

# Macquarie Authenticator for your clients



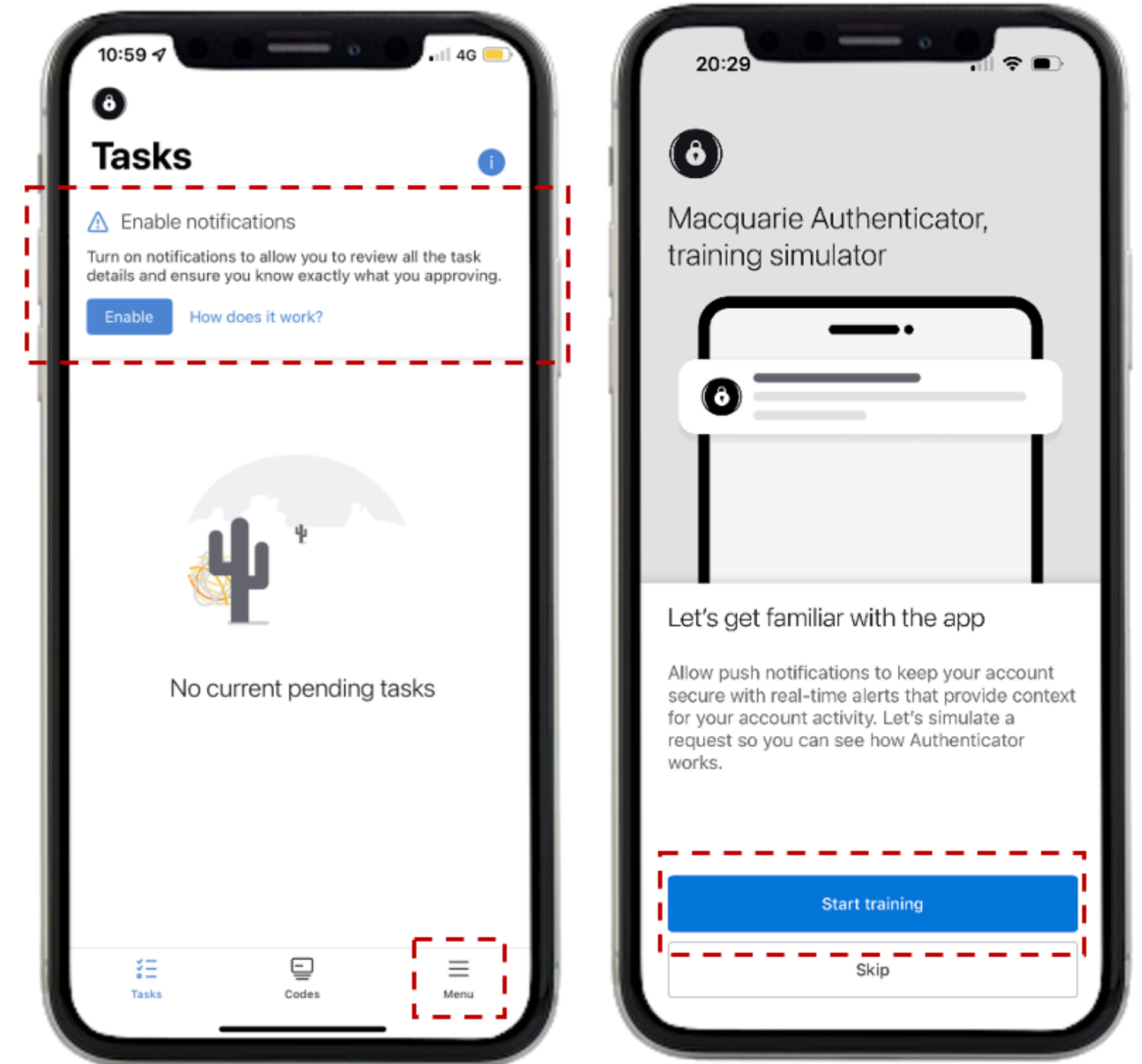
Integrating Macquarie Authenticator into your clients' experience can make authorisations fast, digital, simple, and secure.

If your client is showing as having Macquarie Authenticator installed and **you're still not able to initiate a payment request** in Adviser Online, simply ask your client to:

1. Open the Macquarie Authenticator app and select **enable notifications** to turn on push notifications.
2. Select **menu**, then **help & support**, then **training simulator** to receive a sample push notification and approve a test request just like they would a real one (it takes less than 30 seconds).



You may not be able to initiate a payment request in Adviser Online if your client has not registered for the Macquarie Authenticator app and completed the training simulation.



For urgent assistance, please call us on 1800 806 310, Monday to Friday, 9am-5pm (Sydney time) and select option 1 from the menu, then option 1 again, and then option 2.