



RETIREE HEALTH SOLUTIONS

## New security measures: What to expect



Hubert,

Your account security is very important to us. That's why Alight Retiree Health Solutions is introducing a new security feature called **two-step verification** when you log in. To make this change easier for you, we want to let you know what to expect.

### What is two-step verification?

Two-step verification helps protect your account against fraud by requiring a 6-digit code in addition to your password. You may already be familiar with two-step verification, because many banks and retailers require it when you log in to their website or app. With your Alight account, you can receive the code by text message, email, phone call, or through the Google Authenticator app.

### Is it required?

Right now, two-step verification is optional. But in the coming weeks, two-step verification will be **required**. When you log in, you'll receive a prompt to verify it's you, then you can follow the steps to receive your 6-digit code. We can send the code to you by text message, email, phone call, or through the Google Authenticator app.

### Do I have to use it every time I log in?

You can choose how often you use two-step verification: Either every time you log in (we recommend this), or only if we detect an unknown device or internet browser logging in to your account. You can change your settings anytime through your Alight account.

### Can I set up two-step verification now?

Yes, and we encourage it. Here's how:

1. [Log in to your Alight account.](#)
2. Click the account icon at the top of the Home page, then select **My Account**.
3. Select **My Profile**.
4. Scroll to **Account Security**, choose how you'd like to receive the code, and follow the setup steps.

### How can I learn more?

We've created a short video that explains how two-step verification works. You can also contact us if you need additional assistance.

[Watch: How two-step verification works](#)

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