

Morgan Stanley

# How to Use Security Keys with Morgan Stanley Online

A security key is the strongest form of Multi-Factor Authentication available for Morgan Stanley Online and uses a physical token to help you verify your identity.

## GET STARTED

- Purchase your security keys from a supported manufacturer. A full list of supported keys can be found at [morganstanley.com/onlinesecurity](https://morganstanley.com/onlinesecurity).
- Keys used with your Morgan Stanley account can also be used on other supported platforms.
- Once you register your key, it will be required for each login. You may change this in the **Security Preferences** section under **Profiles + Settings**.

## HOW TO USE YOUR SECURITY KEY



Insert Into a Device

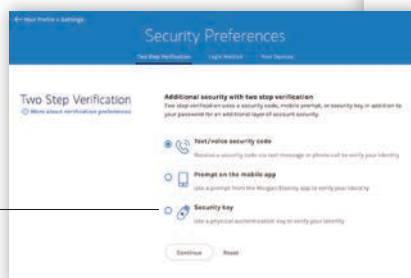
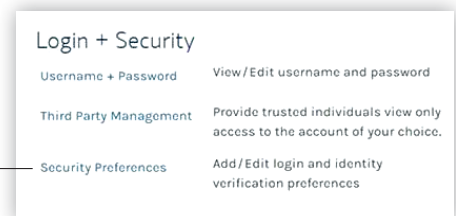
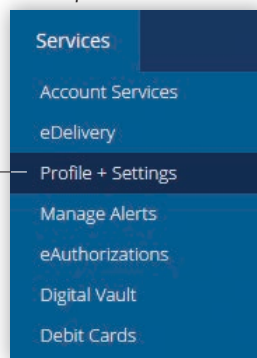


Connect Wirelessly via NFC or Bluetooth

## REGISTER YOUR SECURITY KEY

1. Once logged in, navigate to **Profile + Settings**.
2. Select **Security Preferences**.
3. In the **Two-Step Verification** tab, select **Security Key** and click **Continue**.
4. Verify your identity, then click **Start**.
5. Connect the security key to your device and activate.
6. Name your security key and click **Save and Continue**.
7. Your security key is now active. Click **Add another key** to register a backup (recommended) or **Finish**.
8. Decide whether you'd like to allow a backup verification option, then select **Finish**.

Desktop



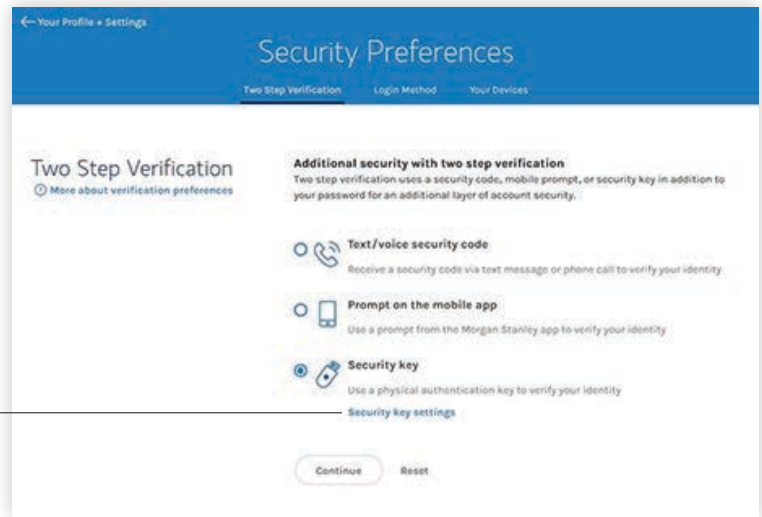
### ADD/DELETE KEYS (OPTIONAL)

To add or delete security keys on Morgan Stanley Online, follow the steps below:

1. Once logged in, navigate to **Profiles + Settings**.
2. Select **Security Preferences**.
3. Click **Security key settings** in the **Two Step Verification** tab then select **Add Key**.

**Note:** When you enroll one of your usernames in security key, all your Morgan Stanley Online usernames will automatically be enrolled in security key.

3

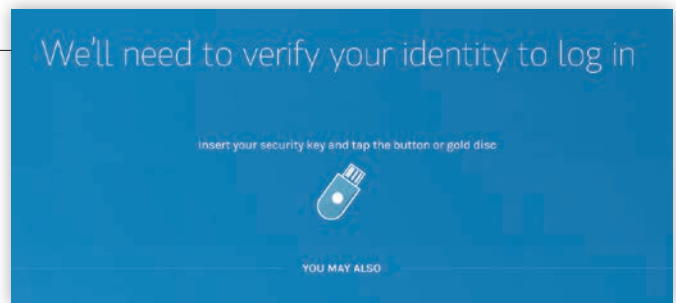


### LOGGING IN

When you are asked to verify your identity on Morgan Stanley Online or the Mobile App, you will be required to use your security key as follows:

1. When you are prompted, insert or tap your security key and activate. The system will automatically detect your key.

1



### Security Key Checklist



#### ENSURE YOUR KEY IS COMPATIBLE WITH MORGAN STANLEY

To see if your key is supported, visit [morganstanley.com/onlinesecurity](https://morganstanley.com/onlinesecurity).



#### ALWAYS REGISTER A BACKUP KEY TO YOUR ACCOUNT

If your security key is lost or stolen, access to your account could be interrupted while we verify your identity.



#### ENROLL IN VOICEID FOR AN ADDED LAYER OF PROTECTION

The Client Service Center (CSC) can only assist with login issues once you are enrolled in VoiceID.

### What To Do If Security Keys Are Lost or Stolen

Report a lost or stolen key when you are prompted for your security key or by calling the Client Service Center (CSC) at **1-888-454-3965**. For security purposes, your account will be locked temporarily. If your Voice ID has been active for 30 days, the CSC can remove the lock after verifying your identity.

If you have a backup key, you may log in with that key and remove the lost or stolen key rather than reporting it lost or stolen.