

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. Morgan Stanley Online currently supports security keys from: Yubico, Google and Feitian.
- 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 by navigating to the **"Services"** tab, then **"Security Center"** and **"Two-step verification."**

HOW TO USE YOUR SECURITY KEY



Insert Into a Device

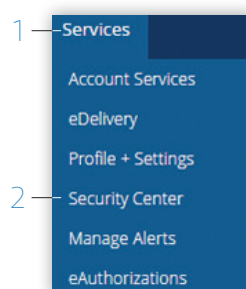


Connect Wirelessly via NFC or Bluetooth

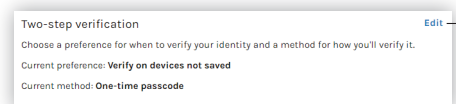
REGISTER YOUR SECURITY KEY

1. Once logged in, navigate to Services.
2. Select **"Security Center."**
3. Navigate to **"Two-step verification"** and click **Edit**.
4. Select **"Security Key"** and click **Continue**.
5. Insert or tap the security key to your device to 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 a backup verification option should you not have access to your security key(s) and select **Finish**.

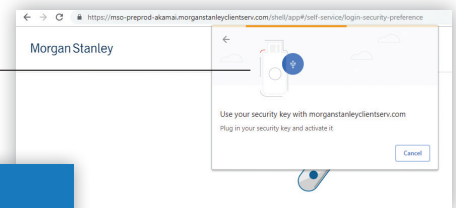
Desktop



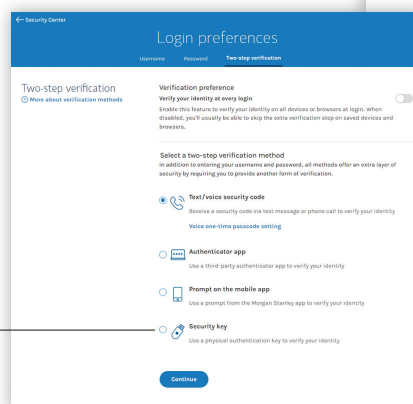
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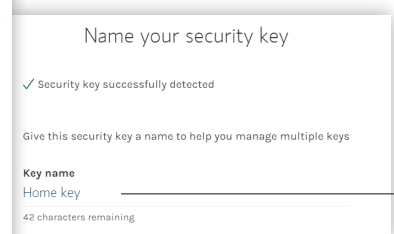
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4



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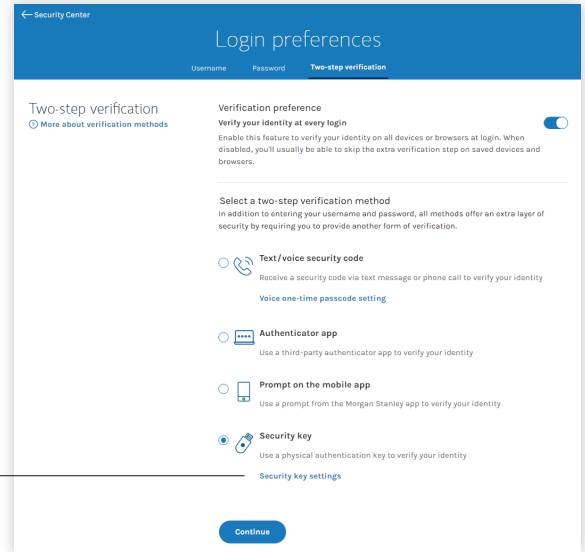
ADD/DELETE KEYS (OPTIONAL)

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

1. Once logged in, navigate to **“Services.”**
2. Select **“Security Center.”**
3. Navigate to **“Two-step verification,”** click **Edit**, then select **Security key settings.**

Note: If you have multiple Morgan Stanley Online usernames and enroll one in security key as your two-step verification method, all of your usernames will also be enrolled.

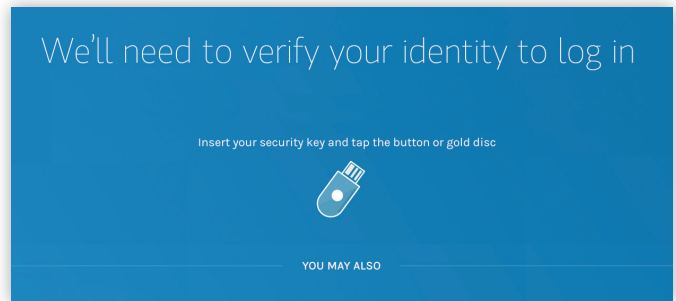
3



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:

- When you are prompted, insert or tap your security key to your device. Your device should automatically detect your key.



Security Key Checklist



ENSURE YOUR KEY IS COMPATIBLE WITH MORGAN STANLEY

Morgan Stanley Online currently supports security keys from: Yubico, Google and Feitian.



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

Seamlessly confirm your identity with your voice whenever you contact the Client Service Center (CSC).

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(s) will be locked temporarily. If your VoiceID 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.