

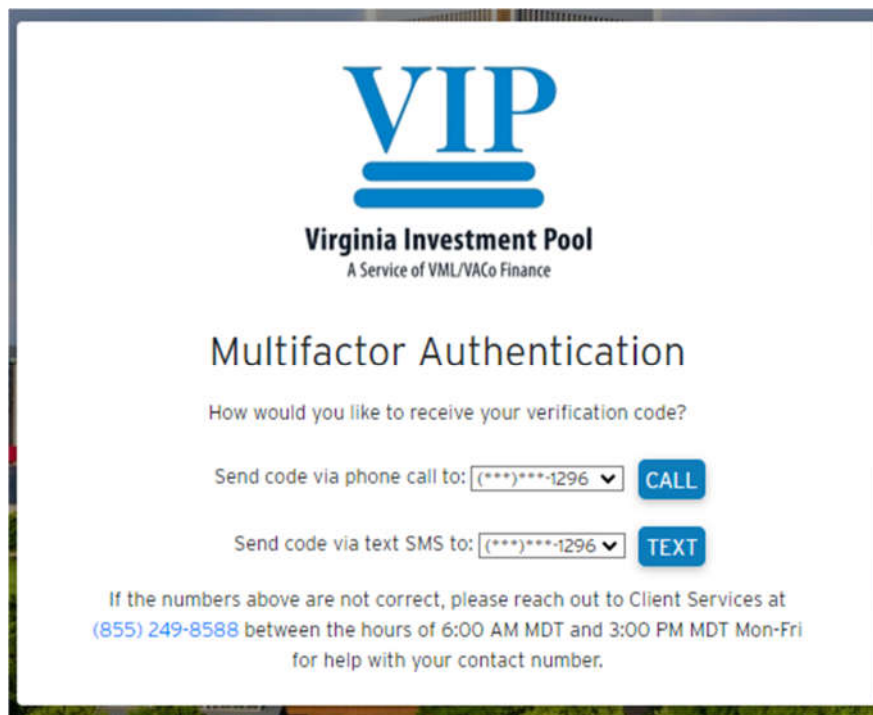


## Multifactor Authentication

Multifactor authentication is an effective security measure designed to deter unauthorized parties from accessing your accounts. Each time you log in a code will be sent via phone call to the contact number we have on file for you or via phone call or text message to your mobile phone number, should we have a mobile number on file for you.

### Using Multifactor Authentication

Each time you log in you will be prompted to select the method in which you'd like to receive the verification code. If you do not have a mobile number on file, your only option will be to receive a call. Should you have more than one number on file with the Virginia Investment Pool you can select the number to use from the dropdown next to the "Call" or "Text" button.



We strongly suggest using text message verification codes for an added layer of security. Once you select which method to receive your code via a six-digit code will be sent. Immediately enter the code into the portal once you receive it as the codes are only valid for **9 minutes**.



**VIP**  
Virginia Investment Pool  
A Service of VML/VACo Finance

### Multifactor Authentication

A six-digit verification code has been sent to your registered phone number and should arrive within the next five minutes. Each code is valid for 9 minutes. Please enter your code below once you receive it.

**BACK** **VERIFY**

### Adding Your Mobile Number

If you do not have a mobile number on file but would like to add one, you will be prompted to do so after logging in successfully for the first time. Simply enter your mobile number in the pop-up box (example below) and click "Save". If you do not want to add a mobile number, you can select "Next Time" to continue receiving your verification codes using the contact number we have on file for you. The Contact Information box will pop up each time you log in; you can continue to choose "Next Time" if you do not want to add a mobile number.



### Contact Information

There is no mobile phone number set on your account for multifactor authentication.

We strongly encourage using text message verification for increased account security.

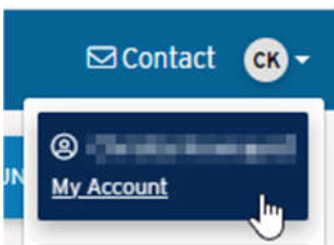
If no phone number is entered, verification codes will be sent via automated phone call to the contact number on record.

Please make sure you can be reached directly at the contact phone number(s) on file by visiting the [My Account](#) page and make any necessary updates there.

[SAVE](#) [NEXT TIME](#)

## Updating Your Contact Number or Mobile Number

If at any time you wish to update your contact number and/or mobile phone number, select "My Account" under your initials in the upper right-hand corner of the portal. You'll be able to change your contact number in the "Contacts" section and your mobile number in the "Credentials" section. Please click the "Save" button at the bottom of the screen after making your updates.





### Credentials

<b>Email Address</b> <input type="text" value="test.contact@virginiainvestmentpool.org"/> <small>Changes made here will be reflected below after a refresh of the page.</small>	<b>Old Password</b> <input type="password" value="Old Password"/> <small>Enter your current password.</small>
<b>Mobile Number for Two-Factor Authentication via SMS</b> <input type="text" value="(11-11) 1111"/> <small>If no phone number is entered, verification codes are sent to the phone number below.</small>	<b>New Password</b> <input type="password" value="New Password"/> <small>Password must be between 8 and 20 characters and include at least one upper case letter, one lower case letter and at least one of the following special characters (@#%&amp;*^&amp;#39;~&amp;#36;).</small>
<b>Personal Identification Number (PIN)</b> <input type="password" value="*****"/> <small>PIN must be 5 digits in length.</small>	<b>Confirm New Password</b> <input type="password" value="Confirm New Password"/>

### Contacts

Changes made here will affect your VIP account record; you can edit your title, phone number, and notification preferences.  
Phone Number extensions may be entered in the format 'x 123' or 'ext 123' with or without the spaces.

Search:

Investor ID	Name	Title	Permission	Key Contact	Email	Phone	Statement Notify	Confirm Notify
1000000001	Test Contact	Client Services	Authorized Signer		test.contact@virginiainvestmentpool.org	222-222-2222	Y	Y
1000000002	Test Contact	Client Services	Authorized Signer		test.contact@virginiainvestmentpool.org	222-222-2222	Y	Y

## Problems?

If you cannot be reached directly at the contact number or mobile number we have on file for you, or are having other issues with Multifactor Authentication, please reach out to the Virginia Investment Pool Client Service team at (804) 648-0635.