

# Security Upgrade FAQ

Here are the answers to your frequently asked questions (FAQ) about the upgrade to two-factor authentication. We recommend that you pre-enroll for the upgrade now, but your login experience will remain the same as it is today until the security is updated on September 22.

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# What's happening?

TradeStation is upgrading to two-factor authentication through Auth0 Guardian, an enterprise-grade security mobile app from a global leader in online security.

## *What does this mean for me?*

You'll need to set up your phone or tablet to provide two factors or means of authentication when you log in to your TradeStation account:

1. Your username and password
2. A six-digit security code from your Auth0 Guardian app (which you'll download to your mobile device)

# Will my login process change as soon as I register my phone?

Even though you are pre-enrolling now, your login process won't change until **September 22**, when new two-factor authentication is released. You'll be ready when the update is released.

## *When will my login change?*

Nothing will change until September 22.

## *What will happen on September 22?*

When you log in on September 22, you will be prompted to use Auth0 Guardian.

## *What is pre-enrollment?*

Pre-enrollment is the process of setting up your two-factor authentication with Auth0 Guardian now, so that it is ready when it is released on September 22. Your login experience will remain the same as it is today until then. Please see the list of **affected applications**.

## *What will happen after I pre-enroll?*

After you pre-enroll, TradeStation will have your new security credentials saved and ready to go for when two-factor authentication is released on **September 22**. Your login process won't change until then, when you will begin using two-factor authentication with Auth0 Guardian.

## Which applications WILL REQUIRE two-factor authentication to log in?

The applications that require two-factor authentication to log in include:

- *TradeStation.com*
- *TradeStation Client Center*
- *TradeStation Web Trading*
- *TradeStation Crypto*
- *TradeStation FuturesPlus*
- *W-8 Ben Certificate*
- *Account opening process*
- *Community forums*

## Which applications WILL NOT REQUIRE two-factor authentication to log in?

The applications that will not require two-factor authentication include:

- *iOS Mobile App*
- *Android Mobile App*
- *TradeStation Desktop Platform*

## Do I have to upgrade? And do I need to do it now?

Yes, you have to upgrade to continue to use your TradeStation account. Although you don't have to upgrade until September 22 when the new security is released, we encourage you to **pre-enroll** for the upgrade now. This will make the transition seamless. If you prefer to wait, you'll be prompted to update until you do so.



*The deadline is December 1 – if you don't update by then, you won't be able to log in to the applications listed above. We apologize for the inconvenience, but this upgrade will make your account safer.*

## How do I get the Auth0 Guardian app?

Simply download the app to your iOS or Android device.



Or, search for **Auth0 Guardian** on the [Apple App Store](#) or [Google Play Store](#).

Look for this icon:



# How do I set up my new security?

## Step-by-step setup instructions:

### To enable two-factor verification for the first time:

1. Click **Pre-Enroll Today** and follow the prompt to update.
2. Read the information provided, and click **Update Now**.
3. Enter your TradeStation username and password, and click the Log in button.
  - For your first-time login, you'll switch between your phone and the computer to enroll:  
Download the **Auth0 Guardian app** on your phone:



- Click the **I've already downloaded it** link on the Login to TradeStation dialog. Launch the Auth0 Guardian app, and **Allow Guardian to take pictures and record video**.
  - **Scan the QR code** that appears on the Login to TradeStation dialog into your Auth0 Guardian app.
  - A recovery code generates which will be used if you ever lose your mobile device. On the Login to TradeStation dialog, check the box, **I have safely recorded this code**, and click the > arrow below it.
  - When the Login to TradeStation dialog displays "Congratulations, you are all set," click **Continue**.
4. A notification will be sent to your phone. **Allow** the authentication request. If you are unable to respond to the notification, then you can launch the Auth0 Guardian app, tap **TradeStation**, and enter your recovery code on the bottom of the screen.
  5. Once your identity has been verified, you're all set.

*Continued...*

## *Step-by-step setup video:*

Here's a quick video that walks you through it:



# How do I log in after I've set up my new security?

Once you've set up your phone as a secondary authentication device, the Auth0 Guardian app will send you a notification each time you log in.

1. On the login screen, enter your TradeStation username and password, and click the **Log in** button.
2. A notification will be sent to your phone. **Allow** the authentication request. If you are unable to respond to the notification, then you can launch the Auth0 Guardian app, tap **TradeStation**, and enter your code on the bottom of the screen.
3. Once your identity has been verified, TradeStation will launch.

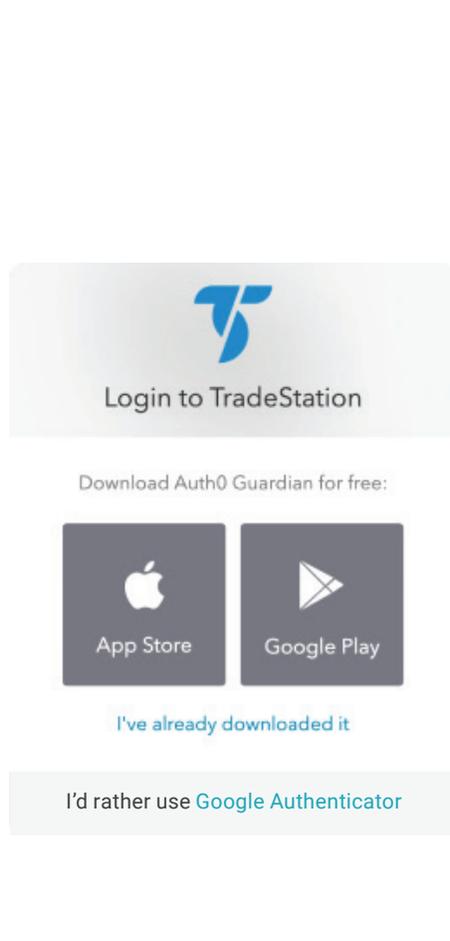
Once signed in, you won't be asked for a verification code on your device again unless you log out completely, reset your two-factor authentication, change your password, or your log in expires.



*Note: Your login experience will remain the same as it is today until September 22.*

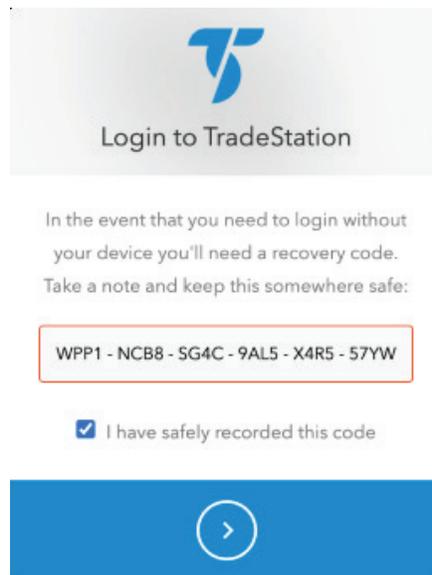
# Can I upgrade my security without the Auth0 Guardian app?

While we recommend using Auth0 Guardian, you can use the Google Authenticator app. Choose the method you prefer on the login dialog:



# How do I log in if I lose my phone?

When you set up two-factor authentication, you'll receive a recovery code for you to record. Save this code in a safe place. If you lose your phone or can't get to it, you can use the back-up code to log in.



The screenshot shows the TradeStation login interface. At the top, there is the TradeStation logo and the text "Login to TradeStation". Below this, a message reads: "In the event that you need to login without your device you'll need a recovery code. Take a note and keep this somewhere safe:". A red-bordered box contains the recovery code: "WPP1 - NCB8 - SG4C - 9AL5 - X4R5 - 57YW". Below the code, there is a checked checkbox with the text "I have safely recorded this code". At the bottom, there is a blue button with a white right-pointing arrow.

## I already set up my Auth0 Guardian login for TradeStation Crypto. Can I use that for my other TradeStation accounts?

Yes, you're all set. You can use the same Auth0 Guardian login credentials from TradeStation Crypto for your other TradeStation accounts or you can use the back-up code to log in.

## Who can I contact if have questions?

For more information, contact [TradeStation Client Services](#).