

PlanFocus® Reference Series: Adding Your Mobile Number and Enabling Fingerprint Recognition

Speed up logging into PlanFocus when you are asked to enter a one-time passcode

Providing your mobile number or using your fingerprint or facial recognition (FACE ID), also known as biometric authentication, can save you time.

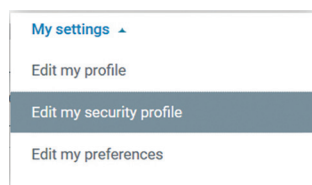
Here's how to add your mobile number

- 1 Login to PlanFocus.
- 2 Click on the *My settings* link within the top navigation bar and select *Edit my profile*.
- 3 Enter your *Mobile Phone Number* and click *Submit*.

OR

- 1 Login to PlanFocus.
- 2 Click on *Edit my security profile*.
- 3 Enter your *Mobile Phone Number* and click *Submit*.

Note: Whichever way you choose to enter your mobile number, PlanFocus will update it in both areas.



Learn more about how TIAA protects your plan and participant data, and how using multi-factor authentication, like entering a one-time passcode, can add an extra layer of security during the login process. Note, a one-time passcode is valid only for your current login session.

Biometric authentication on the PlanFocus Mobile App

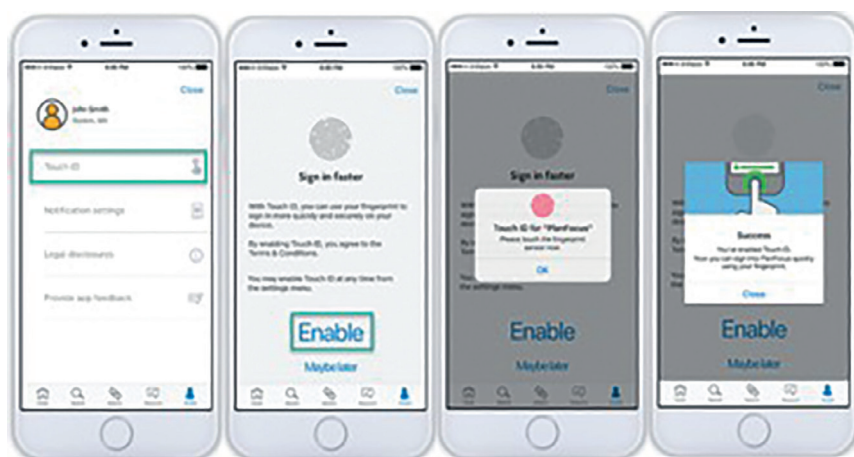
Set up fingerprint recognition

- 1 Login to the PlanFocus Mobile App.
- 2 Select *Profile* and click on *Touch ID (IOS)* or *Fingerprint settings* (Android) for fingerprint recognition.
- 3 Click on *Enable* and touch the fingerprint sensor.

If you already have FACE ID enabled on your IOS device, this process will automatically apply for one-time passcodes.

Quick tip:

Login to the PlanFocus mobile app at least once using biometric authentication before using this method to login with a one-time passcode.



Questions?

Contact your TIAA relationship team or call the Administrator Telephone Center at **888-842-7782**, weekdays, 8 a.m. to 8 p.m. (ET).



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