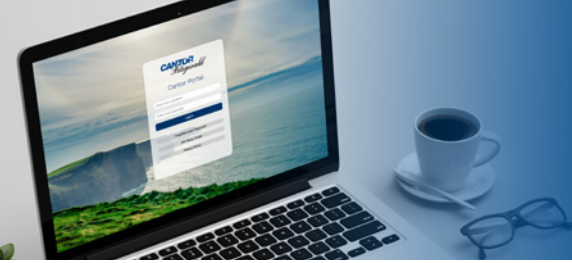
Click on Scan a QR code.



#### 6. MOBILE:

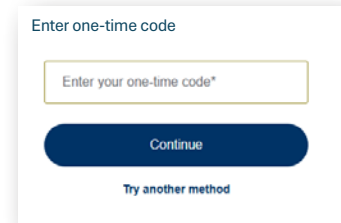
Scan the QR Code that's shown on your desktop screen.





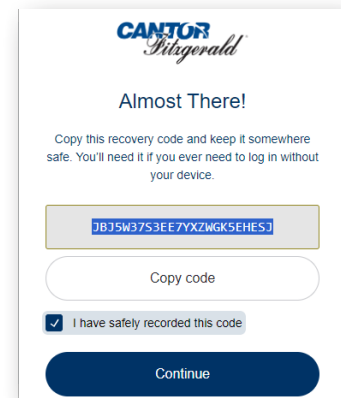
**7. DESKTOP:**

Enter the one time code from the Google Authenticator app on your desktop screen.



**8. DESKTOP:**

Take note of the Recovery Code on your Desktop Screen. You'll need it if you ever need to log in without your device.



**9. DESKTOP:**

Click on 'I have safely recorded this code'.

**10. DESKTOP:**

Click 'Continue'.

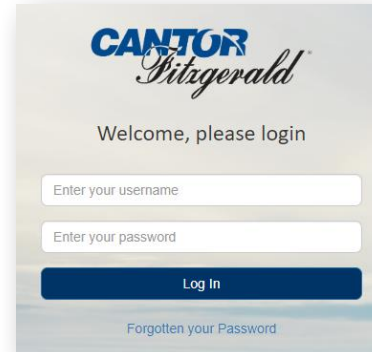
**The two-factor authentication (2FA) setup is now successfully completed.**

**Note: You will need to open your Google Authenticator app each time you log in to get your one-time code.**

## STEP 2

Logging in with 2FA Setup.

### 1. Log In with Cantor Portal Credentials.

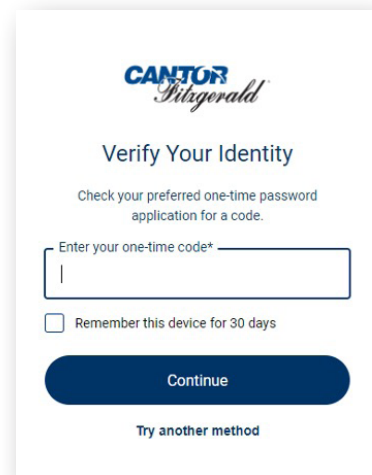


The login screen features the Cantor Fitzgerald logo at the top. Below the logo, it says "Welcome, please login". There are two input fields: "Enter your username" and "Enter your password". A dark blue "Log In" button is positioned below the password field. At the bottom, there is a link that says "Forgotten your Password".

### 2. Go to your Google authenticator app. Find your account and the 6 digit one-time code.

**Enter the one-time code on your desktop.**

**Click 'Continue'.**



The verification screen features the Cantor Fitzgerald logo at the top. Below the logo, it says "Verify Your Identity". Underneath, it reads "Check your preferred one-time password application for a code." There is an input field labeled "Enter your one-time code\*" with a vertical cursor. Below the input field is a checkbox labeled "Remember this device for 30 days". A dark blue "Continue" button is located below the checkbox. At the bottom, there is a link that says "Try another method".

You have now logged in successfully using 2FA.

## Cantor Fitzgerald Insights Personal Data Protection

At Cantor Fitzgerald Ireland, one of our core principles is protecting your personal data. This insight document will highlight to you the steps we are making to ensure best practices while also providing the highest level of security for the client portal through password protection and our newly improved two-factor authentication journey.

### What is Two-factor Authentication?

2FA verifies your identity by using two independent factors: something you know like a password, something you are or have e.g., biometrics OR something you can get like a PIN code via a registered channel such as an application on your smart device or to your registered email.

### Why are we making Two-factor Authentication mandatory?

This is to ensure your portal has the top level of security for your sensitive personal and financial information. It will mean that you and only you on authorised devices can access your client portal. By making 2FA mandatory, we are adding an extra barrier to entry that reduces the risk of unauthorised access, even if your password is compromised. The solution Cantor will provide to the client will be intuitive and allow for a smooth log on process while increasing the security of our portal for all parties.

### Benefits of 2FA:

1. Increased Security: If someone hacks your password, they would still need the second factor, like your Face or Touch ID, to gain access to your account.
2. Peace of Mind: With 2FA, you can be confident that your personal information and financial data are safeguarded against potential threats. Knowing you have an extra layer of protection brings peace of mind.

## Password Protecting Personal Devices: Strengthening Security Further

### Why is password protection essential for personal devices?

Password protection on your smart device, be it a mobile phone or tablet, is crucial in preventing unauthorised access to your Cantor portal. In case of loss, theft, or leaving your device unattended, a strong password acts as the robust first barrier in preventing entry.

### Simple Steps to Implement Password Protection:

1. Set a Strong and Unique Password: Create a password that combines uppercase and lowercase letters, numbers, and special characters. Avoid easily guessable information such as birthdates, common words or consecutive numbers.
2. Enable Device Auto-Lock: Configure your device to automatically lock after a certain period of inactivity. This ensures your device is protected even if you forget to lock it manually.
3. Regularly Update Passwords: Change your device passwords periodically to maintain security. Consider using a password manager to securely store and generate strong passwords.

### What happens in the event your device is stolen or lost?

- The perpetrator would still need the following to gain access to the clients Portal:
- Your portal password and your Face/Touch ID biometric to get into the portal.
- The device security lock PIN or password. This is a key reason in why we encourage you to practice the password protection steps noted above.





Should you have any questions about this guide or your client portal,  
please contact our **Client Services team on 01 633 3800.**



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