



My.statestreet.com Multi-Factor Authentication: Frequently Asked Questions

What is multi-factor authentication, and why is my.statestreet.com moving to use it?

Multi-factor authentication is a method of computer access control by which a user is only granted access to a system after successfully presenting at least 2 separate pieces of evidence to an authentication mechanism – typically of the following categories: knowledge (something they know), possession (something they have), or inherence (something they are). My.statestreet.com will use RSA SecurID tokens (possession) and a PIN (knowledge).

Why is my.statestreet.com moving to use Multi-Factor Authentication?

As part of a broader effort to implement additional security features to protect State Street systems and our client's data, and in response to evolving security risks and regulatory advice, we are upgrading our login security to use multi-factor authentication.

How will I get my RSA SecurID token?

Beginning in March 2018, when you log in to my.statestreet.com, you will have an opportunity to register for a token through a simple process. Once you've entered your registration information and chosen a token delivery method (soft or hard token), you can continue to access my.statestreet.com until you receive your token and complete the registration process.

What is a "soft token"?

A soft token leverages a mobile application to provide a 6 digit number (token) that changes approximately every 30 seconds. You will enter that token on the my.statestreet.com login screen, along with your PIN to authenticate yourself and gain access to my.statestreet.com.

What is a “hard token”?

A hard token is a physical device, also called a “key fob”, that displays a 6 digit number (token) that changes approximately every 30 seconds. You will enter that token on the my.statestreet.com login screen, along with your PIN to authenticate yourself and gain access to my.statestreet.com.

How will my login experience change with multi-factor authentication?

You will first register for a soft or hard token as described above, and once you have received your token and completed the registration process, you will enter your token and PIN on the my.statestreet.com login page in place of the password you currently use now.

When is this change taking place?

Users will start to register for their tokens in March 2018, and will be able to use them once they have received their tokens and completed the registration process.

Who is impacted by this change?

All external users, EXCEPT those clients who have a Federated Authentication arrangement with State Street, will be required to move to multi-factor authentication

What is Federated Authentication, and how do I tell if my firm uses it?

Federated Authentication, also called Delegated Authentication, is a model by which State Street enters into a trusted network relationship with a client, allowing users at that client to sign in to their local network and automatically become authenticated to my.statestreet.com. Users at Federated Authentication clients do not typically need to supply a user id or password to access my.statestreet.com when on their employer’s network; they are automatically logged in to my.statestreet.com when they point their web browser to the my.statestreet.com URL.

What if I don’t want to use my mobile device to authenticate with State Street?

Users will have the option of choosing a physical or “key fob” token if they cannot or do not wish to use soft tokens delivered via a mobile device.

How will my Interactive Spreadsheets be impacted by this change?

You will just need to enter your token and PIN at the time you Refresh the data in your Interactive Spreadsheet, in place of the ID and password that you currently enter. All other functionality will work as it currently does.

What do I need to do now?

You may want to decide if you will choose a soft or hard token, and that may be influenced by your employer’s policies regarding mobile devices. Other than that, you don’t need to do anything until you are prompted to register for your token on my.statestreet.com in March 2018.

What if I already use a hard token to access my.statestreet.com? Can I convert to a soft token now?

If you currently use a hard token, there's no need to take any action. We will offer existing hard token users the ability to convert to soft tokens, if they prefer, sometime in 2018.

Is there a date by which clients will stop getting the opportunity to register for a token and instead will be forced to login with a token?

Our target is to have all clients using Multi-Factor Authentication by the end of June 2018. Users who register for tokens prior to June will be able to choose which authentication option they use to access my.statestreet.com until registration is complete for all users.