MULTI-FACTOR AUTHENTICATION (MFA) – CLIENT PORTAL

Google Authenticator App
Installation Guide

Investia
Financial Services Inc.

GOOGLE AUTHENTICATOR APP

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

To set up this authentication method, you will need to download the Google Authenticator app on your mobile device.
Once downloaded follow the steps below.

 Download on the App Store

 GET IT ON Google Play

SET-UP TAKES JUST A FEW MINUTES

Step 1

On your computer, go to **Client Portal** and enter your **Username.** Then click on **Next.**
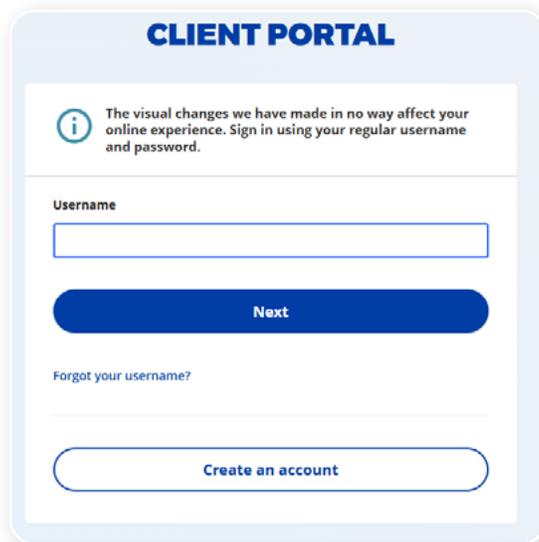
Step 2

Enter your **Password**. Then click on **Sign In**.
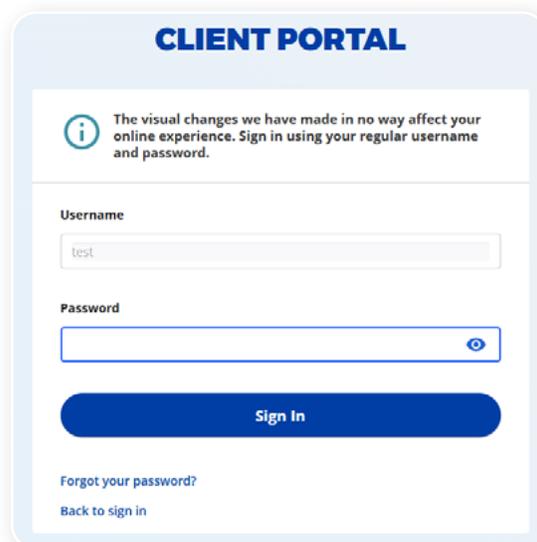
Step 3

Click on the **Choose** button in the Google Authenticator section.
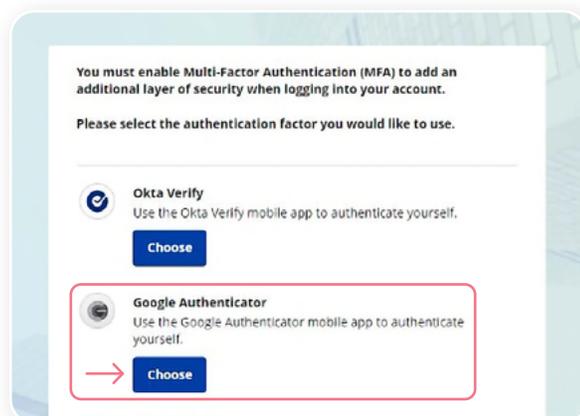
Step 4

Next, you will be asked to **select your device type**, either iPhone or Android. Then, select **Next.**
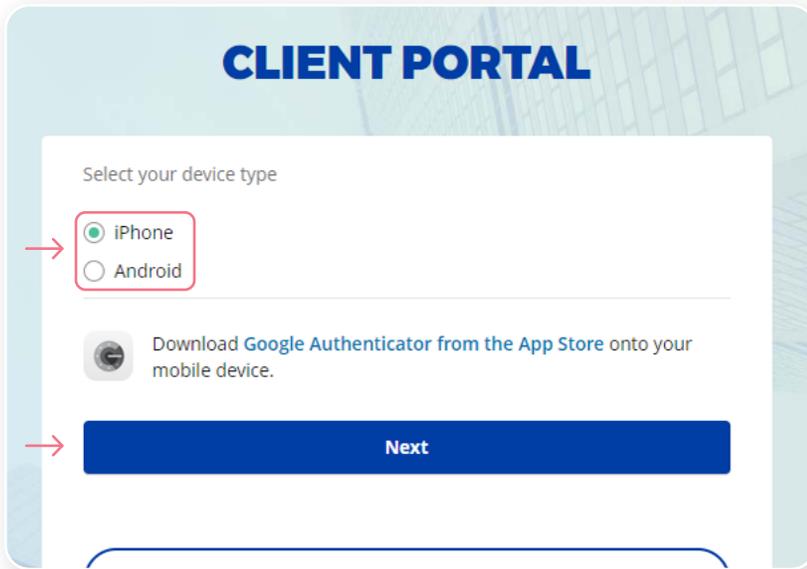
Step 5

Once you have selected your device type, you will be asked to launch the Google Authenticator app on your mobile device to add an account.
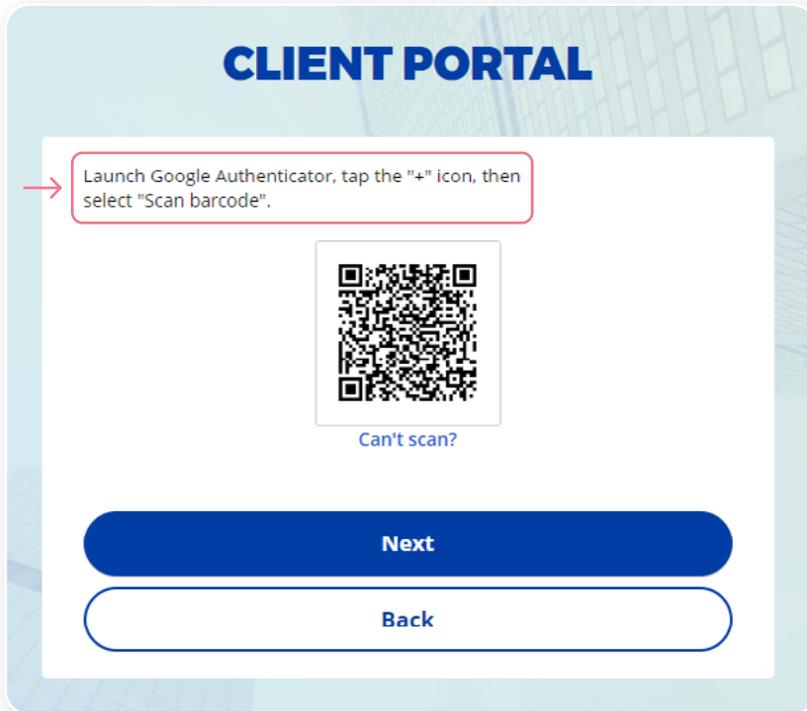
## Step 6

On your mobile device, launch the Google Authenticator app and set up an account for the Client Portal.

New Google Authenticator App user

Click on the **Get started** button.
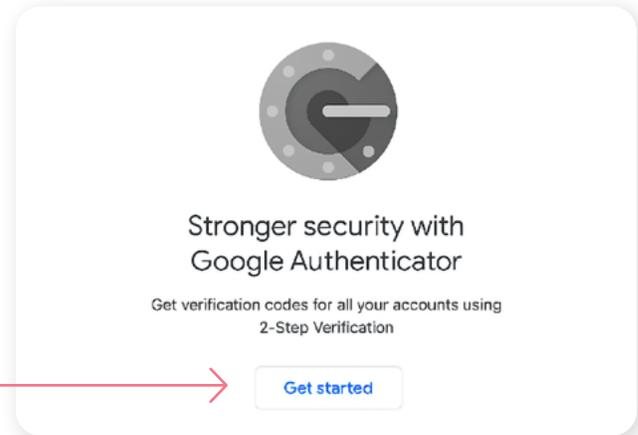
Then, select **Scan a QR code.**
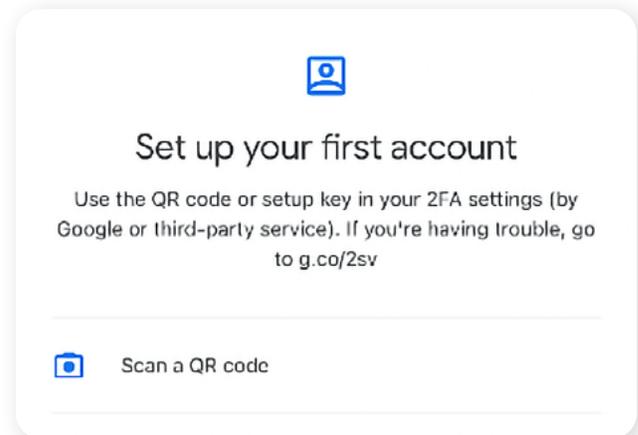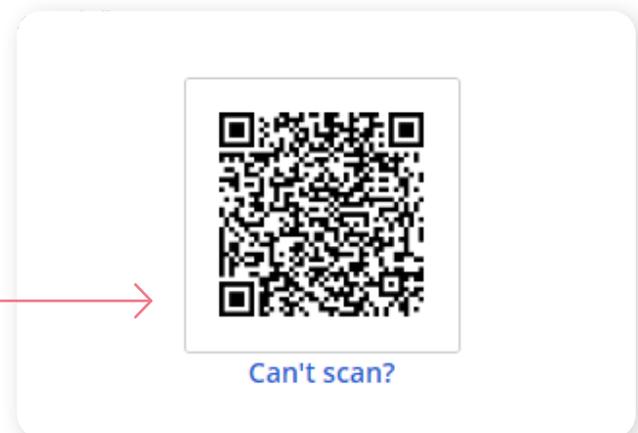
Next, **scan the QR code** that is displayed on your computer screen.

*This screen may appear differently depending on whether you are using the iOS or Android App

Step 6

On your mobile device, launch the Google Authenticator app and set up an account for the Client Portal.

Already a Google Authenticator App user

Click on the '**+**' sign button in the bottom right corner of your device.
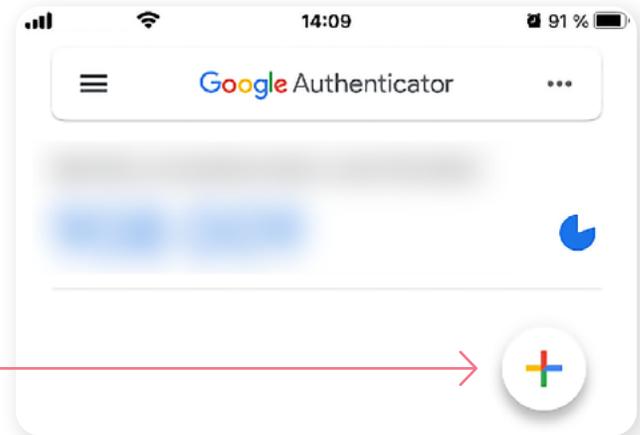
Then, select **Scan a QR code.**
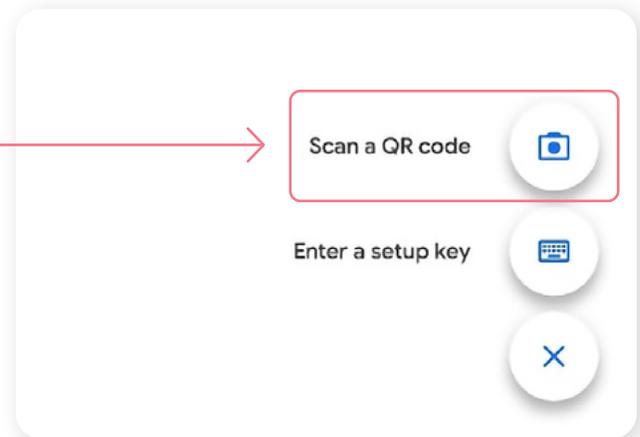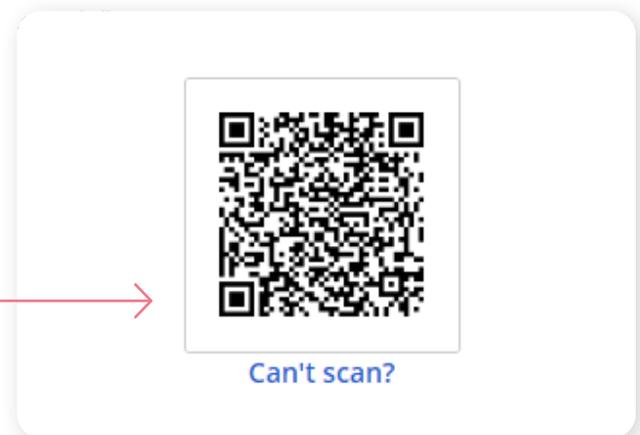
Next, **scan the QR code** that is displayed on your computer screen.

*This screen may appear differently depending on whether you are using the iOS or Android App

Step 7

Once you have scanned the QR code, click **Next**.
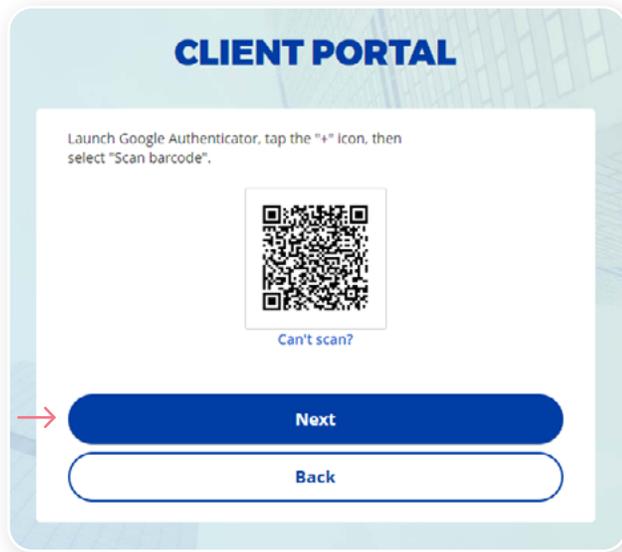
Step 8

In the Google Authenticator app, a temporary **6-digit code** will appear, which you will need to enter through the Authentication screen in the Client Portal. Then, click **Verify**.
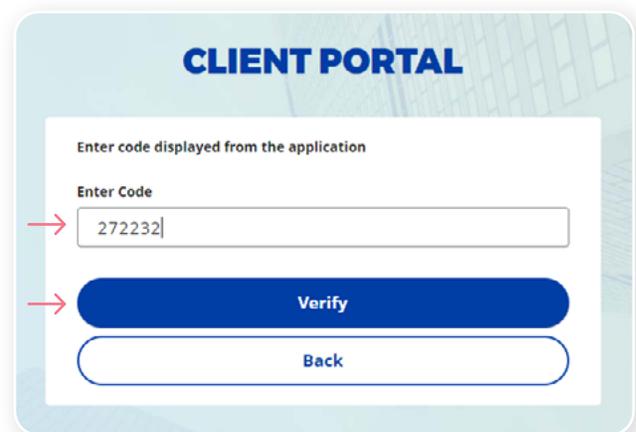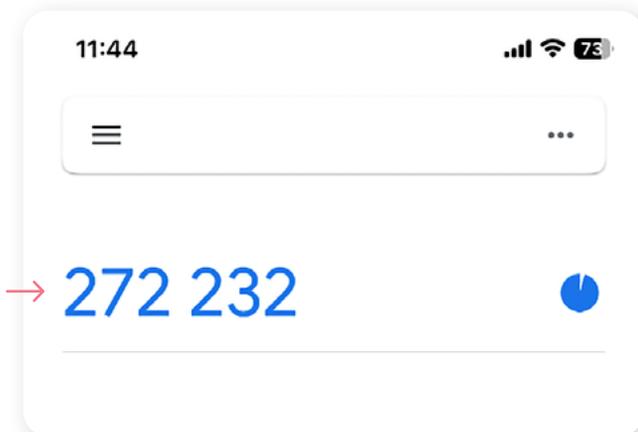
Step 9

You have now completed the Google Authenticator 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.
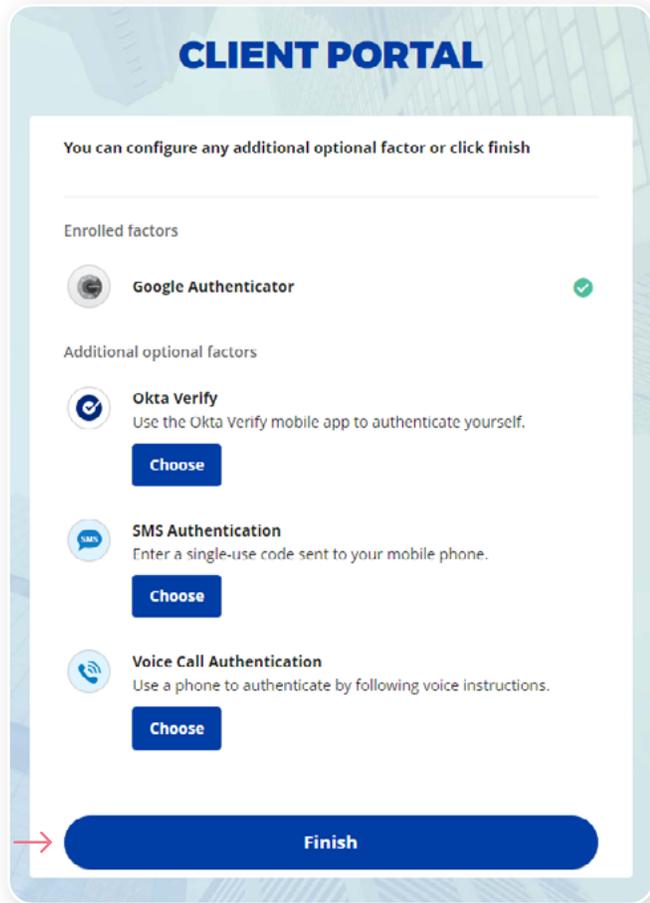
You must keep the Google Authenticator app on your mobile device for future logins into the Client Portal, as you may be prompted to provide a unique security code which will be generated in the Google Authenticator app.
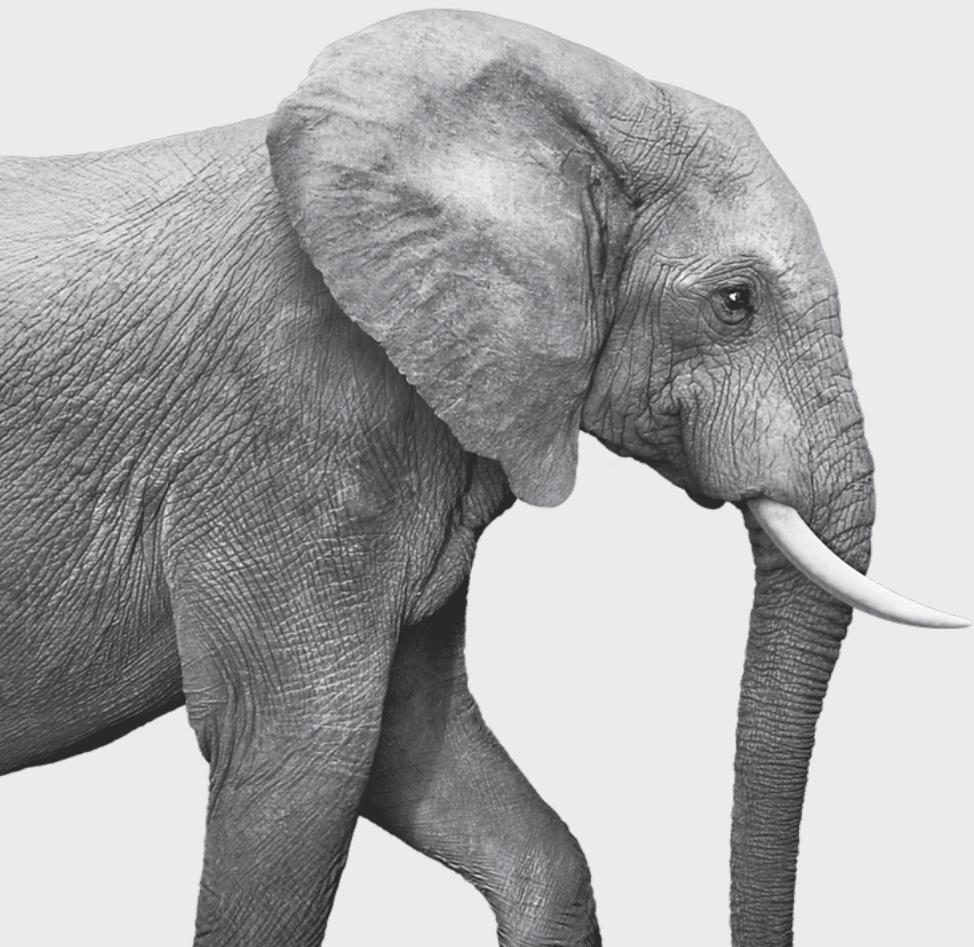
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