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# Accessing the Website

## Link to Agent Website:

<https://www.sfgcorpmarkets.com/cmcc/login/login>

## CMG Secure Web Sites:

The Corporate Markets Group (CMG) secure websites consist of the following sub-sites:

- Midland National Bank Owned Life
- Midland National Credit Union Owned Life
- North American Hospital Owned Life
- North American Credit Union Owned Life

## Login

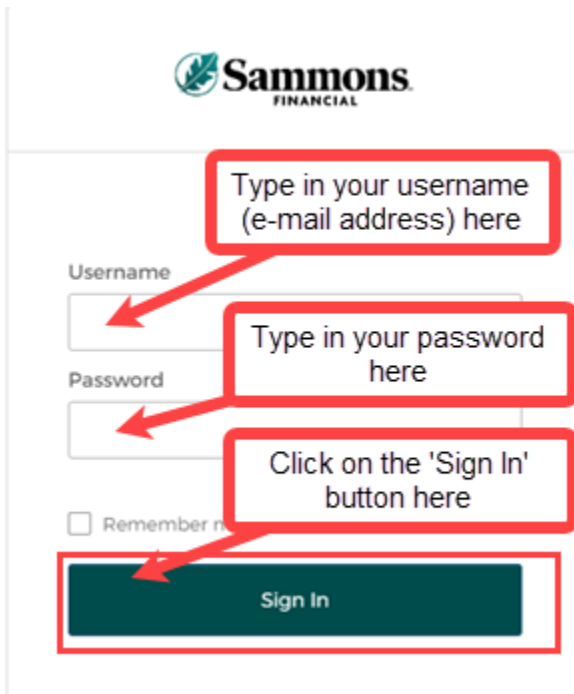
**NOTE:** If you have not registered as a user with us, you will not be able to login and view the sub-sites. Please contact us at the email address below to request access:

[cmccweb@sfgmembers.com](mailto:cmccweb@sfgmembers.com)

1. Click on the 'Login' link from the public website

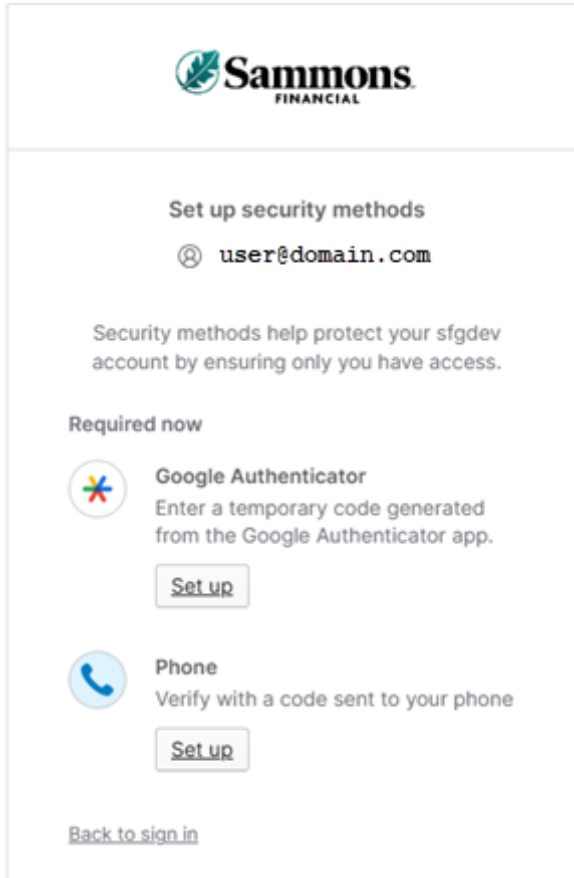


2. The following screen appears



3. Type in your username (your e-mail address) and password and click on the 'Sign In' button

4. When accessing your account for the first time, the following screen will display



Select **ONE** of the methods indicated on the screen to ‘authenticate’. This is just another way for us to ensure the safety of your information. The different methods are described below:

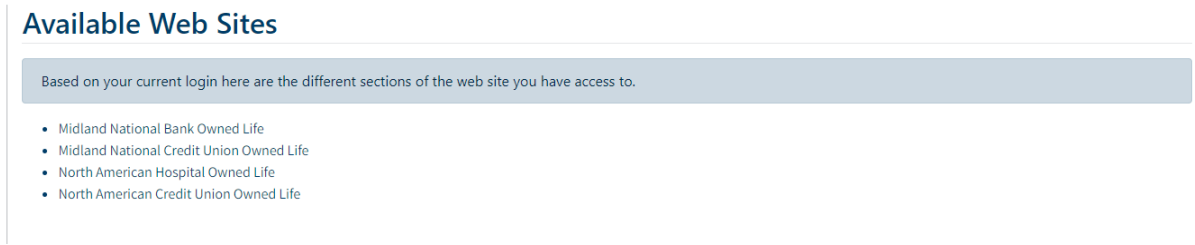
- **Google Authenticator**—this method will require you to download the Google Authenticator app onto your mobile device. An authentication code will be provided within Google Authenticator.
- **Phone**—this method will send the authentication code via a text message to your mobile device. This is the quickest and most common method for authentication.

For screenshots of each of these methods, refer to [Appendix A](#) in this document

**NOTE:** The authentication process will only be required in the following situations

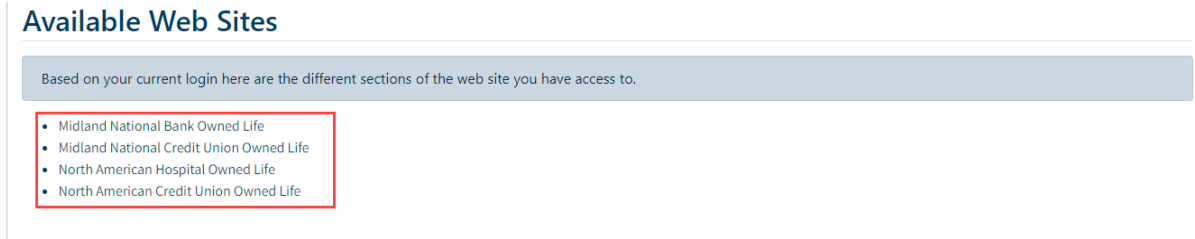
1. Logging into your account for the first time
2. Logging into your account with a different device than the one used for registration
3. More than 90 days have elapsed since you logged into your account

5. After logging in, the following screen appears



6. Click on the appropriate website link to view the various sub-sites

**NOTE:** The sub-site links available to you will depend on the access given to you by our home office

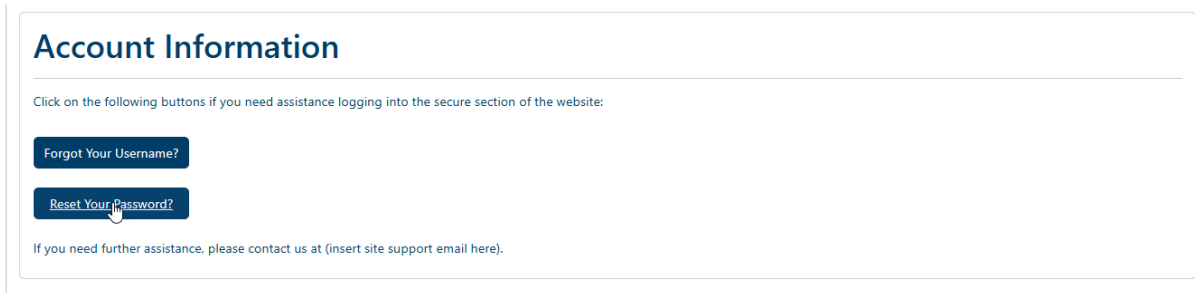


## Forgot Your Username?

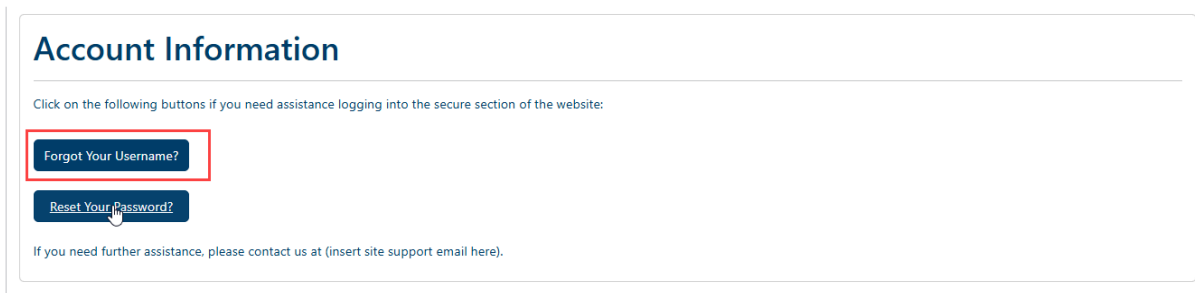
1. Click on 'Account Info' link from the public website



2. The following screen is displayed



3. Click on the 'Forgot Your Username?' button



4. The following screen will appear

## Forgot Your Username?

Your username will be the email address you used to set up your account. For example, JohnDoe@youremailprovider.com.

If you need further assistance, please contact us at **Corporate Markets Web Support**.

## Forgot your Password?

1. Click on 'Account Info' link from the public website



2. The following screen is displayed

## Account Information

Click on the following buttons if you need assistance logging into the secure section of the website:

Forgot Your Username?

Reset Your Password?

If you need further assistance, please contact us at (insert site support email here).

3. Click on the 'Reset Your Password?' button

## Account Information

Click on the following buttons if you need assistance logging into the secure section of the website:

Forgot Your Username?

Reset Your Password?

If you need further assistance, please contact us at (insert site support email here).

#### 4. The following screen appears

### Reset Login Password (Step 1)


- This is the first step in a three step process to reset your password
- Provide the following:
  - **Email Address**--The email address entered must the same one you used for your login account
  - **Agent Number**--Enter a five digit agent number currently associated with your account
  - **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have or cannot determine an agent number, our contact information is below. Please provide your name and email address when contacting us  
**Email:** [cmcweb@sfgmembers.com](mailto:cmcweb@sfgmembers.com)  
**phone:** 833-496-0546

**Email Address** (This is your user ID)

**Agent Number** (Must be currently assigned to your login account)

**CAPTCHA Verification**

(CAPTCHA value - [Click here to request a new CAPTCHA image](#))



#### 5. Type in the following information

- **Email Address**--The email address entered must the same one you used for your login account
- **Agent Number**--Enter a five digit agent number currently associated with your account
- **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below

### Reset Login Password (Step 1)


- This is the first step in a three step process to reset your password
- Provide the following:
  - **Email Address**--The email address entered must the same one you used for your login account
  - **Agent Number**--Enter a five digit agent number currently associated with your account
  - **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have or cannot determine an agent number, our contact information is below. Please provide your name and email address when contacting us  
**Email:** [cmcweb@sfgmembers.com](mailto:cmcweb@sfgmembers.com)  
**phone:** 833-496-0546

**Email Address** (This is your user ID)

**Agent Number** (Must be currently assigned to your login account)

**CAPTCHA Verification**

(CAPTCHA value - [Click here to request a new CAPTCHA image](#))



Annotations:

- Red box: "Type in your email address here" with an arrow pointing to the Email Address input field.
- Red box: "Type in an agent number that is associated with your account" with an arrow pointing to the Agent Number input field.
- Red box: "Type in the CAPTCHA verification code on the screen" with an arrow pointing to the CAPTCHA Verification input field.

6. Click on the 'Submit' button

### Reset Login Password (Step 1)


- This is the first step in a three step process to reset your password
- Provide the following:
  - **Email Address**--The email address entered must be the same one you used for your login account
  - **Agent Number**--Enter a five digit agent number currently associated with your account
  - **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have or cannot determine an agent number, our contact information is below. Please provide your name and email address when contacting us  
**Email:** [cmcweb@sfgmembers.com](mailto:cmcweb@sfgmembers.com)  
**phone:** 833-496-0546

**Email Address** (This is your user ID)

**Agent Number** (Must be currently assigned to your login account)

**CAPTCHA Verification**

(CAPTCHA value - [Click here to request a new CAPTCHA image](#))



Click on the 'Submit' button here

7. The following screen will be displayed

### Reset Login Password (Step 2)

- This is the second step in a three step process to reset your password
- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from. **NOTE:** This code will be needed in order to reset your password on the next page
- Click on the 'Continue' button below to move to the third step

Select how to obtain the verification code

<see screenshots below>

The verification process shown can be any one of the following methods:

*Goggle Authenticator—Enter a single-use code from the mobile app*

### Reset Login Password (Step 2)

- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from.
- This code will be needed in order to reset your password on the next page.

Select how to obtain the verification code

Use token from GOOGLE

*Phone (SMS) Authentication—Enter a single-use code sent to your mobile phone*

**Reset Login Password (Step 2)**

- This is the second step in a three step process to reset your password
- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from. **NOTE:** This code will be needed in order to reset your password on the next page
- Click on the 'Continue' button below to move to the third step

Select how to obtain the verification code

Text (###)###-3738

**Continue**

*Phone (Voice Call) Authentication—Use a phone to authenticate by following voice instructions*

**Reset Login Password (Step 2)**

- This is the second step in a three step process to reset your password
- Below are one or more multi-authentication factor(s) you have assigned to your account
- Select the one that you want to use to obtain a verification code from. **NOTE:** This code will be needed in order to reset your password on the next page
- Click on the 'Continue' button below to move to the third step

Select how to obtain the verification code

Call (###)###-3738

**Continue**

8. Click on the 'Continue' button

9. The following screen displays

**Reset Login Password (Step 3)**

- This is the final step in a three step process to reset your password
- Please enter the verification code you obtained from the method you selected on the previous page. If you are unable to obtain a code, please contact us  
Email: [cm-prt@sfgmembers.com](mailto:cm-prt@sfgmembers.com)  
Phone: 1-833-496-0546
- Your new password must meet the following requirements:
  - Password must be a minimum of 8 characters in length.
  - Password must contain at least 1 lowercase letter(s).
  - Password must contain at least 1 uppercase letter(s).
  - Password must contain at least 1 digit(s).
  - Only the following special characters are allowed: @,!,\$,.,,\_,()
  - Password must not contain any part of your username (ex. if username is 'Smith@domain.com' then password cannot contain 'smith' or 'domain')
  - Password must not contain your first or last name.
- Click on the 'Change Password' button below to complete the password reset process

**Verification Code**

**New Password** (See above for requirements)

**Re-enter New Password**

**Change Password**

- a. Type in your verification code
- b. Type in your new password (must be entered twice), which must follow the password requirements shown on the screen
- c. Click on the 'Change Password' button at the bottom of the screen

10. The following is displayed

### Password Changed

Your password has been successfully changed. Click [here](#) to return to the Pension Home Page.

11. Click on the word 'here' to return to the Home page

12. To clear out the previous information, click on the 'Reset' button

### Reset Login Password (Step 1)

- This is the first step in a three step process to reset your password
- Provide the following:
  - **Email Address**--The email address entered must be the same one you used for your login account
  - **Agent Number**--Enter a five digit agent number currently associated with your account
  - **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have or cannot determine an agent number, our contact information is below. Please provide your name and email address when contacting us  
**Email:** [cmcweb@sfgmembers.com](mailto:cmcweb@sfgmembers.com)  
**phone:** 833-496-0546

**Email Address** (This is your user ID)

hame@domain.com

**Agent Number** (Must be currently assigned to your login account)

**CAPTCHA Verification**

(CAPTCHA value - [Click here to request a new CAPTCHA image](#))



Click on the 'Reset' button here

Submit

Reset

Cancel

13. To cancel re-setting your password and be returned to the Home page, click on the 'Cancel' button

### Reset Login Password (Step 1)


- This is the first step in a three step process to reset your password
- Provide the following:
  - **Email Address**--The email address entered must be the same one you used for your login account
  - **Agent Number**--Enter a five digit agent number currently associated with your account
  - **CAPTCHA Verification**--Enter the CAPTCHA code displayed on the screen below
- Click on the 'Submit Check' button below to move to the second step
- Click on the 'Reset' button to clear out your information
- Click on the 'Cancel' button to cancel the change and be returned from the Home page
- If you do not have or cannot determine an agent number, our contact information is below. Please provide your name and email address when contacting us  
**Email:** [cmcweb@sfgmembers.com](mailto:cmcweb@sfgmembers.com)  
**phone:** 833-496-0546

**Email Address** (This is your user ID)

**Agent Number** (Must be currently assigned to your login account)

**CAPTCHA Verification**

(CAPTCHA value - [Click here to request a new CAPTCHA image](#))



Click on the 'Cancel' button here

Submit Reset Cancel

## Logout

1. Click on the 'Logout' link



2. The following screen appears

### Logged Out

You have been successfully logged out. Click [here](#) to return to the Corporate Markets Home Page.

3. Click on the 'here' link to be returned to the Corporate Markets Home Page

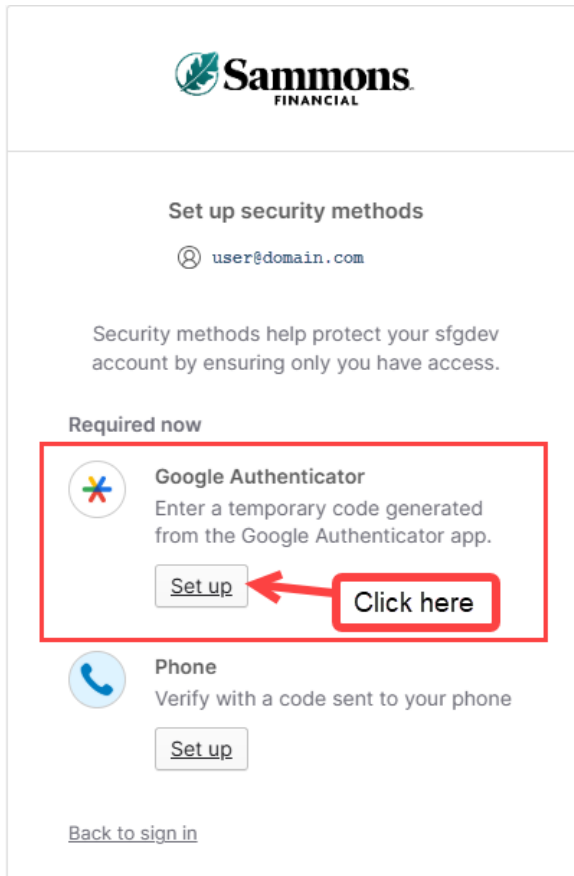
### Logged Out

You have been successfully logged out. Click [here](#) to return to the Corporate Markets Home Page.

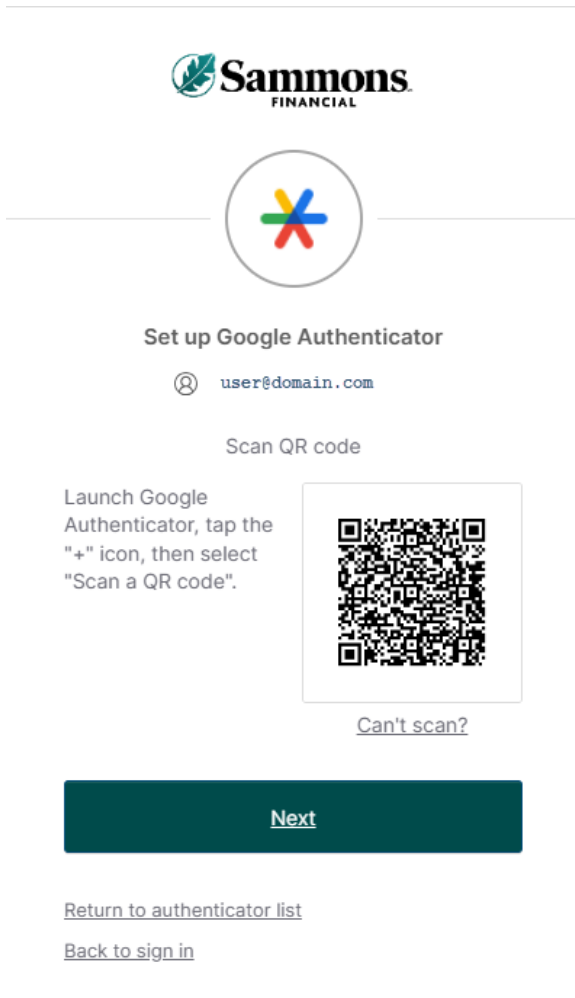
# Appendix A—Authentication Methods

## Google Authenticator

1. From the authentication screen, click on the 'Setup' button underneath the Google Authenticator method



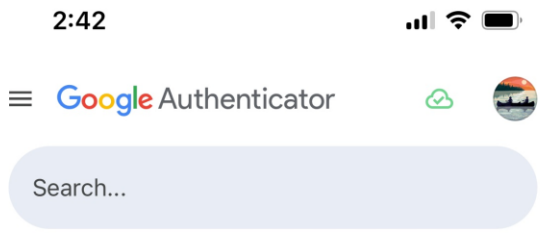
2. The following screen appears



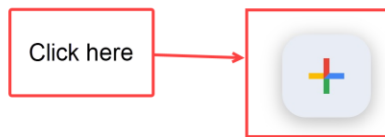
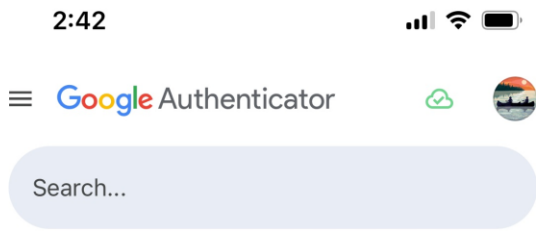
**NOTE:** Please note that you will need to download the Google Authenticator app to your mobile device before proceeding with the next steps

3. Open Google Authenticator

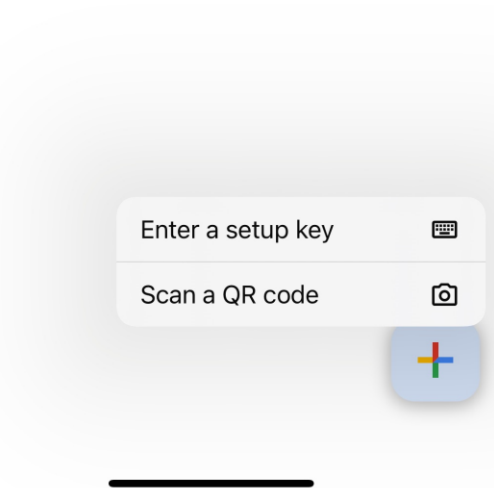
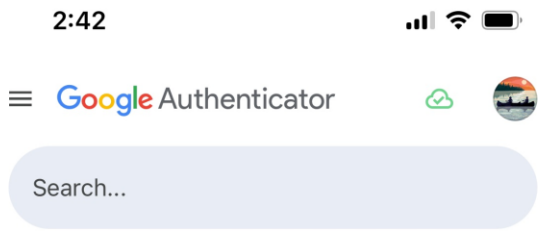
4. The following screen appears on your mobile device



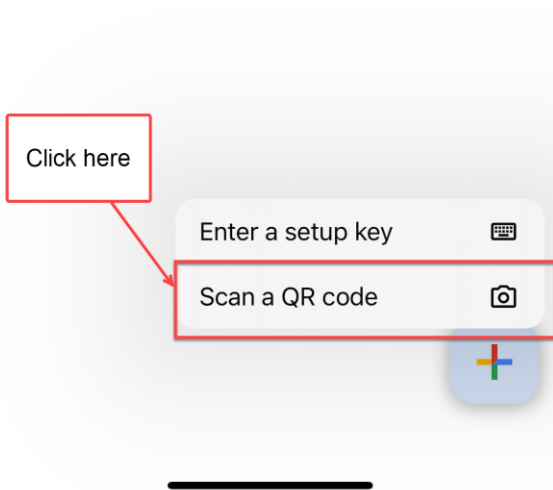
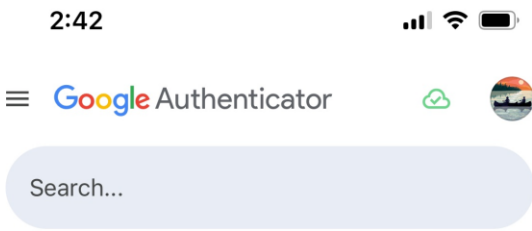
5. Click on the '+' sign shown on the bottom right of the screen of your mobile device



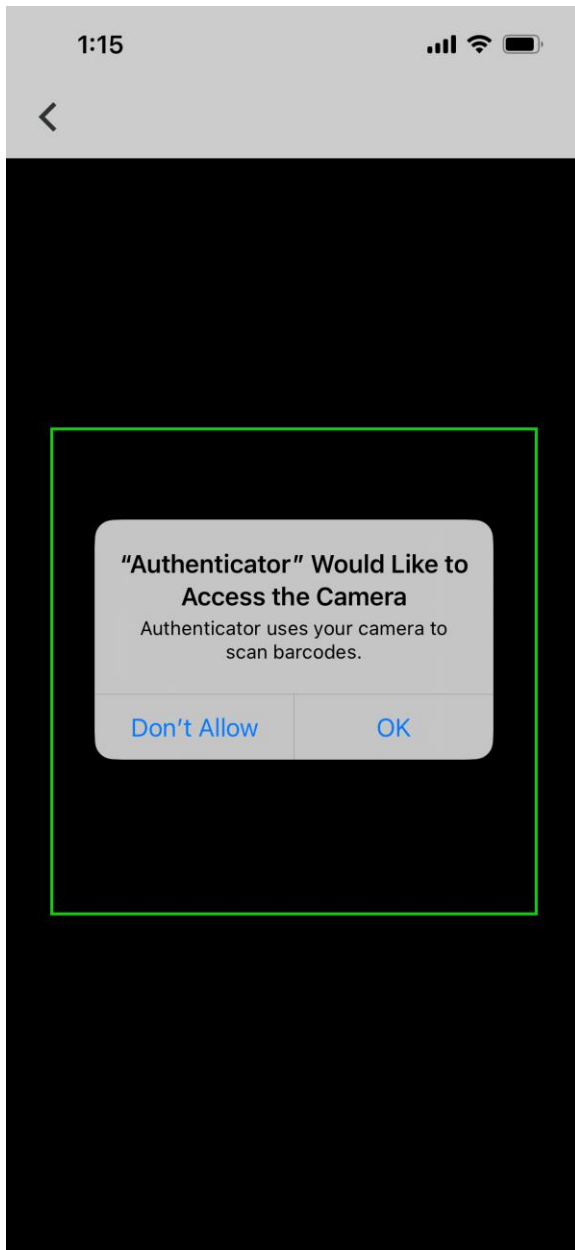
6. The following pop-up box displays



7. Click on 'Scan a QR code'

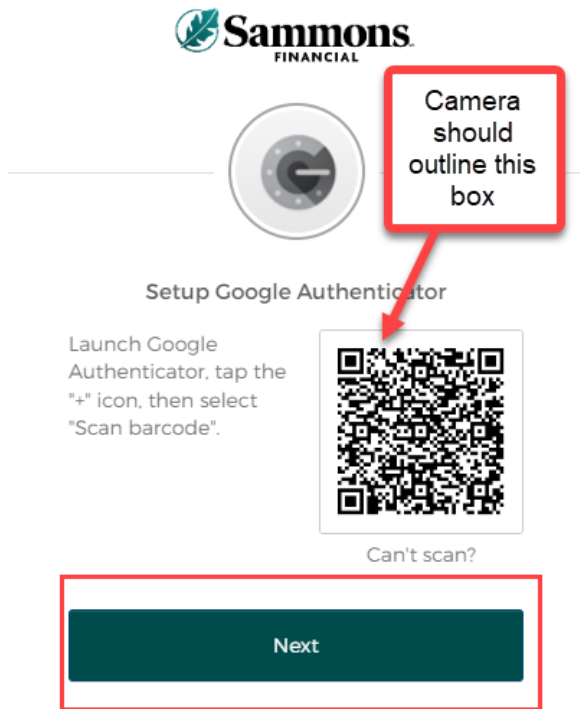


8. This will open the camera on your mobile device



9. Scan the code displayed on your browser
- a. Select 'OK'
  - b. The camera will have a green box on it

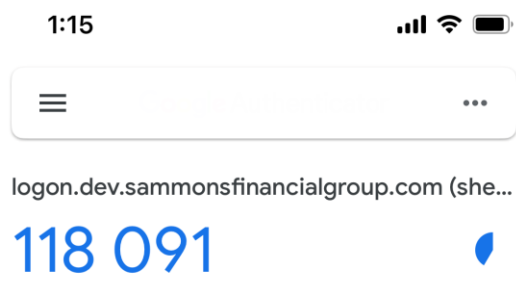
10. Return to your browser screen which should be displaying the following screen



11. Move your camera so that the green box is outlined around the code shown above



- a. Click on the 'Next' button
- b. Return to Google Authenticator on your mobile device

12. A code should appear on the application



13. Return to your browser

14. Type the code that is displayed in Google Authenticator into the box shown on the following screen

Setup Google Authenticator


Enter code displayed from the application

Enter Code


  

15. Click on the 'Verify' button

16. The following screen will be displayed


  

Set up security methods

 user@domain.com

Security methods help protect your sfgdev account by ensuring only you have access.

Optional

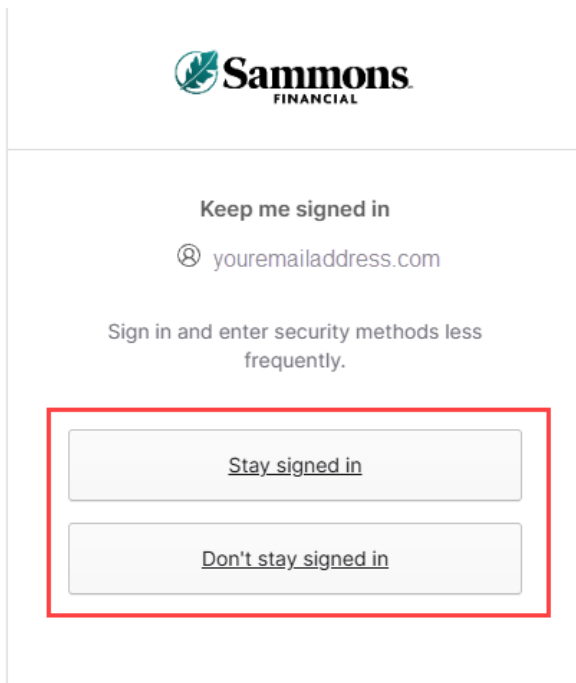
 **Phone**  
Verify with a code sent to your phone

[Back to sign in](#)

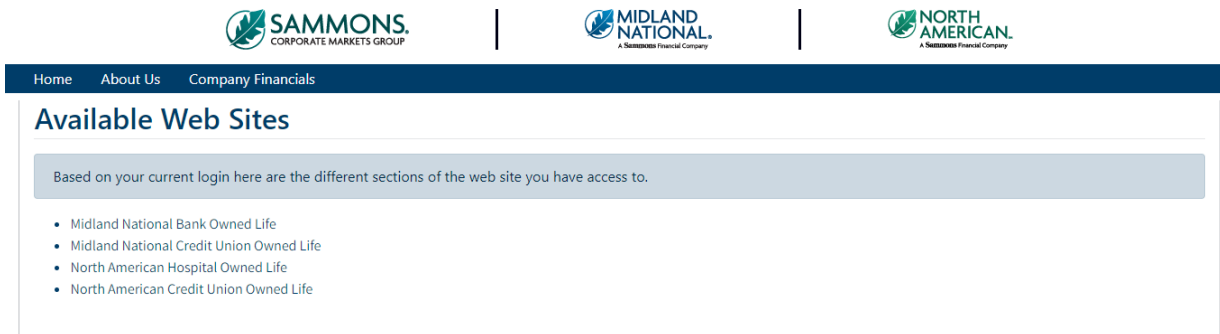
17. Click on the 'Continue' button

18. The following screen will be displayed



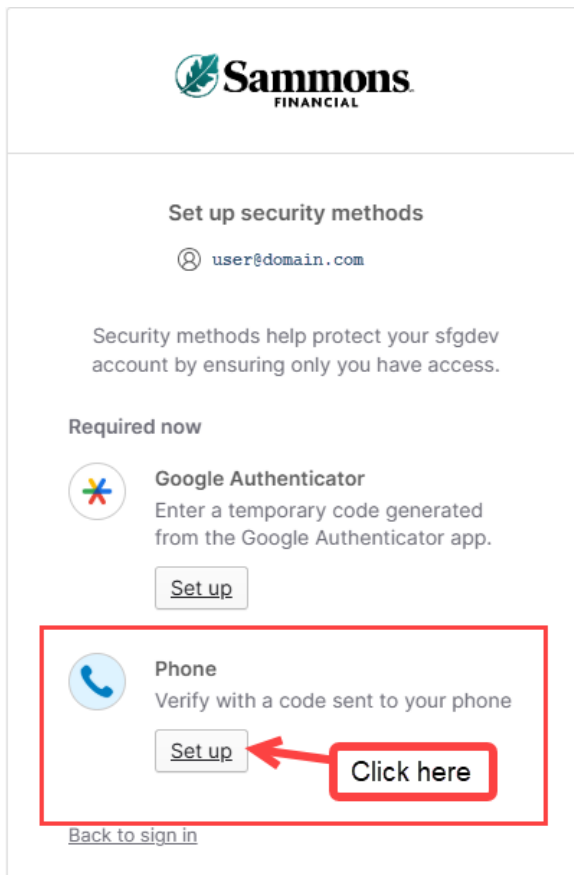
- a. If you want the browser to remember your authentication, click on 'Stay signed in'
- b. If you don't want the browser to remember your authentication, click on 'Don't stay signed in'

19. Once you have completed the multifactor authentication, the following screen will be displayed





## Phone (SMS) Authentication


1. From the authentication screen, click on the 'Setup' button underneath the Phone Authentication method



2. The following screen display is displayed



**Set up phone authentication**

 user@domain.com

Enter your phone number to receive a verification code via SMS.

SMS  
 Voice call

**Country/region**

United States ▼

**Phone number**


+1

**Receive a code via SMS**


[Return to authenticator list](#)  
[Back to sign in](#)

3. Type in the phone number of your mobile device and click on the 'Receive a code via SMS' button  
**NOTE:** 'SMS' refers to getting a text message on your mobile device

**Sammons**  
FINANCIAL



**Set up phone authentication**

 user@domain.com

Enter your phone number to receive a verification code via SMS.

SMS  
 Voice call

**Country/region**  
United States ▼

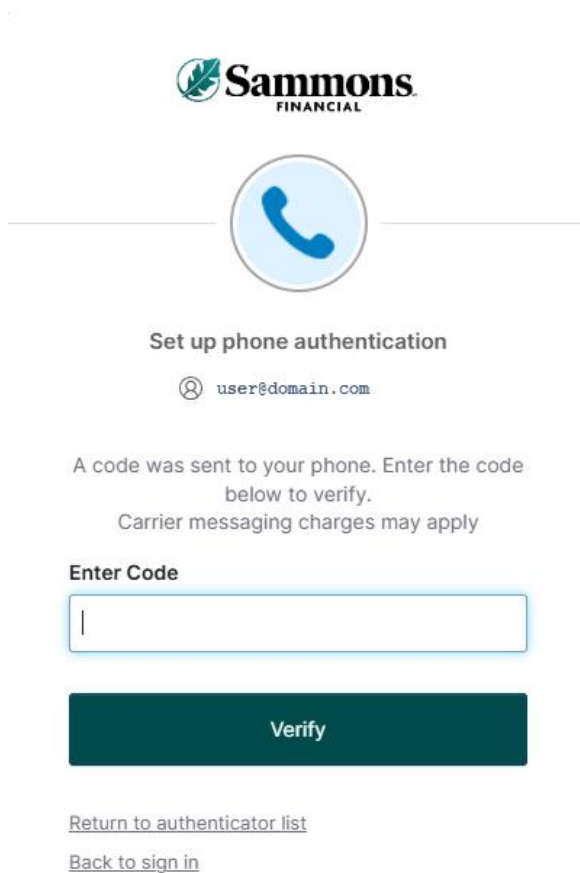
**Phone number**  
+1

**Receive a code via SMS**

[Return to authenticator list](#)  
[Back to sign in](#)

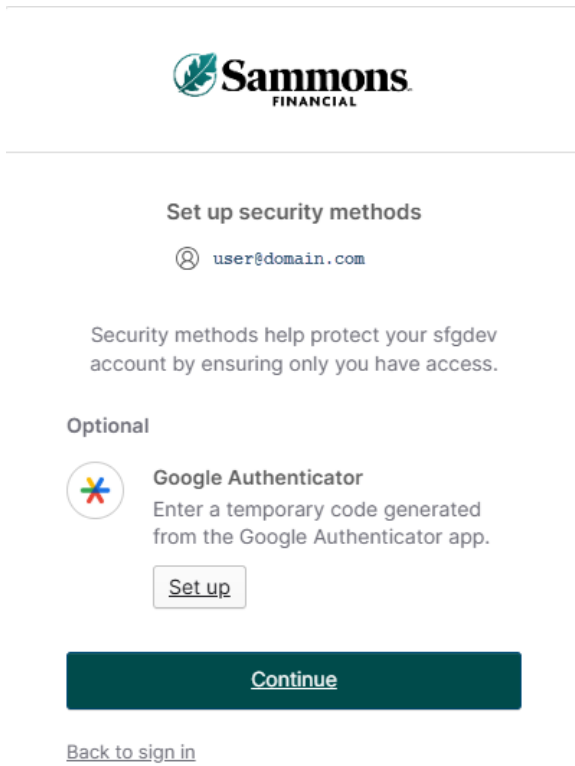
4. A text message will be sent to your mobile device containing a code

5. After clicking on the 'Receive a code via SMS' button above, the following screen will be displayed

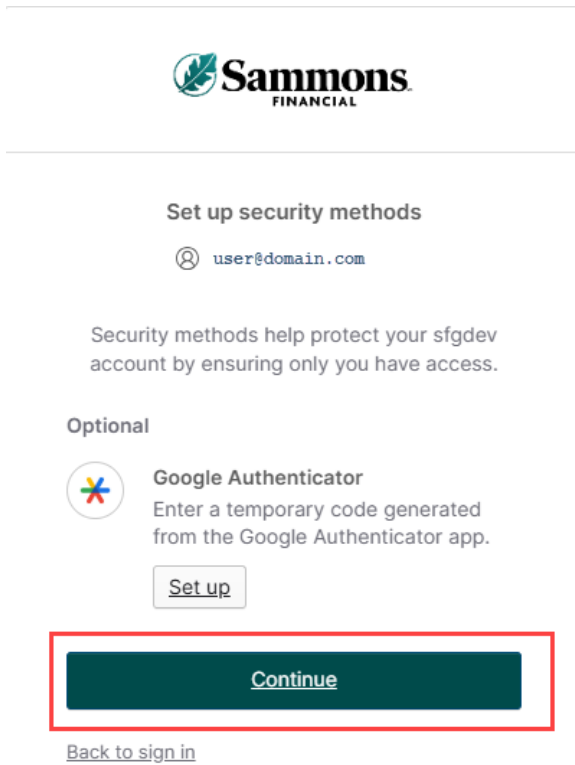


6. Type the code that was sent to your mobile device in the 'Enter Code' field
7. Click on the 'Verify' button

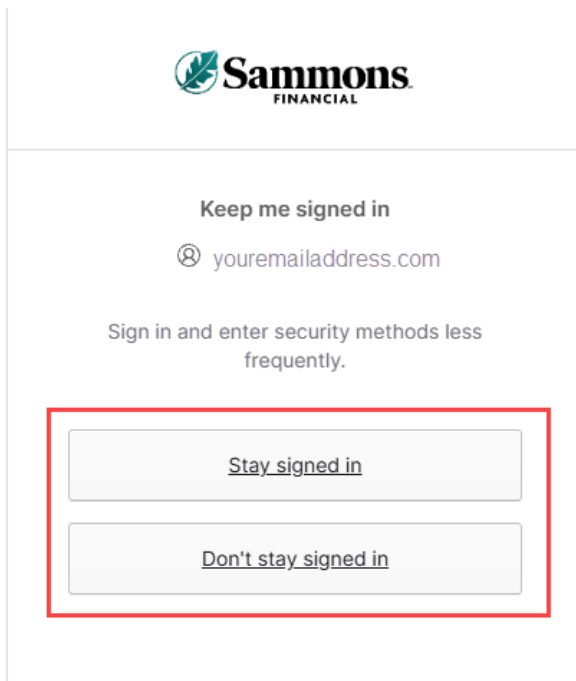
8. The following screen will be displayed



9. Click on the 'Continue' button

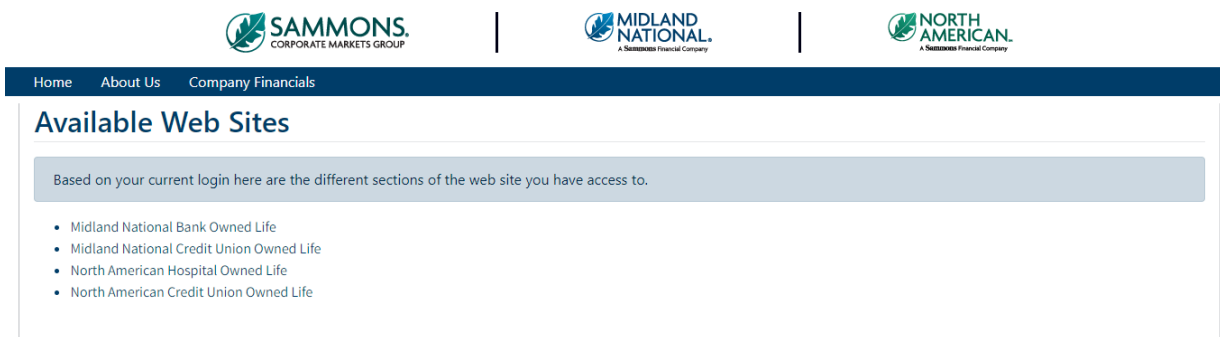


10. The following screen will be displayed




- a. If you want the browser to remember your authentication, click on 'Stay signed in'
- b. If you don't want the browser to remember your authentication, click on 'Don't stay signed in'

11. Once you have completed the multifactor authentication, the following screen will be displayed




## Phone (Voice) Authentication

1. From the authentication screen, click on the 'Setup' button underneath the Phone Authentication method




**Set up security methods**


 user@domain.com

Security methods help protect your sfgdev account by ensuring only you have access.

**Required now**

 **Google Authenticator**  
Enter a temporary code generated from the Google Authenticator app.



[Set up](#)

 **Phone**  
Verify with a code sent to your phone


[Set up](#) **Click here**

[Back to sign in](#)

2. The following screen display is displayed



**Set up phone authentication**

 user@domain.com

Enter your phone number to receive a verification code via SMS.

SMS  
 Voice call

**Country/region**  
United States ▼

**Phone number**  
+1

**Receive a code via SMS**

[Return to authenticator list](#)  
[Back to sign in](#)

3. Select the 'Voice Call' radio button



### Set up phone authentication

 user@domain.com

Enter your phone number to receive a verification code via SMS.

SMS

Voice call

#### Country/region

United States ▼

#### Phone number



+1

Receive a code via SMS


[Return to authenticator list](#)

[Back to sign in](#)

4. The following screen is displayed



**Set up phone authentication**

 user@domain.com

Enter your phone number to receive a verification code via voice call.

SMS

Voice call

**Country/region**

United States ▼

**Phone number**

+1



**Extension**

**Receive a code via voice call**


[Return to authenticator list](#)

[Back to sign in](#)

5. Type in the phone number to be used for contact and click on the 'Receive a code via voice call' button



**Set up phone authentication**

 user@domain.com

Enter your phone number to receive a verification code via voice call.

SMS

Voice call

**Country/region**

United States ▼

**Phone number**

+1

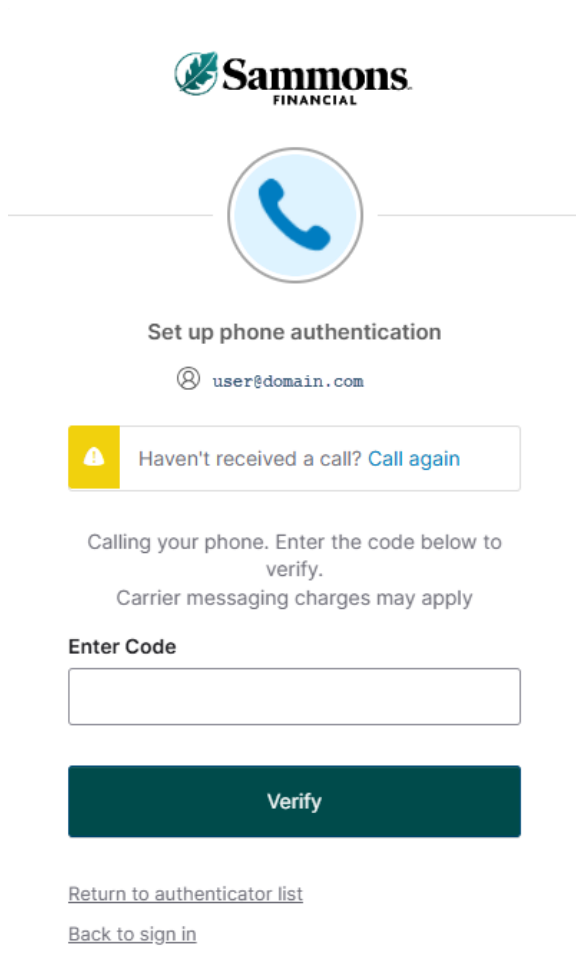
**Extension**

**Receive a code via voice call**

[Return to authenticator list](#)

[Back to sign in](#)

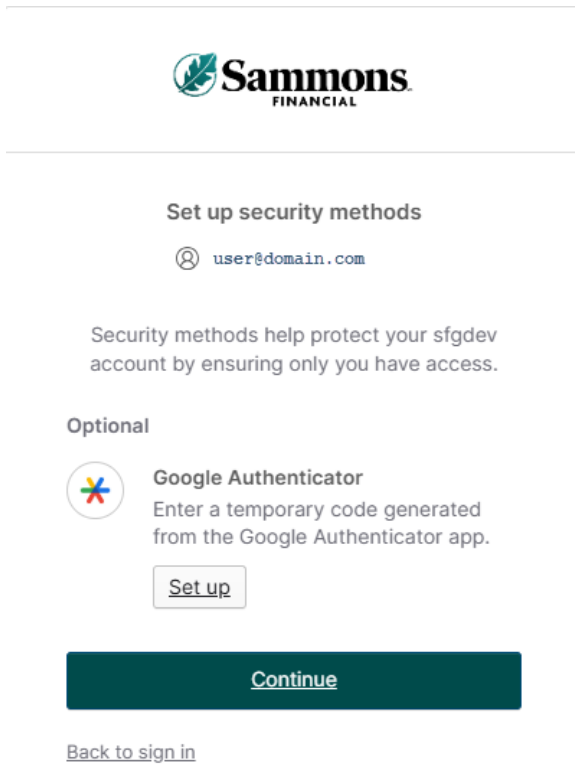
6. The following screen will be displayed



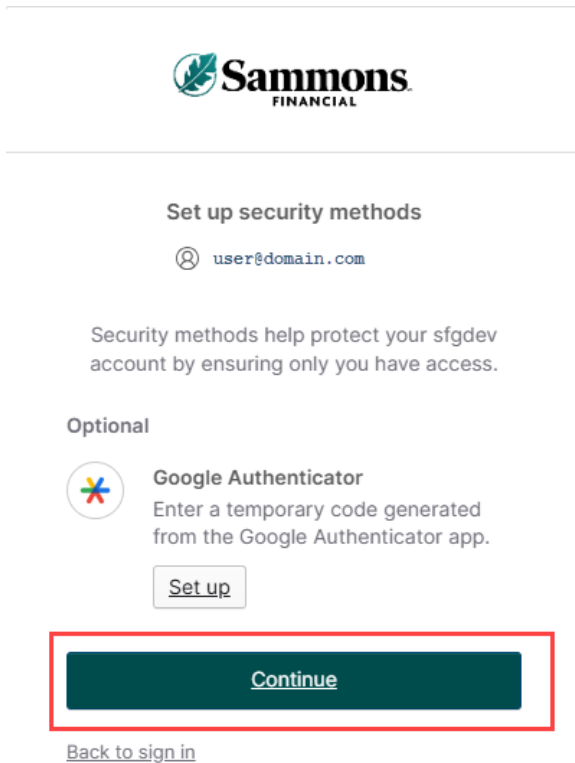
The screenshot shows the Sammons Financial logo at the top. Below it is a circular icon with a blue telephone handset. The main heading is "Set up phone authentication". Underneath, there is a user email address "user@domain.com" with a small person icon to its left. A yellow warning box contains a bell icon and the text "Haven't received a call? [Call again](#)". Below this, the text reads "Calling your phone. Enter the code below to verify." and "Carrier messaging charges may apply". There is a label "Enter Code" above a text input field. A dark green "Verify" button is positioned below the input field. At the bottom, there are two links: "[Return to authenticator list](#)" and "[Back to sign in](#)".

7. You will receive a call on your phone that will provide a code via an automated voice
8. Type the code provided by the automated voice on your phone call in the 'Enter Code' field
9. Click on the 'Verify' button

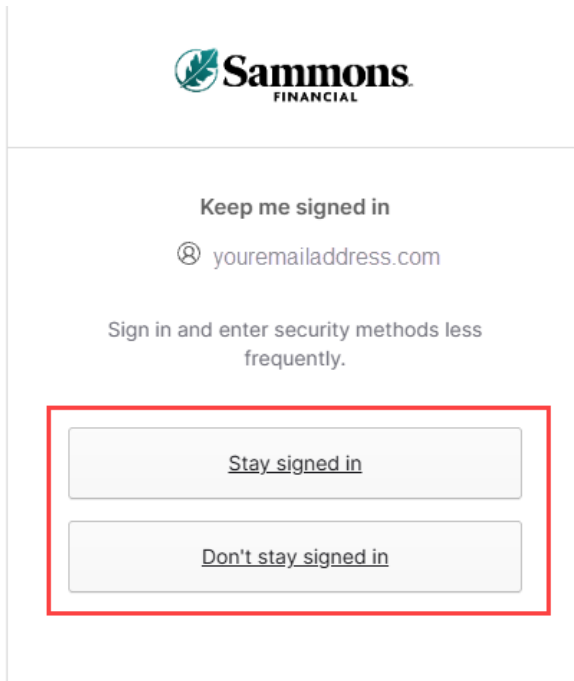
10. The following screen will be displayed



11. Click on the 'Continue' button



12. The following screen will be displayed



- a. If you want the browser to remember your authentication, click on 'Stay signed in'
- b. If you don't want the browser to remember your authentication, click on 'Don't stay signed in'

13. Once you have completed the multifactor authentication, the following screen will be displayed

