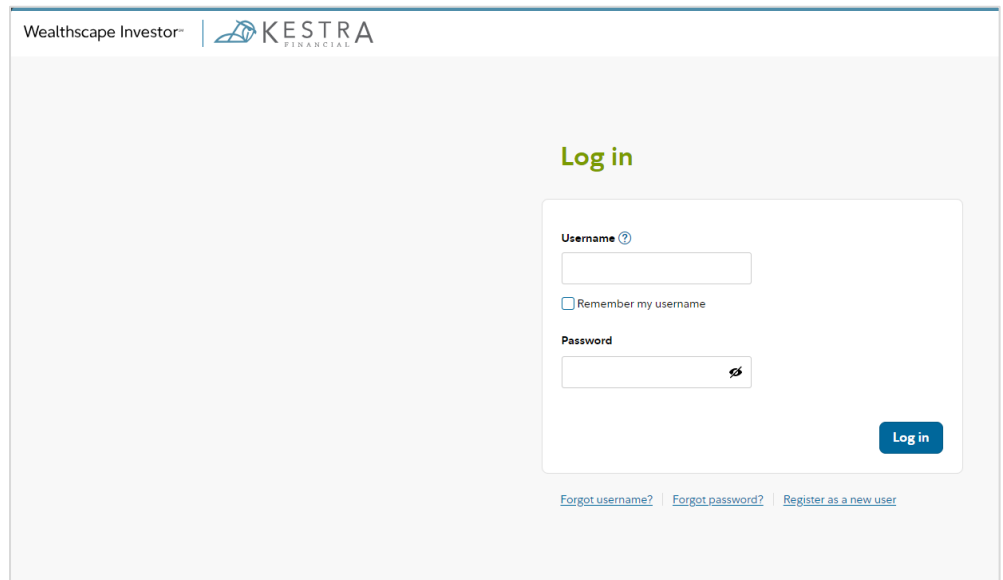


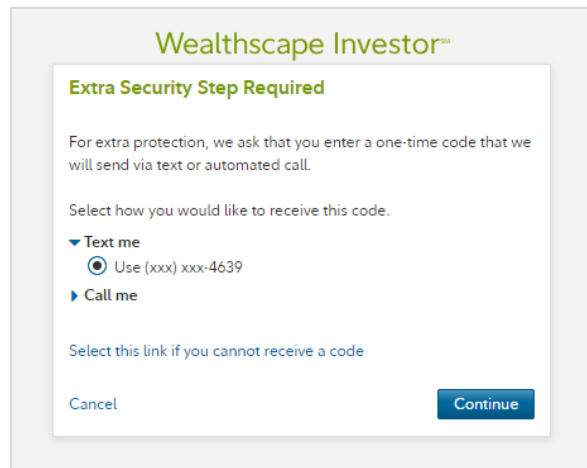
Instructions to Set Up Multi-Factor Authentication

1. Navigate to [Wealthscape Investor](#) on your computer browser and enter your username and password. If you've forgotten your username or password, click the corresponding link and complete the instructions.

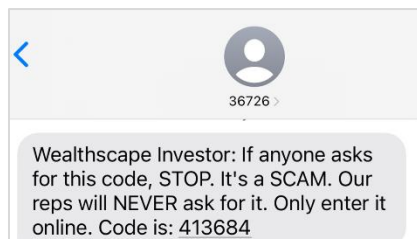
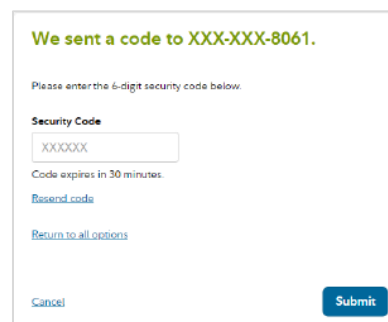
Note: If you have problems resetting your password or finding your username, please call your advisor's office.

The image shows the Wealthscape Investor login page. At the top, there's a header with the Wealthscape Investor logo and the KESTRA FINANCIAL logo. Below the header, the page has a light gray background. On the right side, there's a white box titled "Log in" in green. Inside this box, there are two input fields: "Username" with a question mark icon and "Password" with an eye icon. Below the password field is a "Remember my username" checkbox. At the bottom right of the box is a blue "Log in" button. Below the box, there are three links: "Forgot username?", "Forgot password?", and "Register as a new user".

2. Select either "Text me" or "Call me" to receive a one-time code via text or phone call, to verify your identity.

The image shows the "Extra Security Step Required" screen. At the top, there's a header with the Wealthscape Investor logo. Below the header, the page has a light gray background. In the center, there's a white box titled "Extra Security Step Required" in green. Inside this box, there's a paragraph: "For extra protection, we ask that you enter a one-time code that we will send via text or automated call." Below this, there's a section titled "Select how you would like to receive this code." with two options: "Text me" (selected with a radio button) and "Call me" (with a radio button). Below the options, there's a link: "Select this link if you cannot receive a code". At the bottom of the box are two buttons: "Cancel" and "Continue".

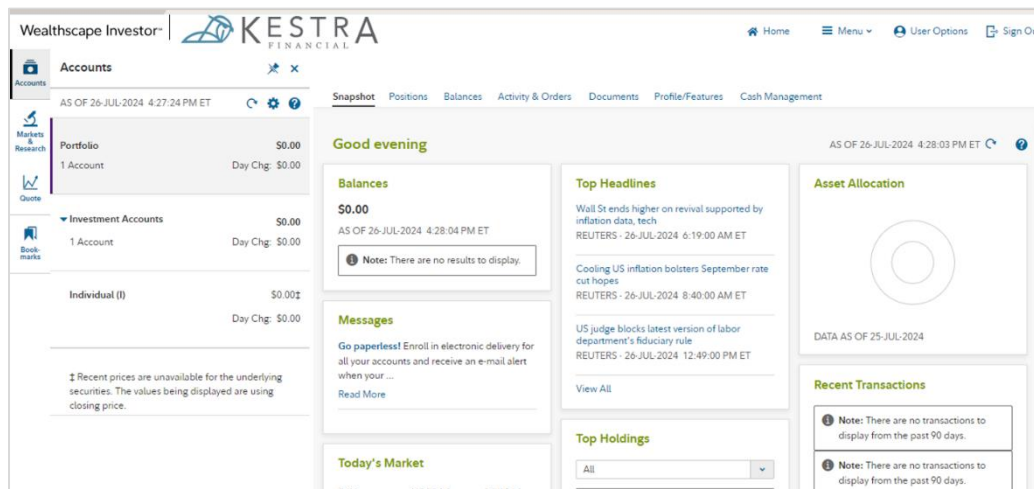
- a. If you do not have access to the phone numbers associated with the "Text me" or "Call me" options, call Kestra Concierge at 844-553-7872, 1,1 for support.
- b. After receiving the one-time code, you have 30 minutes to enter and select **Submit** to log in.

The image shows a mobile app screen for entering a security code. At the top, there's a back arrow on the left and a user icon on the right. Below the icon is the number "36726" with a right arrow. Below this, there's a white box with a gray border containing the text: "Wealthscape Investor: If anyone asks for this code, STOP. It's a SCAM. Our reps will NEVER ask for it. Only enter it online. Code is: 413684".The image shows the "We sent a code to XXX-XXX-8061." screen. At the top, there's a header with the text "We sent a code to XXX-XXX-8061." in green. Below the header, the page has a light gray background. In the center, there's a white box titled "Security Code" in green. Inside this box, there's a paragraph: "Please enter the 6-digit security code below." Below this, there's a text input field with "XXXXXX" inside. Below the input field, there's a paragraph: "Code expires in 30 minutes." Below this, there are two links: "Resend code" and "Return to all options". At the bottom of the box are two buttons: "Cancel" and "Submit".

Wealthscape InvestorSM

Instructions to Set Up Multi-Factor Authentication

- Once you've entered the code, your multi-factor authentication set up is complete! You will need to repeat these steps each time you log in to Wealthscape Investor.



If you do not receive a code:

- First, call Kestra Concierge at 844-553-7872, 1,1 who will provide you with a one-time verification code. You will be asked various questions to verify your identity.
- Select **Call us for assistance**. This will bring you to a pop-up window where you can enter the code you received from Kestra Concierge.

Extra security step required.

To verify your identity, we'll send a code via:

SMS

☒ XXX-XXX-8061

☐ XXX-XXX-5355

Automated Call

☐ XXX-XXX-8061

☐ XXX-XXX-5355

Can't receive a code? **Call us for assistance**

[Cancel](#) [Continue](#)

- Once you've entered the code, your multi-factor authentication set up is complete! You will need to repeat these steps each time you log in to Wealthscape Investor.

