



Setting up Authenticator for TradeDesk Client Portal

Setting up Authenticator

To set up Authenticator in the TradeDesk Client Portal, simply follow the below steps:

Step 1:

On your mobile phone, open your Apple or Google application store and search for an Authenticator application. Recommended applications include, but are not limited to:

- a) Google Authenticator
- b) Microsoft Authenticator
- c) Twillio (for Huawei mobile devices)

Step 2:

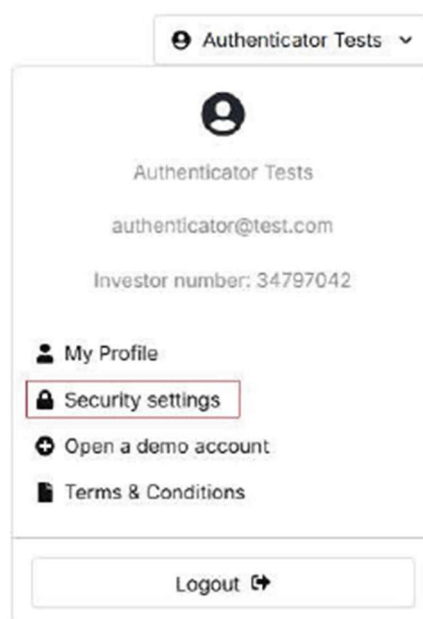
Install your preferred Authenticator application.

Step 3:

Once installed, log into your TradeDesk client portal.

Step 4:

Click on the field reflecting your name at the top right-hand corner of your screen. In the menu shown, click on the **Security Settings** option:



Step 5:

Your Security Settings will now be displayed. As you can see from the first option available, no authenticators have been set up on your profile.

Security Settings

Authenticator **RECOMMENDED**



Using an authenticator app delivers more security and faster logins.

[Setup Authenticator](#)

Mobile number:

[Add Mobile number](#)

Email address:

[Add Email address](#)

Note: If the first option states 'Authenticator', Authenticator has then already been set up on your profile. Should you wish to re-configure your authenticator, please remove the existing link from your Authenticator App before continuing with the next steps.

Step 6:

To set up your Authenticator, press the **Setup Authenticator** button associated with the first option.

Step 7:

A unique QR code will now be displayed on screen along with the various options for authenticator apps:

Security Settings

Step 1: Download an authenticator app.

We recommend using **Microsoft Authenticator** or **Google Authenticator**.

For Huawei devices, we recommend searching for **Microsoft Authenticator** or **Google Authenticator** via the Huawei App Gallery.

Android:

 Microsoft Authenticator

 Google Authenticator

iOS:

 Microsoft Authenticator

 Google Authenticator

Step 2: Scan the QR code with your authenticator app.



Step 3: Enter the code from your authenticator app.

Note: The above QR code is for illustrative purposes only. Please scan the QR code provided to you in the Client portal to complete your setup.

Step 8:

Using your selected **Authenticator application**, create a new connection and choose the **Scan a QR code** option.

Step 9:

Scan the QR code on screen using your Authenticator application. The application will provide you with a PIN.

Step 10:

Enter the PIN in the field provided and press **Verify**. Upon verification, the Authenticator option will automatically update as follows, thus indicating that you are now successfully able to receive your OTP via your Authenticator application:

Security Settings

Authenticator: ✔ Verified

 [Manage Authenticator](#)

☒ **Use MFA (Multi-Factor Authentication) on login**

MFA adds an extra layer of security by requiring both your password and a temporary code from your authenticator app.

Note: By default, the 'Use MFA on login' tick box will automatically be ticked for Authenticator.

Step 11:

Log out of your TradeDesk client portal.

Step 12:

Once completely logged out, log back into your TradeDesk client portal by entering your login credentials. When prompted for your OTP, open your Authenticator application and obtain the OTP directly from the application.

Having issues? Let us help you.

Step 1:

Perform steps 1 and 2 from the first section above and install your preferred Authenticator application on your mobile device.

Step 2:

Once installed, contact us on support@herenya.co.za to activate Authenticator for you.

Note: Please provide your Investor Number in your request and ensure that you have removed the existing link from your Authenticator App before clicking on the link to generate a new code.

Step 3:

Upon activation, you will receive an email in your inbox.

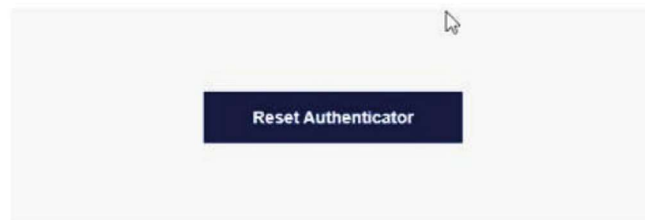
Note: This email is only valid for 12 hours from the time of activation.

Dear Client

We have received a request to update your authenticator.

The request is valid for a maximum of 30 minutes from the time of actioning your authenticator reset.

Please update your authenticator by clicking on the secure link below:



Step 4:

Once received, click the **Reset Authenticator** button on your email. This will open a new tab in your browser that contains the QR code:

Capture this QR code with your Authenticator App



Enter the authenticator PIN

Note: The above QR code is for illustrative purposes only. Please scan the QR code provided to you in the Client portal to complete your setup.

Step 5:

Using your selected Authenticator application, create a new connection and choose the **Scan a QR code** option.

Step 6:

Scan the QR code on screen using your Authenticator application. The application will provide you with a PIN.

Step 7:

Enter the PIN in the field provided and press **Next**. A confirmation page will now appear:

Your Authenticator has been updated.

Please login to continue.

Done

Step 8:

Click **Done**.

Step 9:

If logged in, log out of your TradeDesk client portal. Once completely logged out, log back into your TradeDesk client portal by entering your login credentials. When prompted for your OTP, open your Authenticator application and obtain the OTP directly from the application.

You are now completely set up to use Authenticator to log into the TradeDesk client portal!

As always, please reach out to us if you need any assistance or have any questions. We will be happy to help!

Telephone No:	010 443 8801	
Email:	Client support	support@herenya.co.za
Stockbroker:	Hannes Bruwer	hannes@herenya.co.za
Client Support Consultant:	Tracey Ashwood	traceya@herenya.co.za

Herenya Capital Advisors

Preserving Capital. Creating Opportunity. Delivering Long-Term Value.