
Account Verification

Handling Two-Factor Authentication on Client Accounts



Pontera's platform allows advisors to manage and trade any held away accounts in a secure and compliant manner. To keep client accounts secure, most financial institutions require a two-step verification process that includes sending a single-use verification code to the client's personal cell phone or email address each time a client logs into their account.

The Smart Message Routing System

To allow advisors the ability to securely manage and trade these accounts, Pontera has created a Smart Message Routing System. This system routes the verification code to either the client or Pontera, based on who originated the request.

When the client logs into their account, they receive a verification code just as they would have before using Pontera. But now, when the advisor needs to manage or make a trade, the Smart Message Routing System forwards the verification code to Pontera, which then enables the advisor to manage or trade within the account (without asking the client for the verification code when the advisor logs in).

How does the Smart Message Routing System work?

For each account connected to the Pontera platform, Pontera provisions a secure and unique forwarding phone number or email address that belongs to the client. The choice of phone or email verification is based on how the financial institution typically delivers the verification code; some institutions use one or the other, or both methods. Pontera adds the unique forwarding phone number or email address to the client's account, and it stays active as long as the client and advisor agree to use the verification platform.

The technology only forwards the verification code to Pontera when communicating an order or when refreshing the data, so the client can always log into his or her account and continue to receive any regular/ongoing communications from their financial institution.

How a client logs in

When a client wants to log into his or her account, he or she simply needs to select the new forwarding number or email address. The Smart Message Routing System will **send the verification code to the client's personal cell phone or email address.**

Using the Smart Message Routing System

- During client onboarding, Pontera provides a unique and secure forwarding phone number or email address that is added to the client's profile at their financial institution when they agree to use the Pontera platform.
- When the client logs into their account, they receive a verification code, just as they normally would.
- When Pontera needs the verification code, it is securely routed to Pontera, which then enables the advisor to manage or trade within the account without asking the client for the code.



Best Practices

1. Remind your client that the forwarding contact information must stay on the account in order for you to manage it.
2. Ensure that your client is aware of the new forwarding phone number or email address. The client will be notified by the financial institution when Pontera adds the forwarding phone number or email address to their account during the account connection process.
3. Know where to find the forwarding number or email address in the Pontera platform.