

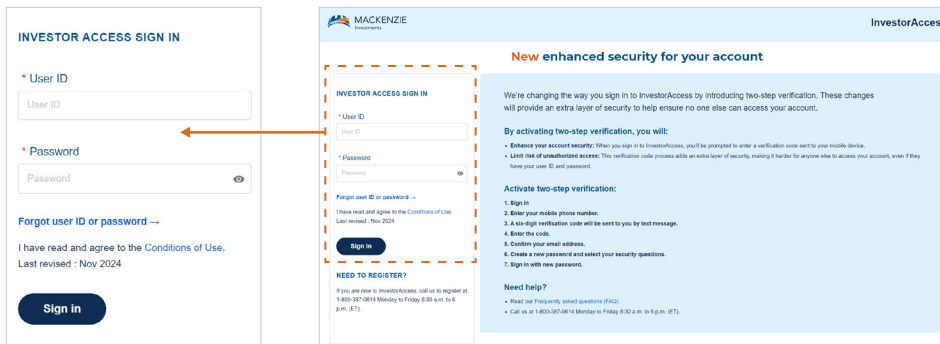
# InvestorAccess

## New enhanced sign-in

As part of Mackenzie's commitment to support you, we've modernized the InvestorAccess sign-in and introduced two-step verification. These changes will provide an extra layer of security for your account.

1

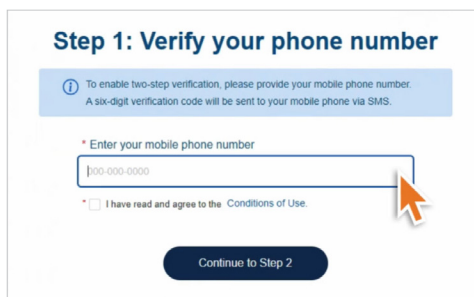
**Sign in to InvestorAccess** by entering your user ID and password. You will be prompted to activate two-step verification in a few simple steps.



The image shows two screenshots of the InvestorAccess sign-in process. The left screenshot is the 'INVESTOR ACCESS SIGN IN' form, which includes fields for 'User ID' and 'Password', a 'Forgot user ID or password' link, and a 'Sign In' button. The right screenshot is the 'New enhanced security for your account' screen, which includes a 'Sign In' button and a list of steps to activate two-step verification: 1. Sign in, 2. Enter your mobile phone number, 3. A six-digit verification code will be sent to you by text message, 4. Enter the code, 5. Confirm your email address, 6. Create a new password and select your security questions, 7. Sign in with new password. There is also a 'Need help?' section with contact information.

2

**The first step is to provide your mobile phone number.** We will send a text message with a six-digit verification code each time you sign in.



The image shows the 'Step 1: Verify your phone number' screen. It includes a message: 'To enable two-step verification, please provide your mobile phone number. A six-digit verification code will be sent to your mobile phone via SMS.' Below this is a text input field for the mobile phone number, a checkbox for 'I have read and agree to the Conditions of Use.', and a 'Continue to Step 2' button.



3

Enter this verification code.

**Step 2: Verify your identity**

*i* We've sent a six-digit verification code to your phone number with the number ending in \*\*\*\*-\*\*\*\*82. This code will expire in 15 minutes.

\* Enter verification code

102130

Continue to Step 3

Didn't get a verification code? [Resend](#)

Your Mackenzie Investments InvestorAccess verification code is 102130. Please note we will never contact you with this code. Please don't pass it on to anyone else.

4

Enter your email address so we can notify you whenever you make changes to your profile information (for example, your password).

**Step 3: Confirm your email address**

\* Email (required) *i*

name@mackenzieinvestments.com

Continue to Step 4

5

Create a new password and set up your security questions.

**Step 4: Create your new password & security questions**

\* Enter new password

..... *i*

Setup a strong password with at least

- ✓ 1 lowercase letter
- ✓ 1 uppercase letter
- ✓ Min 8 characters
- ✓ 1 special character: I # \$ % - \_ = + < >
- ✓ No blank spaces

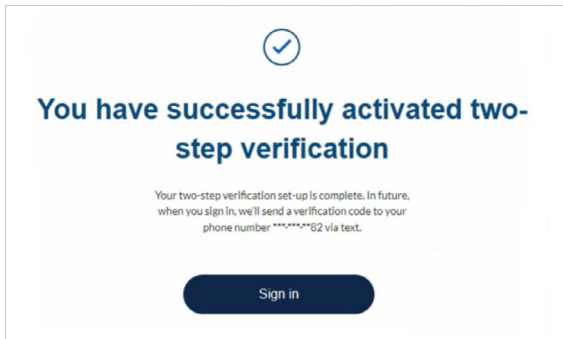
\* Re-enter new password

Password *i*



6

**And that's it!** You've now successfully activated two-step verification.



7

**Now, each time you sign in, we will send a verification code to your phone.** These changes provide an extra layer of security for your account.

**Need help? Call our Client Relations Team at 1-800-387-0614  
Monday to Friday 8:30 a.m. to 6 p.m. (ET).**