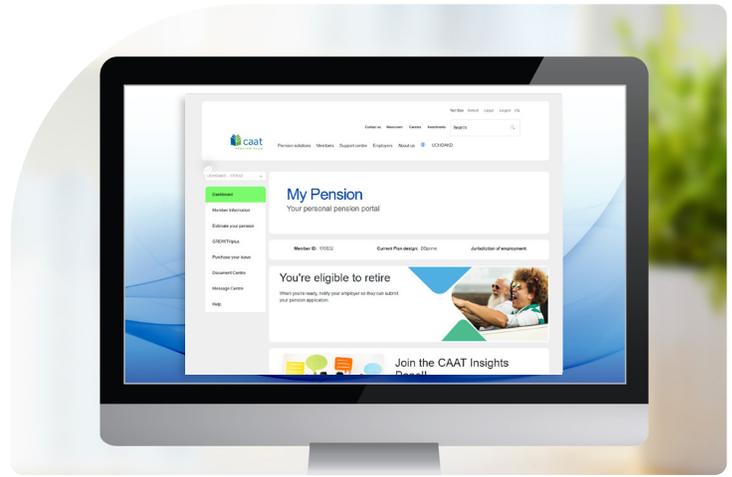


Setting up Multifactor Authentication



CAAT is introducing additional layers of security to My Pension with a new multifactor authentication (MFA) process. It makes your personal pension information more secure by asking for a unique verification code whenever you sign into your My Pension account. MFA is required to access My Pension services.

Follow the steps below to get MFA set up on your My Pension account:

First time set up

1. Sign into your My Pension account.

If this is your first time registering for My Pension, complete the email and password process and then skip to step 3.

2. Input your Member ID, birth date and the last 3 digits of your SIN. Check off that you are not a robot and click 'continue'.

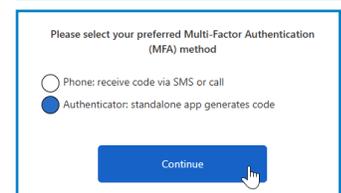
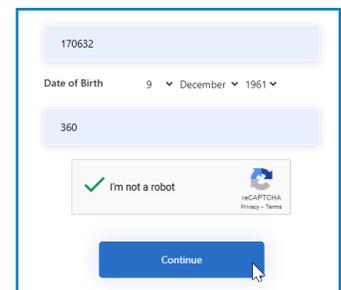
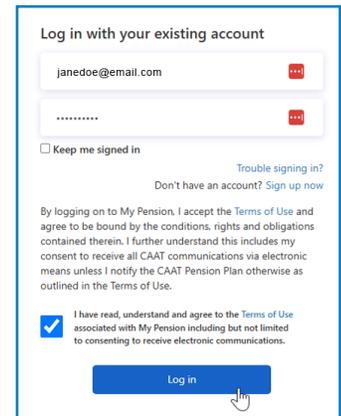
Note that your Member ID can be found in your annual statement and other correspondence from CAAT. You can also always reach out to our call center team who can help you retrieve your ID.

3. Select either authenticator app* or phone. The chosen method is how you will receive your unique code.

The authenticator app can be installed on either your smartphone, tablet or computer. It is the most secure option which is why CAAT recommends it. If you select 'authenticator app' - follow the instructions on the next [page](#).

4. Phone gives you the option of receiving the code either by text or call. If you select 'phone,' you can jump to those [instructions](#).

*Authenticator apps are mobile applications that will generate one-time passcodes that you can use to sign into different accounts. They add an additional layer of security by creating these passcodes that are in addition to your regular username and password.



Authenticator app method instructions

1. After selecting 'Authenticator', you will need to use your authenticator app of choice to scan the QR code on screen.

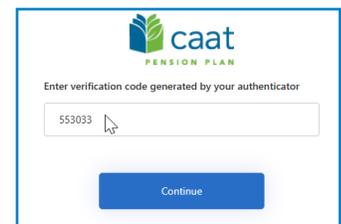
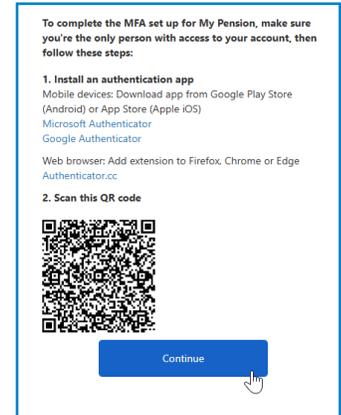
The following represent the acceptable options:

- a. Mobile devices: Download the Authenticator app from Google Play Store (Android) or App Store (Apple iOS)

[Microsoft Authenticator](#)
[Google Authenticator](#)

- b. Web browser: Add the [Authenticator extension](#) to Firefox, Chrome or Edge

2. Once linked, your account should be added to the app as 'CAAT PRD Portal', and you can then click continue.
3. Enter the MFA code shown in your app to continue.
4. Congrats! You have successfully set up multi-factor authentication with the app.



Phone method instructions

Please be aware that as of right now phone-based MFA communication only accepts +1 country codes. If you live in an area that does not use this code, please follow authenticator app instructions.

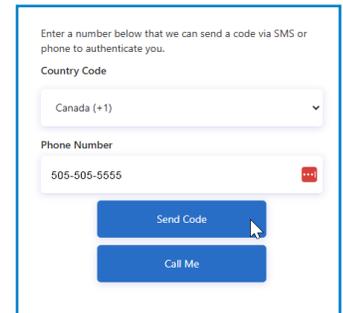
1. After selecting 'Phone', you will be prompted to choose an area code from the dropdown and provide your phone number.

If you are an existing My Pension user, there may be a phone number already registered.

2. Select either the 'Send code' button to receive a text, or the 'Call me' button.
3. You will now be asked to input the code you just received via your preferred method.

If you did not receive a code, you can click the option to send a new one.

4. Congrats! You have successfully set up multifactor authentication with your phone.



Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

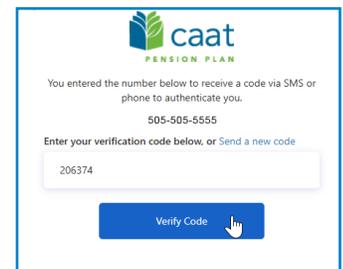
Canada (+1)

Phone Number

505-505-5555

Send Code

Call Me





You entered the number below to receive a code via SMS or phone to authenticate you.

505-505-5555

Enter your verification code below, or [Send a new code](#)

206374

Verify Code