

Credential Security

Overview

Using a security credential provides additional protection for your account. This second layer of authentication can help prevent unauthorized access even when your username and password may have been compromised. National Financial added an additional layer of security to the Streetscape® log in process. A thirty (30) day grace period begins after your first log in following the implementation of this requirement. During this period, you must download and activate a security credential. National Financial works with Symantec™ to provide credentials. Credentials are available for:

- [iPhones®, iPods®, and iPads®](#)
- [Android™ phones and tablets](#)
- [Mac or PC](#)

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Frequently Asked Questions (FAQs)

How can I change my security credential?

You can change your security credential at any time by going to the **Credential Security** page on Streetscape (**Settings > Credential Security**) where you can register a new credential.

How can I log in without my security credential?

National Financial can send a text message containing a temporary security code that will allow you to log in. The message must be sent to a phone which you previously registered. If you have not yet registered a phone number, please contact your Home Office for assistance with obtaining a temporary security code.

Can I have one credential at work and take another with me when I travel?

No. Only one credential can be associated with your ID. If your credential is not available and you need to access the system, you can still log in. National Financial can send a text message with a temporary security code that you can use to log in. Click the **Need help logging in?** link on the Enter Your Security Code screen to request this text message from National Financial.

Can I share my security credential with a colleague?

No. Each person in your firm must have his own security credential since its purpose is to identify each individual as a unique Streetscape user.

How do I bypass the Registration screen?

You have 30 days to obtain and register your security credential. During this 30 period, you can go directly to Streetscape without registering your credential by clicking the **Register Your Credential Later** link at the bottom of the Enhanced Security screen.

What if someone finds my lost security credential?

If someone finds your lost security credential, they will not be able to use it to access your information since they still would need your User ID and PIN to log into Streetscape. For added security, you should report the loss to prevent the credential from being associated with any other accounts.

If I have a security credential, will I still need to answer the security questions?

Yes, it is possible that you will have to answer the questions. The two systems are designed to work together. Even when you use the security credential to log in, the system may detect something unusual about your log in pattern (e.g., you log in from a different location using a different computer system). If this occurs, the system may ask you to answer a security question to ensure the safety of your information.

What is a security credential?

A security credential, also known as a token, is a program that generates a one-time PIN, which helps to authenticate a user. Security credentials are available in many formats, including software for PCs, phones, and tablets.

How does the second factor of authentication help make my information more secure?

The first factor of authentication is something you know, such as your **PIN**. The second factor is something in your possession, which is the security credential. Both your **PIN** and the credential are required to access your account.

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