



Registering a new account using two-step verification

This document will review how to register a brand-new account in **SalesLink**, using our two-step verification process.

If you need assistance, please call us at 866.217.2145 (toll-free) or 515.204.2268 (international) any time between 7:00 a.m. - 5:00 p.m. CST, Monday through Thursday and 7:00 a.m. - 2:00 p.m. CST, Friday.

Have your welcome email from F&G available to reference. Your welcome email will include your **agent ID** and your **temporary password** for SalesLink.

1. Visit SalesLink.

- A. ENTER your agent ID as your username.
- B. CLICK **Login to SalesLink**.

The screenshot shows the top of the SalesLink portal with the F&G logo and tagline. Below is a 'Login' section with the text 'Welcome to F&G's SalesLink agent portal. Please use your username/email to log in.' There is a text input field for 'Username/Email:' with a green circle 'A' next to it. Below the field is a yellow error message 'User Name required'. At the bottom right is a purple button labeled 'Login To Saleslink' with a green circle 'B' next to it.

2. You will be directed to enter your password.

- A. ENTER your temporary password.
- B. CLICK **Login to SalesLink**.

The screenshot shows the 'Login' section of the SalesLink portal. The text says 'Welcome to F&G's SalesLink agent portal. Please use your password to log in.' There is a text input field for 'Password:' with a green circle 'A' next to it. Below the field are two buttons: a white 'Back' button and a purple 'Login to Saleslink' button with a green circle 'B' next to it.

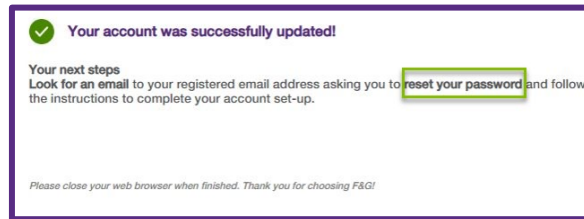
3. You will be directed to provide your email.

- A. ENTER your email for portal communication and login.
- B. CONFIRM your email.
- C. CLICK **Submit**.

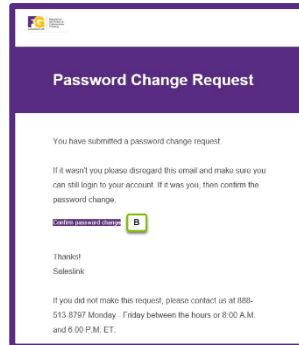
The screenshot shows the registration page of the SalesLink portal. At the top right is a 'Logout' link. Below is a form with two text input fields: 'Enter the email you would like to use to login to your Saleslink agent portal:' and 'Confirm email:'. There is a green circle 'A' next to the first field and a green circle 'B' next to the second field. Below the fields is a purple button labeled 'Submit' with a green circle 'C' next to it. At the bottom is a table titled 'Associated Users' with columns 'Agent Number' and 'Email'.



4. The information entered will be verified, and you will see a Success message requesting you to check your email to reset your password.



5. Open the email account you used for registration.
 - A. OPEN the **Password change request** email.
 - B. CLICK **Confirm password change**.



6. COMPLETE The Password reset:
 - A. CLICK into one of the **Password** fields.
 - B. The Required criteria will show. As each is met, the text will turn **Green**.
 - C. To verify your passwords match, CLICK the **eye**.
 - D. VERIFY you have them typed the way you want.
 - E. CLICK **Reset password**.

Change Your Password

Enter a new password below to change your password. **C** [Show password](#)

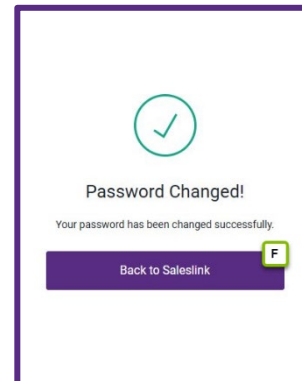
New password* **A**

Re-enter new password*

Your password must contain: **B**

- ✓ At least 8 characters
- ✓ At least 3 of the following:
 - ✓ Lower case letters (a-z)
 - ✓ Upper case letters (A-Z)
 - ✓ Numbers (0-9)
 - ✓ Special characters (e.g. !@#%*&*)
- ✓ No more than 2 identical characters in a row

E [Reset password](#)



Your password is now ready.
CLICK **Back to SalesLink**.



7. From the main login screen:

- A. ENTER your **Email address**.
- B. CLICK **Login to SalesLink**.

8. On the Password screen:

- A. ENTER your **Password**.
- B. CLICK **Continue**.

*You **may** encounter a captcha security code upon logging in. If you do, enter the captcha code prior to clicking **Continue**.*

9. From the two-step verification screen, you have two options available.

- A. If you currently use an authenticator app (like Google Authenticator, DUO Mobile, etc.).
- B. Use a phone for either a Text Message (SMS) or a phone call.



OPTION A: Use an Authenticator App

10. SELECT the button for **Authenticator**

- A. Follow the instructions for your Authenticator App to add a new account and scan the QR code shown.
- B. ENTER the **code** from the App.
- C. CLICK **Continue**.

Skip to step 13.

The screenshot shows the 'Secure Your Account' screen. At the top is the F&G logo and the tagline 'Experience the Power of Collaborative Thinking'. Below the logo is the heading 'Secure Your Account' and instructions: 'Scan the QR Code below using your preferred authenticator app and then enter the provided one-time code below.' A QR code is displayed in the center, with a green box labeled 'A' next to it. Below the QR code is a link 'Trouble Scanning?'. Underneath is a text input field labeled 'Enter your one-time code*' with a green box labeled 'B' next to it. At the bottom is a purple 'Continue' button with a green box labeled 'C' next to it, and a link 'Try another method' below it.

OPTION B: Use a phone

11. SELECT the button for **Phone**.

- A. ENTER the **Phone** number you will use.
- B. SELECT whether you want a **Text message** or a **Voice Call**.
- C. CLICK **Continue**.

The screenshot shows the 'Secure Your Account' screen. At the top is the F&G logo and the tagline 'Experience the Power of Collaborative Thinking'. Below the logo is the heading 'Secure Your Account' and instructions: 'Enter your country code and phone number to which we can send a 6-digit code:'. There is a dropdown menu showing 'United States, US, +1' with a green box labeled 'A' next to it. Below the dropdown is a text input field labeled 'Enter your phone number' with a green box labeled 'B' next to it. Underneath is the question 'How do you want to receive the code?' with two buttons: 'Text message' (with a green box labeled 'B' next to it) and 'Voice call'. At the bottom is a purple 'Continue' button with a green box labeled 'C' next to it, and a link 'Try another method' below it.

12. Once you have received the code to your chosen phone:

- A. ENTER the **Code**.
- B. CLICK **Continue**.

The screenshot shows the 'Verify Your Identity' screen. At the top is the F&G logo and the tagline 'Experience the Power of Collaborative Thinking'. Below the logo is the heading 'Verify Your Identity' and instructions: 'We've sent a text message to:'. There is a text input field showing '+1 8014726328' with an 'Edit' link next to it. Below this is a text input field labeled 'Enter the 6-digit code*' with a green box labeled 'A' next to it. At the bottom is a purple 'Continue' button with a green box labeled 'B' next to it. Below the button is a link 'Didn't receive a code? Resend or get a call' and a link 'Try another method' at the very bottom.

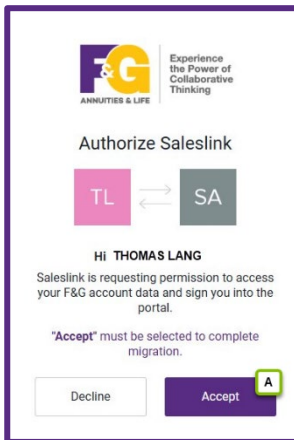


The Authentication method you select during migration will be automatically used when you log in going forward.

To switch to a different method later, you will need to call 866.217.2145 (toll-free) or 515.204.2268 (international) to have your method reset. The next time you login after it is reset, you'll be able to select a method (step 9).

13. From the Authorization screen:

- A. CLICK **Accept** to complete your phone registration.



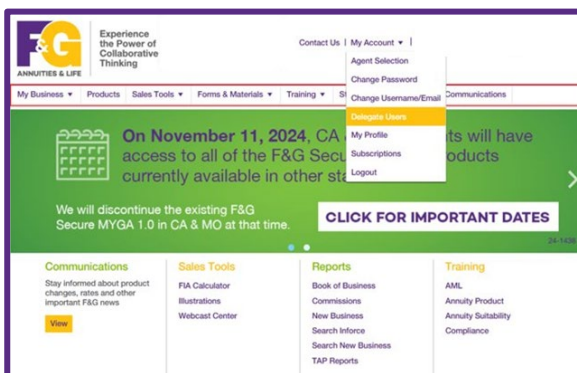
If you Decline this screen, your registration will be stopped and you will have to restart the login process including registering your phone/authenticator app again.

14. **Complete all necessary new agent set-up in SalesLink.** This includes:

- selecting subscriptions
- communication and 1099 preference
- confirming contact information
- completing the selling agreement

15. You are now ready to leverage SalesLink as an agent.

If you rely on members of your team to help you manage your business, you can add a **Delegate User** via **My Account** on SalesLink. [Learn more here.](#)



Screens may vary slightly from those shown in this guide.