

# Add additional protection to your account with a few easy steps

Multifactor authentication (MFA) is always on to help ensure only you can log in to your account. Enabling extra security features will make your transactions even more secure.

On the TIAA app:



Go to your profile, select *settings*, and then *enable biometrics*. Proceed with storing your thumbprint or facial likeness (ios only) to be used as an additional verification factor.

On the web:



Log into your account at **TIAA.org** and select *Security preferences*. Update one or all sections to increase the security on your account.

On the phone:



Call **800-842-2252**, weekdays, 8 a.m. to 10 p.m. (ET) and choose the option to speak with an agent. The agent will authenticate you and walk through the set-up procedures.

## Why it matters:

### User ID and password

Create the strongest possible passwords—a strong password means a strong defense against fraudsters.

### Enable 2-step identity verification

Use 2-step verification every time you login—using both thumbprint or facial recognition combined with a one-time access code builds extra security.

### Voiceprint identification

Through voice biometrics, you can use your voice to identify who you are by reciting a simple phrase each time you call, eliminating the need to provide any additional information when you contact our call center.

### Security questions

Set up security questions to help TIAA verify your identity when you call.



**Protect your devices**—always keep your devices up-to-date with the latest browsers and operating systems to help better protect you from new and evolving digital threats.