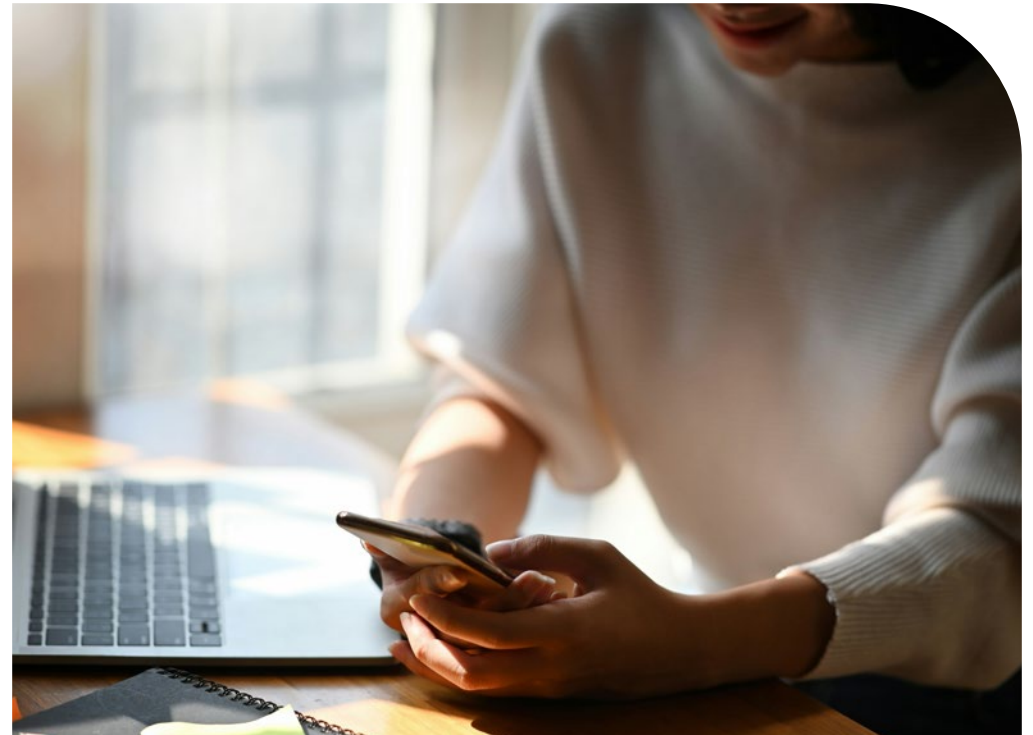


Multi-factor authentication

Client Portal

SMS authentication method Installation guide



SMS authentication method



When you first log into the Client Portal, you will be prompted to set up multi-factor authentication (MFA).

Set-up takes just a few minutes.

1

Activation of the Client Portal

 The visual changes we have made in no way affect your online experience. Sign in using your regular username utilisant votre nom d'utilisateur et mot de passe habituels.

Username

Next

Forgot your username?

Create an account

Step 1

Enter your username.

Click on "Next."

 The visual changes we have made in no way affect your online experience. Sign in using your regular username and password.

Username

Password

Sign In

Forgot your password?

[Back to sign in](#)

Step 2

Enter your password.

Click on "Sign in."

You must enable Multi-Factor Authentication (MFA) to add an additional layer of security when logging into your account.

Please select the authentication factor you would like to use

 **SMS Authentication** •
Enter a single-use code sent to your mobile phone.

Choose

 **Voice Call Authentication**
Use a phone to authenticate by following voice instructions.

Choose

Step 3

Select SMS authentication.

Click on "Choose."

2

Enter your phone number

Your phone number will be used to receive your unique security code via SMS, allowing you to log in.

Canada

Phone number

+1

Send code

Back

Step 1

Select your country.

Enter your mobile phone number.

Canada

Phone number

+1

Send code

Back

Step 2

Click on "Send code."

Enter Code

Verify

Back

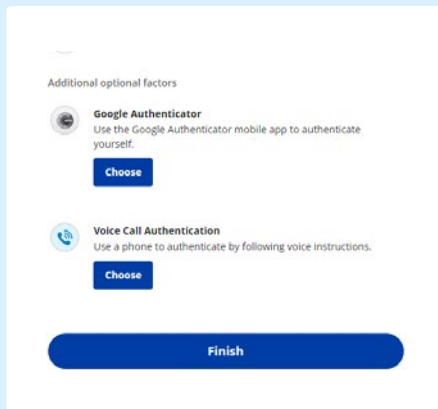
Step 3

Enter the code.

Click on "Verify."

3

Redirect to the configuration page



Additional optional factors

Google Authenticator
Use the Google Authenticator mobile app to authenticate yourself.
[Choose](#)

Voice Call Authentication
Use a phone to authenticate by following voice instructions.
[Choose](#)

[Finish](#)

You have now completed the SMS Authentication set-up and will be taken back to the configuration page.

You can choose to set up an additional MFA method or click on **"Finish"** to continue to your Client Portal.

Click on **"Finish."**



Going forward, when you log into the Client Portal, you may be prompted to provide a unique security code, which will be sent through SMS (text message).

