

Registering for your MyPortal Account



Registration overview

- 1** Go to american-equity.com, move your cursor over the **LOGIN** option, then select **CLIENT**.
- 2** You will be redirected to the MyPortal Log In screen. Click **New user? Register now** near the bottom of the screen.
- 3** Under Contract Owner, select the **Sign Up** option for the account that you need.
- 4** We'll ask for some information that we need to create your account. Complete each field, then click **Next**.
- 5** Enter your email address, create your password, and click **Register** to set up your account!
- 6** On the Log In screen, proceed by entering your Username (email address) and the password you created when registering.
- 7** Lastly, you'll need to set up multi-factor authentication (MFA).

Let's look at each step in more detail below. If you need help at any point, please call our Customer Excellence department at 1-888-221-1234.

Getting to the Registration screen

1

Visit american-equity.com, and click **LOGIN**.

- The **LOGIN** option will be towards the top-right of our website's main page.
- Hover over it and click **CLIENT** to go to the MyPortal Log In screen.



2

Click **New user? Register now.**

Log In

Username

Password

Keep me signed in

Sign In

Forgot password?

New user? Register now

3

Towards the left side of the Log In screen, you'll see the Contract Owner section.

Choose one of the **Sign Up** options in this section so we know what information we need to register your account. Once you choose an option, you'll be taken to the Registration screen!



Contract Owner

Quickly find the financial information you need about your annuity contract.

Sign Up

Entity Sign Up

Sign Up

Click this option if you are registering an account for an annuity in your name.

Entity Sign Up

Click this option if you are registering an account for an annuity in the name of a trust, corporation, or other non-living, legal entity.




Completing the Registration screen

Enter in all of the information that we're requesting. Whether you're registering for a personal account or an entity account, it is important that the information you enter matches the information on the annuity application. We won't be able to link you to your account if something doesn't match.

Personal



Create your account to access our new and improved client portal.

First Name	Last Name
Date of Birth 	Phone Number
Zip Code	Last Four of SSN 
Contract # 	
<input type="button" value="Next"/>	

Entity



Create your account to access our new and improved client portal.

First Name	Last Name
Phone Number	Last Four of TIN 
Contract # 	
<input type="button" value="Next"/>	

Here are some things to be mindful of when you're adding your information:

- Your Date of Birth should follow the MM/DD/YYYY format (ex: 05/01/1980)
- Your contract number is located on your copy of the contract
- You can only enter one contract number on this screen.

When you're done, click **Next**.

Creating your password/Logging in

On this screen, you'll enter the email address that you want to be used as your account username, then create your password.



The screenshot shows the American Equity registration page. At the top is the American Equity logo and the text "Create your account to access our new and improved client portal." Below this are four input fields: "Email" and "Confirm Email" (both containing "joe.smith@americequity.com"), "Password" (with a red eye icon), and "Re-type Password" (with a red eye icon). Below the password fields are five green checkmarks indicating password requirements: "8 characters or more", "Lowercase letter", "Uppercase letter", "Number", and "Symbol". At the bottom is a large red "Register" button.

- 1 We have some password requirements to help protect your account. Your password must:
 - be eight characters or more
 - have at least one lowercase letter
 - have at least one uppercase letter
 - have at least one number
 - have at least one symbol
- 2 When you're done, click **Register**. You'll get a message thanking you for registering with a link back to the Log In screen.

Back on the Log In screen, your username will be the email address that you used to register. Enter it and the password that you created, then click **Sign In**.



Log In

Username

Password

Sign In

[Forgot password?](#)

[New user? Register now](#) 

- 1 Email address you used to register
- 2 The password you created
- 3 Click **Sign In**
- 4 Set up multi-factor authentication (MFA)

Setting up Multi-Factor Authentication During MyPortal Registration

One of the last steps in registering for a MyPortal account is setting up multi-factor authentication (MFA). To authenticate, you'll choose a method to receive a code from us, then you'll enter the code into MyPortal. The steps to set up each authentication method are listed in the sections below.

App considerations:

- When setting up an authenticator app, you'll need to set up the app on a device other than what you've been using to register. For example, if you've been registering on a laptop, you have to set up the app on a phone or other device besides the laptop. After you set up the app, you can use the same device to sign in and authenticate.
- MyPortal only shows and links to the Google Authenticator app, but you can also use the Microsoft Authenticator app. Follow the steps in the Microsoft Authenticator App section below to set it up.
- If you don't have the Google or Microsoft Authenticator app, you can download them for free from the Google Play or App Store.

Google Authenticator App

- In MyPortal, click **Set up** under Authenticator App, then again under Google Authenticator.
- Choose your **device type**, then click **Next**. MyPortal will show a screen with a QR code.
- On a separate device that has the app installed, open the app, and link it to an existing Google account or select **Authenticate without an account**.
- Click **Add a code**, then **Scan a QR code**. Use the device's camera to scan the QR code shown in MyPortal.
- The app is now linked to MyPortal, and a code will display in the app.
- In MyPortal, click **Next** on the screen with the QR code. Enter the code from the app, and click **Verify**.
- You'll be redirected back to the Set up multifactor authentication screen. There will be a check mark next to Google Authenticator.

Microsoft Authenticator App

- In MyPortal, click **Set up** under Authenticator App, then again under Google Authenticator.
- Choose your **device type**, then click **Next**. MyPortal will show a screen with a QR code.
- On a separate device that has the app installed, open the app, and click the **+ icon** towards the top-right of the screen.
- Select the type of account to add. You'll see a pop-up after selecting one. On the pop-up, choose **Scan QR code**.
- Use the device's camera to scan the QR code shown in MyPortal.
- The app is now linked to MyPortal, and a code will display in the app.
- In MyPortal, click **Next** on the screen with the QR code. Enter the code from the app, and click **Verify**.
- You'll be redirected back to the Set up multifactor authentication screen. There will be a check mark next to Google Authenticator.

Phone consideration:

- The phone number you enter must be for a device capable of receiving text messages or phone calls.

SMS Authentication (Text)

- In MyPortal, click **Set up** under Phone, then again under SMS Authentication.
- Choose the country for your phone number from the drop-down menu if it is not a U.S. phone number.
- Enter your phone number where asked, then click **Send Code**.
- MyPortal will send a code to the phone number you provided via text message.
- Enter the code in MyPortal where asked, then click **Verify**.
- You'll be redirected back to the Set up multifactor authentication screen. There will be a check mark next to SMS Authentication.

Voice Call Authentication

- In MyPortal, click **Set up** under Phone, then again under Voice Call Authentication.
- Choose the country for your phone number from the drop-down menu if it is not a U.S. phone number.
- Enter your phone number and extension, if applicable, where asked.
- Click the red Call button, and you will receive a phone call from MyPortal. An automated system will repeat a code twice.
- Enter the code in MyPortal where asked, then click **Verify**.
- You'll be redirected back to the Set up multifactor authentication screen. There will be a check mark next to Voice Call Authentication.

You can set up multiple methods before you finish registering your account. When you're done, click **Finish** to review our Terms of Use and begin exploring all that your account has to offer!