Two-Step Verification FAQ

For SalesLink

Updated 7.23.2025

General

Q. What is two-step verification?

A. Two-step verification is an industry-standard security protocol that provides an additional layer of login security to further protect our policyholders' account information and F&G's information.

Q. What options do I have for second factor?

A. Users have the option to choose which method they prefer to authenticate – app, voice call or text message. Microsoft and Google (and others) offer authenticator apps for your mobile device that you can use to manage passwords and logins across multiple applications. Please note, if you choose to use an authenticator app, it must be installed prior to starting the two-step verification process.

Q. Do I have to use two-step verification every time I log in?

A. Yes. Once two-step verification is enabled, you will log in using your email address and new password, if prompted to set one. Two-step verification will remain active, protecting your information when accessing F&G's SalesLink and Training Portal. After your initial login, you will have the option to select "Remember me" to bypass the two-step verification code on that device for 30 days.

Q. Can I opt out of two-step verification?

A. No, you cannot opt out of two-step verification. However, you will have the option to defer the update for 30 days after receiving your first prompt.

Q. When is the change taking place?

A. Sometime in August, you'll be prompted to enable two-step verification when you log in to SalesLink and Training Portal. To ensure we're able to support you during this change, agents and distribution partners will receive the update in waves throughout August. Starting July 28, all new accounts will have two-step verification automatically enabled.

Q. Why is my username changing?

A. With these updates to our system security, SalesLink and Training Portal usernames will now be your email address. Using your email address as your username is a common practice that helps us verify your contact information and simplifies the login process while keeping your account secure.

Q. Will my password reset email expire?

A. Password reset emails expire after 5 days. Once they expire, you will need to go directly to SalesLink to reset your password.

Q: I did not receive a password reset email, what do I do?

A: If you did not receive the password reset email, please first double check your junk or spam folder. If the email is not in the junk folder, you can try to log in into SalesLink with your registered email and use the Forgot Password link. If that doesn't work, please contact us at 866.217.2145 (toll-free) or 515.204.2268 (international) to have the password reset email sent again.

Note: A new password reset email will be sent to the email address you provided when registering for two-step verification. If the user is a delegate, the email is sent to the email address provided when the delegate user was created.

Q. How does two-step verification work if I am also a policyholder?

A. Agents who are also policyholders will be asked to authenticate their Policyholder Portal account and then be able to access both SalesLink and PHP using the same email and password.

Q. What should I do if I see a captcha screen when logging in?

A. If you see a captcha screen, simply follow the instructions and complete the challenge. A captcha is a security feature that helps protect your account by verifying that you are a real person and not an automated program. You will be asked to type in the characters you see displayed on the screen; just enter the characters as shown to continue.

Delegate Users

Q. What are delegate users

A. Do you rely on members of your team to help you manage your F&G business in SalesLink? Once two-step verification is enabled, your support staff will no longer be able to access SalesLink using your login credentials. Instead, you will have the option to add them as a delegate user to your account – meaning they will still be able to access and manage your SalesLink information, but now each team member will have their own account and login credentials.

Q. How do I add delegate users?

A. Log in to SalesLink and complete two-step verification. Click the My Account dropdown and then Click Delegate Users. You will be directed to the delegation terms page the first time you add a delegate. Read the terms and click Agree. You will be directed to the delegate user landing page, click Add Delegate User.

You will be directed to the manage delegate user page where you will enter the delegate's information – the first name, last name and email fields are required – and click Save. A success message will appear and you'll be reminded the delegate user will receive emails about their account.

Q. What types of access can I grant to delegate users?

A. Delegate users can either have standard access or admin access.

Standard access allows a delegate user to:

- **View:** My Profile, Subscriptions, 1099 Election, Annuity Product Training, Respond to Open Requirement, 1099 Statements, and Commission.
- **Update:** Contact Us, Illustration Software, Online Application, Electronic Agent Contracting, and Form and Sales Materials.

Admin Access is unchecked by default. Check only if you want the delegate user to manage additional delegates and select subscriptions on your behalf.

You can also designate which contracts a delegate will have access to using the Agent Name table.

Q. How do I update a delegate user account/change their email/phone info?

A. You cannot change the delegate user's name, phone, email or role after the delegate is created. Each delegate user **can** update their own name, phone, email and role.

You **can** activate/deactivate, delete and change the associated contracts for your delegates at any time from the delegate user landing page.

Q. How do I remove delegate users?

A. Both the primary agent or an admin delegate can activate/deactivate, delete and change the associated contracts for your delegates at any time from the delegate user landing page.

Q. Will delegate users use two-step verification?

A. Yes. Delegate users will create their own accounts using their email and unique password. During account set-up, they will enable two-step verification using the same two options available to you – authenticator app or phone.

Q. Can I see what my delegate users are doing in the portal?

A. No, however, delegate users' permissions are limited as far as making changes to anything.

Q. If I am a primary user, can I also be a delegate user for someone else?

A. Yes, you can be both a primary user and a delegate user for someone else meaning you can have full access to your own contracts and delegate level permissions to delegate contracts. Your email address will serve as your user ID for all accounts. Once you login with your email address, you will be able to select which account and contracts you would like to view at that time from the Default Profile.

Q. Why isn't the submit button working for me or my delegate user when attempting to select a default user profile?

A. A common reason is that the user agreement hasn't been accepted. Be sure to check that you have accepted the user agreement before proceeding.

Q. Do delegate users who are affiliated with different contracts and agencies need to accept multiple user agreements?

A. A delegate must only accept one agreement regardless of the number of agents they have been assigned as a delegate for. The only instance where multiple agreements would need to be accepted is when a user is both an agent and a delegate. If you're acting as an agent and want to create delegates for yourself, you will need to accept the delegation terms. You would also need to accept the delegate user terms before being able to act as a delegate for other agents.

Q. What happens if a delegate user is no longer at my firm?

A. The primary agent or admin delegate is responsible for managing delegates. You can delete or deactivate users at any time from the delegate user landing page.

Additional Support

Q. Who can I contact if I need help with two-step verification or user role set up?

A. If you need help or have questions, please contact us at 866.217.2145 (toll-free) or 515.204.2268 (international).

Q. How do I change my authentication method or what do I do if I lose access to my authentication method? (e.g. if your phone number changes)

A. The authentication method you select during migration will be automatically used when you log in going forward. You cannot change your authentication method on your own. If you would like to switch to a different method, please call 866.217.2145 (toll-free) or 515.204.2268 (international) to reset your preferences.