

BMO Two-Step Verification for Gateway

How to Verify Your Identity

BMO Two-Step Verification adds increased security to your BMO Nesbitt Burns Gateway (“Gateway”) account, by verifying your identity anytime a risky login attempt is made to your Gateway account (such as from a new phone or computer, or a different geolocation). In these situations, BMO will send you a randomly generated six-digit verification code via SMS text or automated voice call. You also have the option to answer your Gateway challenge questions, or call BMO directly to request a verification code. These measures have been put in place to safeguard who – or what – has access to your account.

Verifying your identity

In the event that you log into Gateway and are prompted to verify your identity, please follow the steps below. You will not be able to access your Gateway account information until you have successfully completed the verification process.

Step 1: Select your preferred verification method and phone number

1. Select the method by which you would like to verify your identity by selecting either **Call**, to receive a voice call with a verification code, or **Text**, to receive a text message with a verification code.
2. From the list of numbers provided, select the **phone number** to which you would like to receive the verification code.
3. Select **Request Code**.
4. If you do not have access to the numbers listed, please select one of the alternative methods listed to verify your identity. Select **Call us to get a verification code** to receive a verification code from the **Gateway Help Desk**, or **Answer challenge questions** to answer one or more of your Gateway Challenge Questions.

Help us confirm your identity.

To help ensure access to your account remains secure, we need to verify your identity.

Select whether you want us to call or text you with a verification code. Then, select the number you want us to use to send the verification code, and click **Request code**.

Call **Text**

(…)-…-0000
 (…)-…-0000



If you don't have access to the numbers above, please select from the options below.

[Call us to get a verification code.](#)
[Answer challenge questions.](#)

REQUEST CODE

Step 2: Receipt of your verification code - Text message or phone call

If you selected **Call** or **Text** – and a corresponding preferred number – as your method of verification, you will receive a 6-digit verification code through the phone number selected within two (2) minutes. Refer to the sample messages below.

Sample Text Message	Sample Voice Message
 <p>123456 is your BMO Nesbitt Burns Gateway verification code. If you did not request a verification code, please call us at 1-234-567-8910</p>	 <p>Hello, this is BMO Nesbitt Burns Gateway calling with the verification code you requested. Your verification code is: 123456. Please enter the code now to access your account. To repeat this code, Press 1. If you did not request a verification code, please call us at 1-877-873-7664, Monday to Friday 8:00 am to 8:00 pm Eastern Standard Time. Thank you and have a great day. Goodbye.</p>

Step 3: Enter your verification code or answer your Challenge Questions

i. **Call or text method.** If you received a verification code via text message or voice mail:

1. **Enter the verification code** you received by text or voice mail.
2. If you would like to add the device to which you received the verification code as a “safe device,” check the box **Add this device to my trusted device history**.
3. Click **Submit**.

Please note: If you did not receive a verification code, click on **Request a new one**, to request a verification code. The code will be delivered to the same phone number that was previously selected.

ii. Challenge Question method


If you selected **Answer challenge questions** as your method of verification:

1. **Enter the answer** to the Challenge Question presented – answers are not case-sensitive.
2. Confirm that the device you are using is a trusted device by checking the box, **Yes, add this device to my list of trusted devices**.
3. Click **Submit**.

Enter your verification code

A verification code was sent to (***-***-0000).

Remember to look for a **6-digit code** (e.g. 123456).



Enter verification code
123456

Didn't get a code? [Request a new one](#)

Is this a trusted device?

Yes, add this device to my list of trusted devices.

SUBMIT

[Sign out](#)

Help us confirm your identity

To help ensure access to your account remains secure, we need to verify your identity.

Please provide your answer to the following challenge question. Answers are not case-sensitive.

What is the name of your favorite pet?

Kiwi

Is this a trusted device?

Yes, add this device to my list of trusted devices

SUBMIT

Questions?
 Call the Gateway Help Desk at 1-877-873-7664 between 8:00 a.m. and 8:00 p.m. ET, Monday to Friday.

iii. Assisted Verification Code method

If you selected **Call us to get a verification code** as your method of verification, please call the Gateway Help Desk at 1-877-873-7664 between 8:00 a.m. – 8:00 p.m. ET, Monday to Friday.

1. Enter the **verification code** provided by the Gateway Help Desk.
2. Confirm that the device you are using is a trusted device, by checking the box, **Yes, add this device to my list of trusted devices.**
3. Click **Submit.**

Help us confirm your identity

To continue keeping your accounts safe and your access secure, we need to make sure we're talking to the right person.

Call us for a one-time verification code.
Toll-free: 1-877-873-7664
between 8:00 a.m. – 8:00 p.m. ET, Monday to Friday.

Enter verification code
123456

Is this a trusted device?
 Yes, add this device to my list of trusted devices.

SUBMIT

Please note: If you get locked out due to a number of failed attempts when entering your verification code, please call the **Gateway Help Desk** or your **BMO Nesbitt Burns Investment Advisor** to unlock your Gateway account. Once your account is unlocked, you will be able to request a new verification code.

Step 4: Verification complete

You have now completed the Two-Step Verification process, and can now access your Gateway account information – you are not required to re-enter your Gateway login credentials.

Need to update your phone number(s) or Challenge Questions?

You can update any of your Two-Step Verification settings directly on Gateway. Go to **Account Settings >> Profile**, and click **Edit** under **Two-Step Verification Settings**.

Profile Research News eServices

User ID
User ID: A52928773

Login Password
Updated on Nov 19, 2018 **Edit**
Old Login Password
[Input field]

Language Preference
English **Edit**
Language Preference
English

Two-Step Verification Settings
Change or add phone numbers or challenge questions used to verify your identity.
Edit

Questions?

If you have any questions about BMO Two-Step Verification, please contact the **Gateway Help Desk at 1-877-873-7664 between 8:00 a.m. to 8:00 p.m. ET, Monday to Friday**, or by email at gateway.helpdesk@bmonb.com, or speak with your BMO Nesbitt Burns Investment Advisor.



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