



*Helping People Design
a Better Farewell*

myHomesteaders® Multi-Factor Authentication (MFA) Guide

Visit us at homesteaderslife.com





About Multi-factor Authentication (MFA)

Multi-factor authentication (MFA) is a security approach that requires more than one layer of authentication when accessing an account.

You're likely familiar with this process from applications and services that require you to verify your login on your mobile device or via another method.

As cybersecurity incidents continue to pose threats to organizations' data, MFA is an increasingly common way to enhance security.





Important Information about MFA for myHomesteaders®

- **Authentication Options:** You will set up a verification method: phone via voice call/text or authenticator app (recommended).
- **Email Address User ID:** Using an email address as your user ID will be required when the MFA sign-in process is implemented for your account.
- **Individual User Access:** To protect business information and make it possible to use the verification method, user IDs and passwords should not be shared among staff members.
- **Login Policy:** When MFA is implemented for your account, you will need to log in with MFA once every 10 hours. You may need to log back in with your email address and password during that time, but the authentication step will not be required again if it is within the 10-hour window.



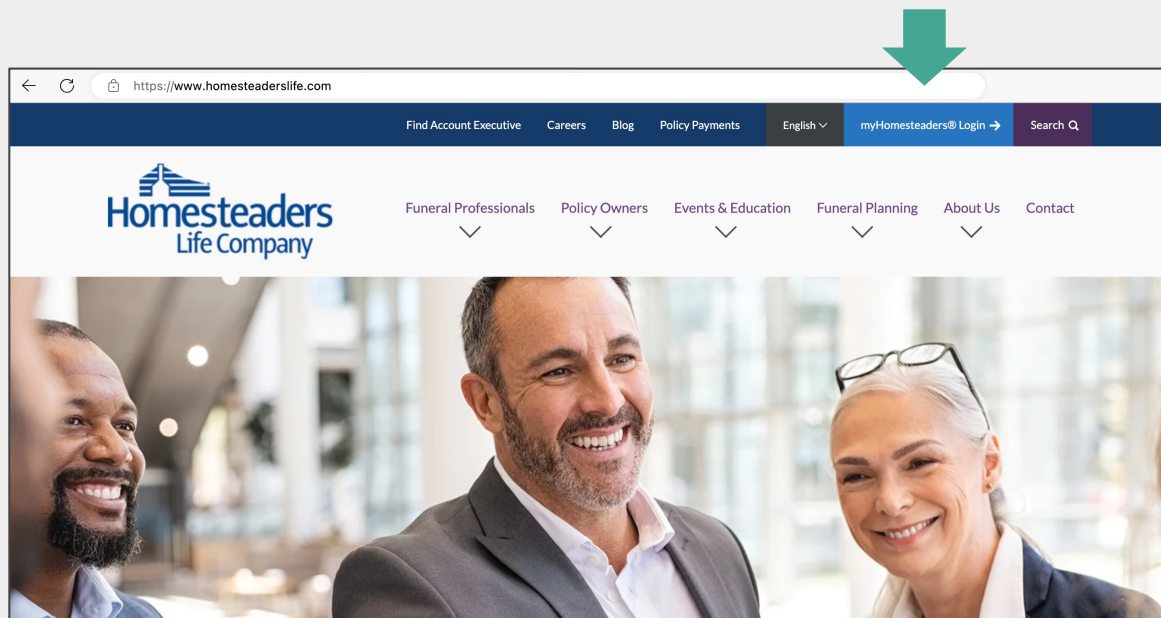
Get Started: MFA Setup

Please note: When setting up MFA for the first time, all users will be required to complete the account setup process.

- **Page 5:** *Account Setup (Required for All Users)*
- **Page 11:** *MFA Phone (Text/Voice) Option*
- **Page 15:** *MFA Authenticator App Option*

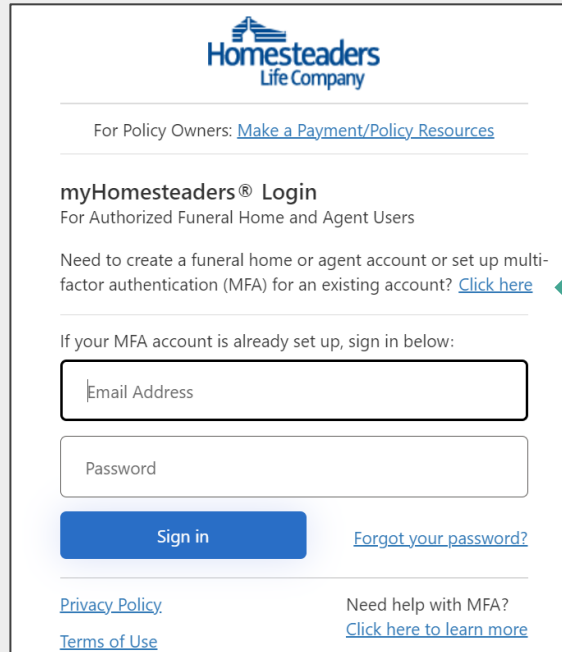
Account Setup


Access the myHomesteaders® login screen by going to the Homesteaders home page at <https://www.homesteaderslife.com>, and then select the “myHomesteaders® Login” button.



Account Setup

The first time you encounter the login screen, you will need to select the link indicated below to set up your user account with MFA. (After completing this the first time, on future logins you will simply enter your email address and password, and then select, “Sign In.”)





For Policy Owners: [Make a Payment/Policy Resources](#)

myHomesteaders® Login
For Authorized Funeral Home and Agent Users

Need to create a funeral home or agent account or set up multi-factor authentication (MFA) for an existing account? [Click here](#)

If your MFA account is already set up, sign in below:

[Sign in](#) [Forgot your password?](#)

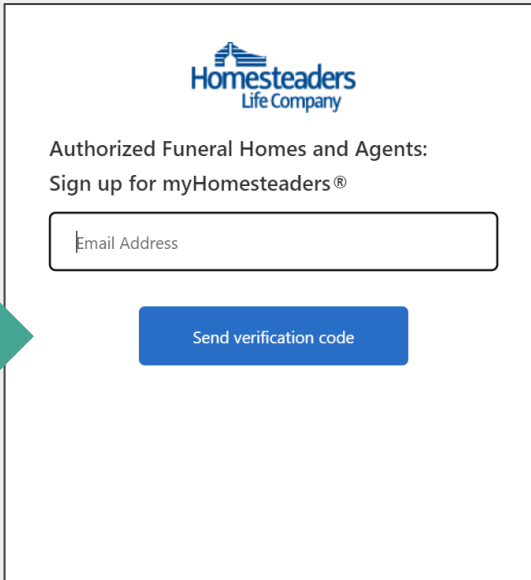
[Privacy Policy](#) [Need help with MFA?
Click here to learn more](#)

[Terms of Use](#)



Account Setup

Enter your email address into the first form field, and then select the “Send verification code” button. Once you’ve selected that button, check your email inbox for an email message containing your verification code.

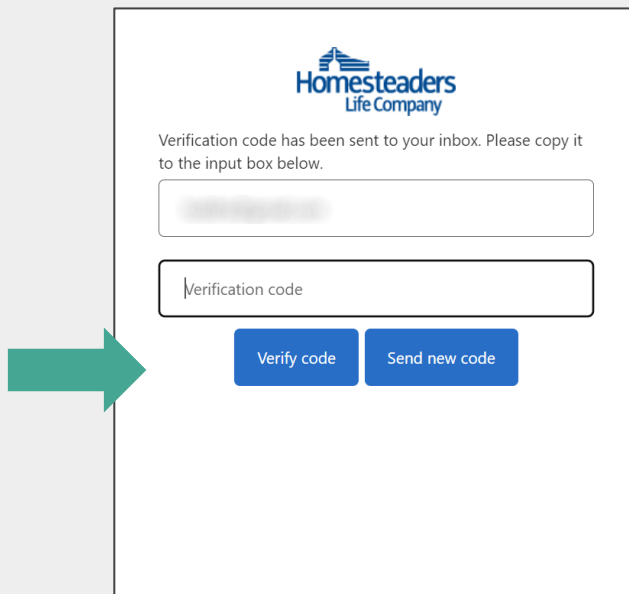


The screenshot shows a web form for Homesteaders Life Company. At the top is the company logo. Below it, the text reads "Authorized Funeral Homes and Agents: Sign up for myHomesteaders®". There is a text input field labeled "Email Address" and a blue button labeled "Send verification code". A large green arrow points from the left towards the "Send verification code" button.



Account Setup

Enter the code from the verification email in the box. Then select “Verify code.” If you are having trouble, you can select “Send new code” to try again.



The screenshot shows the Homesteaders Life Company logo at the top. Below it, a message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input boxes: the first is blurred, and the second is labeled "Verification code" with a cursor. At the bottom are two blue buttons: "Verify code" and "Send new code". A large green arrow points from the left towards the "Verify code" button.



Account Setup

Now you will see a note indicating that your email address has been verified. You may move on to enter a password for your account. As you enter your password, you may see prompts that contain the password requirements and will need to meet those requirements before continuing.



< Cancel

Homesteaders
Life Company

E-mail address verified. You can now continue.

.....

.....

.....

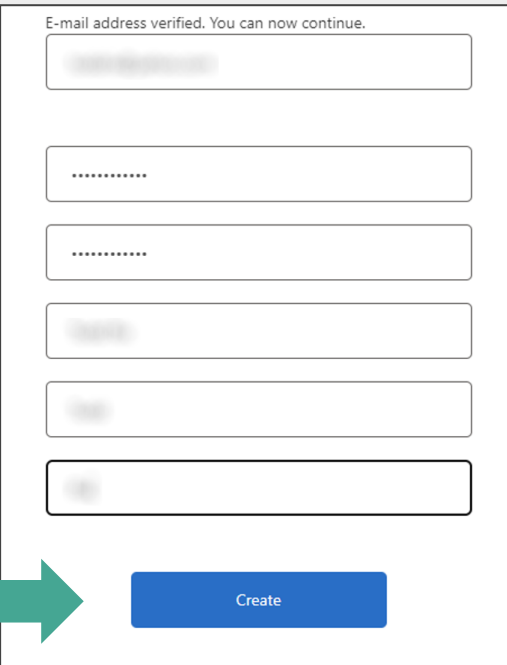
.....

.....



Account Setup

You will need to complete a few additional details, such as your display name (how you want your name to appear when logging in), first name and last name. Once all fields are completed, select “Create.”



E-mail address verified. You can now continue.

[Blurred text field]

[Blurred text field]

[Blurred text field]

[Blurred text field]

[Blurred text field]

[Blurred text field]

[Blurred text field]

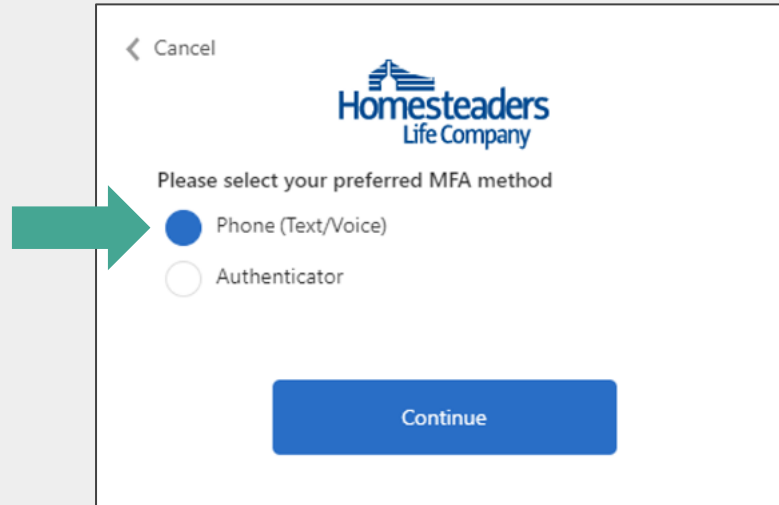
[Green arrow pointing right]

Create



MFA Phone (Text/Voice) Option

Now you will set up your authentication method. Here is the setup process if you prefer to use a text message or voice call as your MFA method. (If you prefer to use the authenticator app option, skip to [Page 15](#).) For this option, select “Phone (Text/Voice)” and then “Continue.”



Homesteaders
Life Company

Please select your preferred MFA method

☒ Phone (Text/Voice)

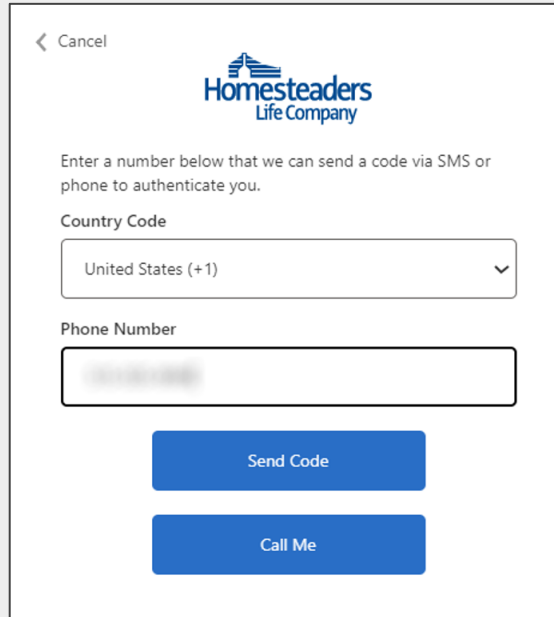
☐ Authenticator

Continue



MFA Phone (Text/Voice) Option

Select the country code for “United States” and then enter the phone number that you would like to set up to receive calls or texts verifying your login. If you select “Send Code,” you will receive a text message. When logging in, you will get to select each time whether to receive a text or a call.




The screenshot shows a mobile application interface for Homesteaders Life Company. At the top left is a back arrow and the word "Cancel". In the center is the Homesteaders Life Company logo. Below the logo is the instruction: "Enter a number below that we can send a code via SMS or phone to authenticate you." There are two input fields: "Country Code" with a dropdown menu currently showing "United States (+1)", and "Phone Number" with a text input field containing a blurred number. At the bottom are two blue buttons: "Send Code" and "Call Me".



MFA Phone (Text/Voice) Option

Enter the verification code that was provided to you by text or phone call, and then select “Verify Code.”

[< Cancel](#)



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

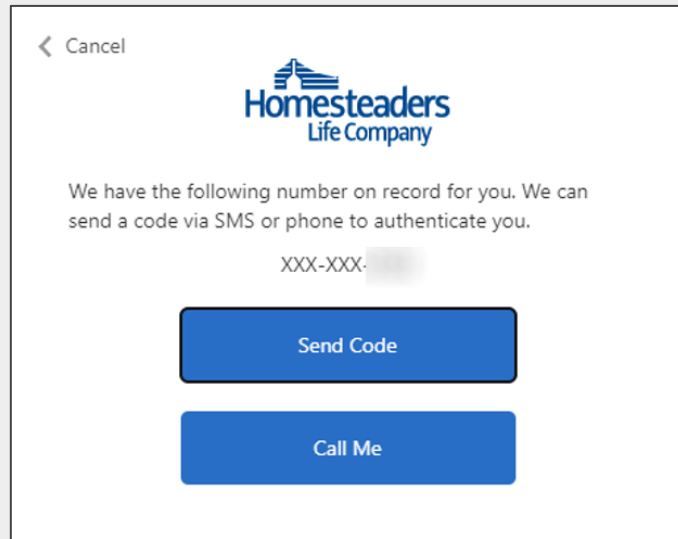
Enter your verification code below, or [send a new code](#)

Verify Code



MFA Phone (Text/Voice) Option

Moving forward, when logging in via text or phone call, you will select the authentication option presented on your screen as shown here.

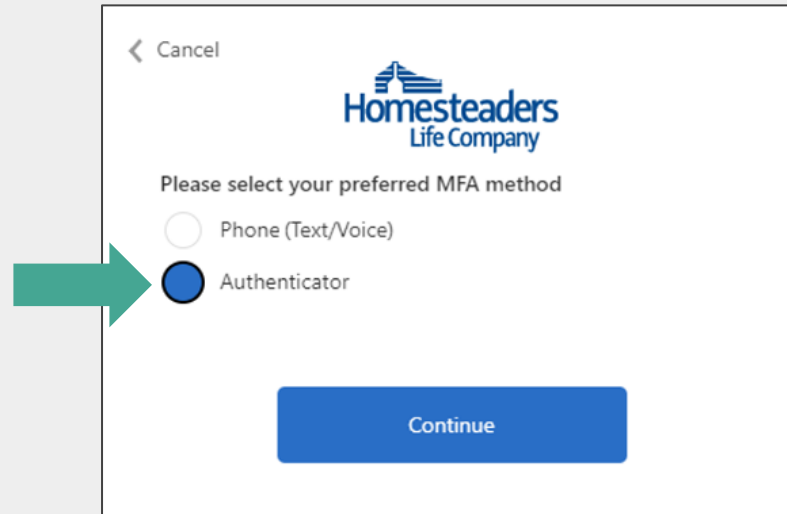


The screenshot shows a mobile application interface for Homesteaders Life Company. At the top left is a back arrow and the word "Cancel". In the center is the Homesteaders Life Company logo. Below the logo, the text reads: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." Underneath this text is a phone number "XXX-XXX-" followed by a blurred area. At the bottom are two blue buttons with white text: "Send Code" and "Call Me".



MFA Authenticator App Option

Here are the steps for using an authenticator app, which is the choice we recommend for security and convenience. For this option, select “Authenticator” and then “Continue.”

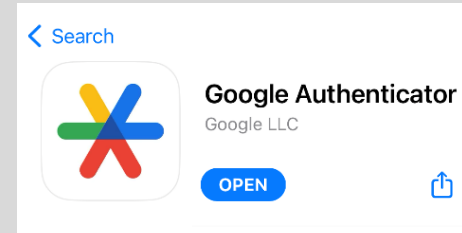
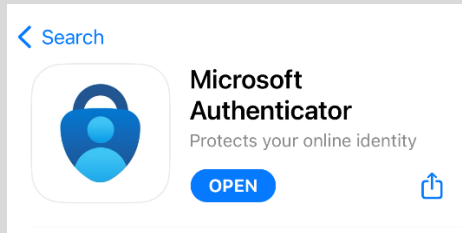


The screenshot shows a mobile app interface for Homesteaders Life Company. At the top left is a back arrow and the word "Cancel". In the center is the Homesteaders Life Company logo. Below the logo, the text "Please select your preferred MFA method" is displayed. There are two radio button options: "Phone (Text/Voice)" with an unselected radio button, and "Authenticator" with a selected radio button. A large green arrow points from the left towards the "Authenticator" radio button. At the bottom center is a blue button labeled "Continue".



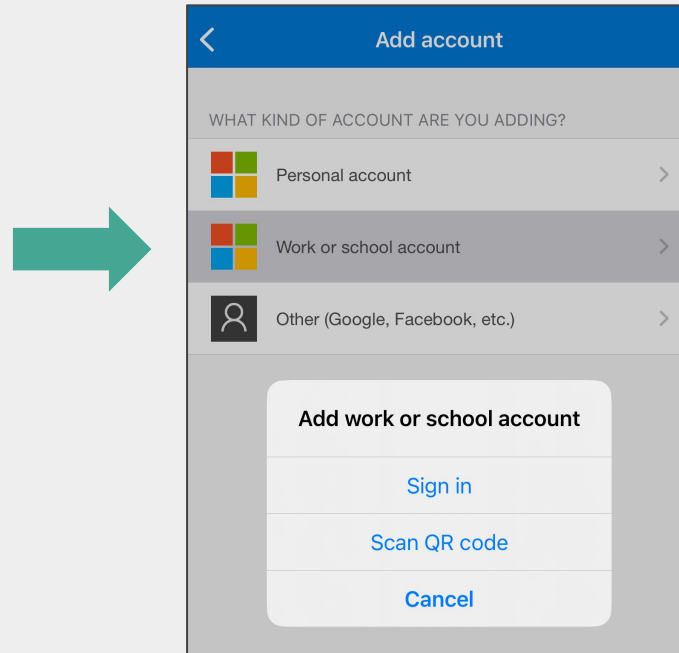
MFA Authenticator App Option

To complete this process, you will need to have an authenticator app downloaded to your device. We recommend either Microsoft Authenticator or Google Authenticator, both of which are available from the app stores for Apple and Android devices.



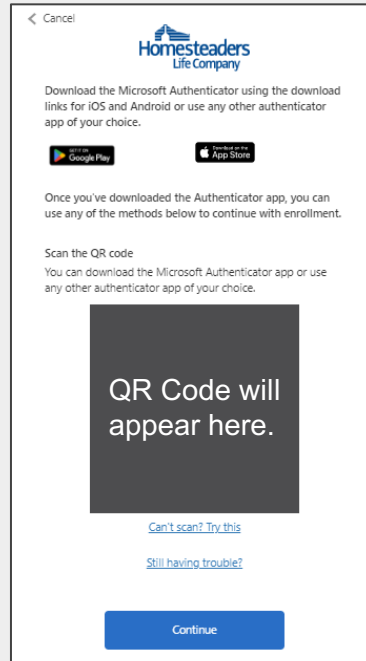
MFA Authenticator App Option

The process is similar for Microsoft Authenticator (shown here), and Google Authenticator. Once the app is installed on your device, open it and select the option to add an account. For Microsoft Authenticator select, “Work or school account.” For either app, you can scan a QR code.



MFA Authenticator App Option

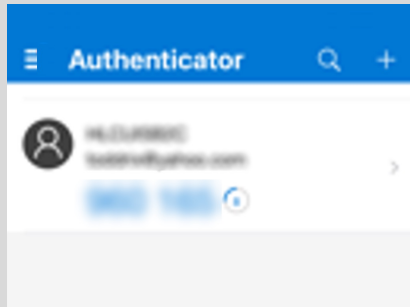
If you choose the “Scan QR Code” option, it will open your device’s camera app. You will see a QR code on the myHomesteaders® screen as shown on this page. Center this QR code in the camera view on your device. Follow the prompts to troubleshoot issues if you need help.



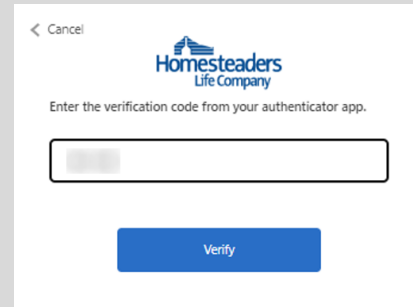
MFA Authenticator App Option

Enter the verification code listed in the authenticator app into the prompt provided by the myHomesteaders® dashboard. Moving forward, you will use the verification provided on your authenticator app to log into myHomesteaders®.

Authenticator App



Verification Code Screen





MYHOMESTEADERS® LOGIN:
MULTI-FACTOR
AUTHENTICATION (MFA)



Thank you for doing your part to help protect your myHomesteaders® account.

While we're pleased to offer enhanced security to protect your information, we also know you may have questions about this account login process.

If you need assistance, please contact your account executive or call the Homesteaders customer service team at 800-436-6110.