



# MULTI-FACTOR AUTHENTICATION (MFA) – CLIENT PORTAL



Google Authenticator App  
Installation Guide



# 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.



## SET-UP TAKES JUST A FEW MINUTES

### Step 1

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

The screenshot shows the 'CLIENT PORTAL' login interface. At the top, a message states: 'The visual changes we have made in no way affect your online experience. Sign in using your regular username and password.' Below this is a 'Username' label and an empty text input field. A blue 'Next' button is positioned below the input field. At the bottom, there is a link for 'Forgot your username?' and a 'Create an account' button.

### Step 2

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

The screenshot shows the 'CLIENT PORTAL' login interface at the password entry stage. It includes the same top message as Step 1. Below the 'Username' field, which now contains the text 'test', is a 'Password' label and an empty password input field with an eye icon for toggling visibility. A blue 'Sign In' button is located below the password field. At the bottom, there are links for 'Forgot your password?' and 'Back to sign in'.

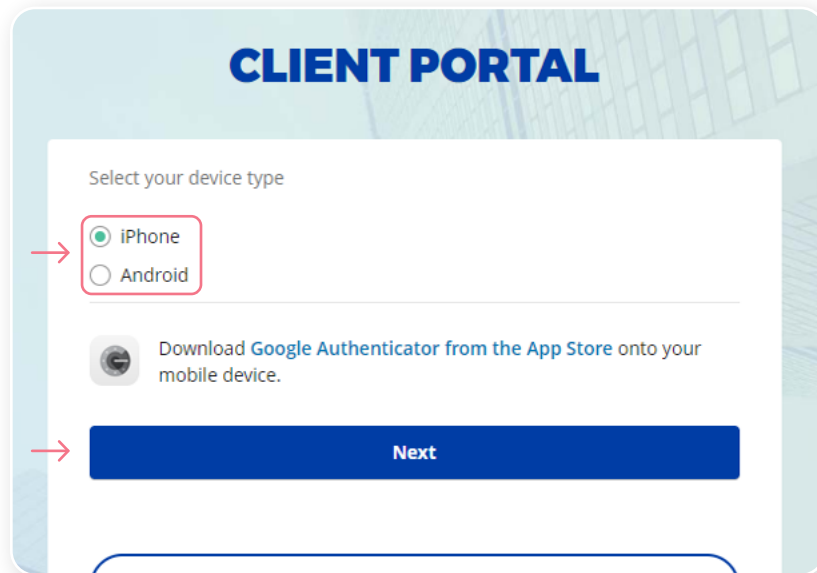
### Step 3

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

The screenshot displays the MFA setup screen. It begins with a message: 'You must enable Multi-Factor Authentication (MFA) to add an additional layer of security when logging into your account.' This is followed by the instruction: 'Please select the authentication factor you would like to use.' Two options are listed: 'Okta Verify' (with a 'Choose' button) and 'Google Authenticator' (with a 'Choose' button). The 'Google Authenticator' option is highlighted with a red rectangular box and a red arrow pointing to its 'Choose' button.

## Step 4

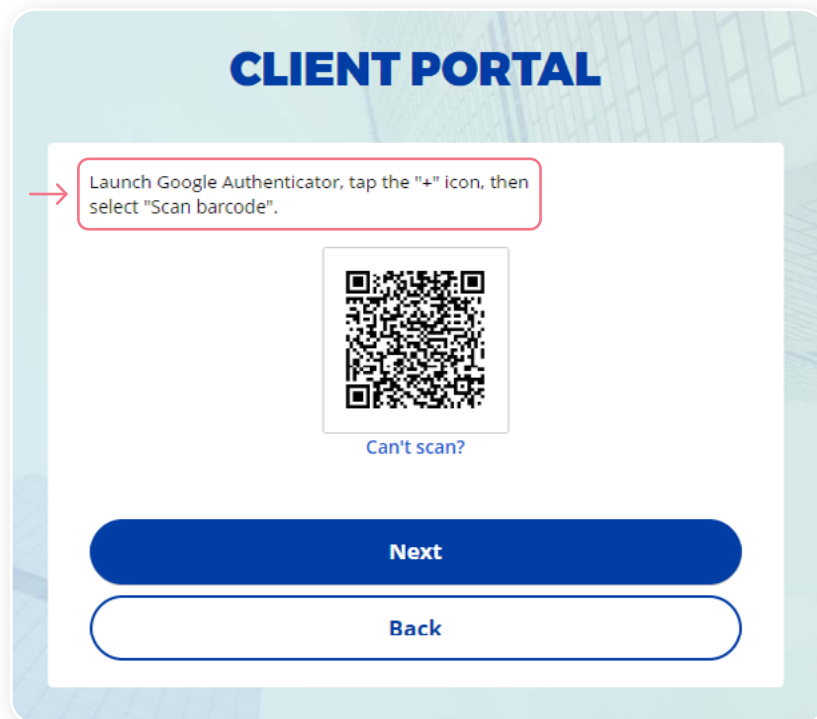
Next, you will be asked to **select your device type**, either iPhone or Android. Then, select **Next**.



The screenshot shows the 'CLIENT PORTAL' interface with a white card titled 'Select your device type'. Inside the card, there are two radio button options: 'iPhone' (which is selected and highlighted with a red box and an arrow) and 'Android'. Below these options is a small icon of a mobile device and the text 'Download Google Authenticator from the App Store onto your mobile device.' At the bottom of the card is a large blue button labeled 'Next', which is also highlighted with a red box and an arrow.

## 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.



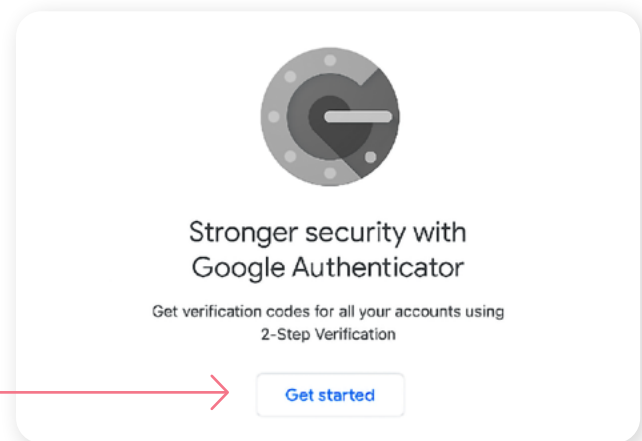
The screenshot shows the 'CLIENT PORTAL' interface with a white card. A red box and arrow point to the instruction: 'Launch Google Authenticator, tap the "+" icon, then select "Scan barcode".' Below this instruction is a QR code. Underneath the QR code is the text 'Can't scan?'. At the bottom of the card are two buttons: a large blue button labeled 'Next' and a white button with a blue border labeled 'Back'.

## Step 6

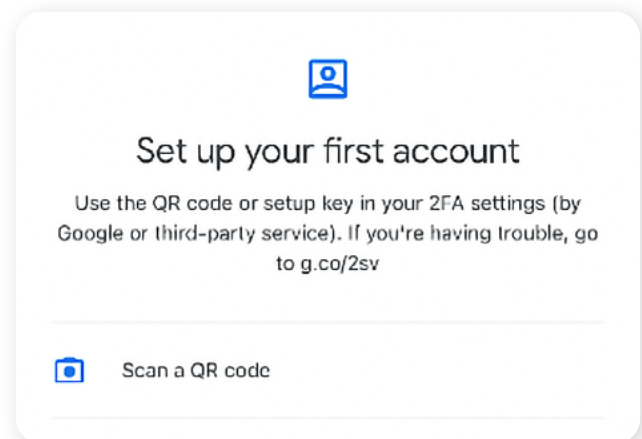
On your mobile device, launch the Google Authenticator app and set up an account for the Client Portal.

### New Google Authenticator App user

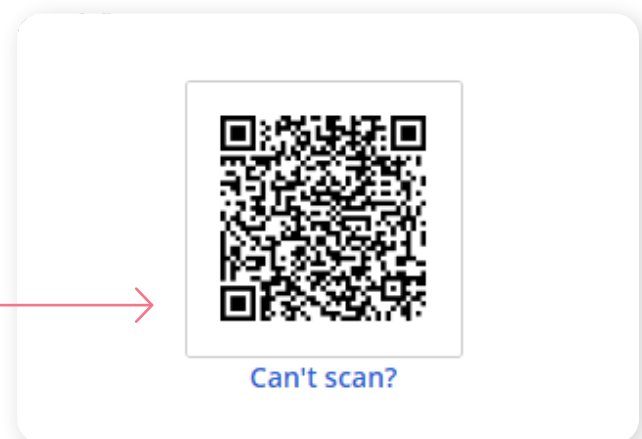
Click on the **Get started** button.



Then, select **Scan a QR code**.



Next, **scan the QR code** that is displayed on your computer screen.



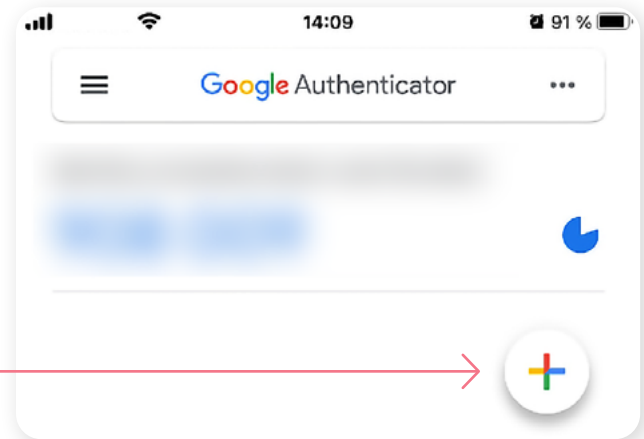
\*This screen may appear differently depending on whether you are using the iOS or Android App

## Step 6

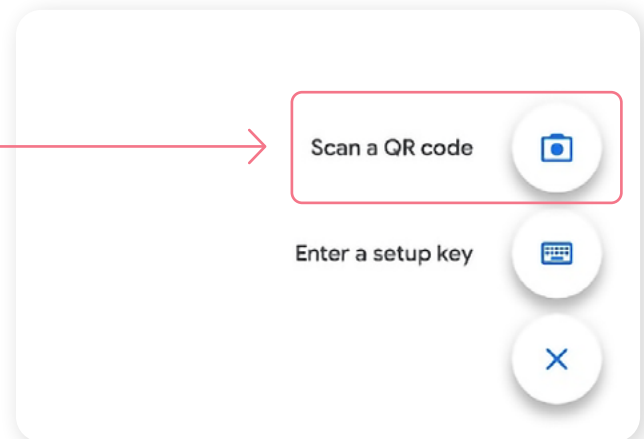
On your mobile device, launch the Google Authenticator app and set up an account for the Client Portal.

### Already a Google Authenticator App user

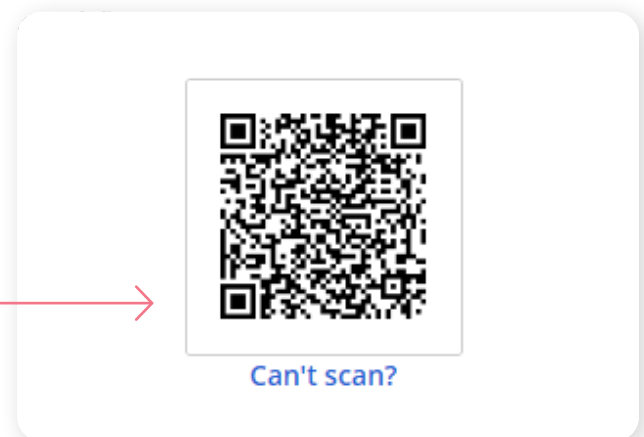
Click on the '+' sign button in the bottom right corner of your device.



Then, select **Scan a QR code**.



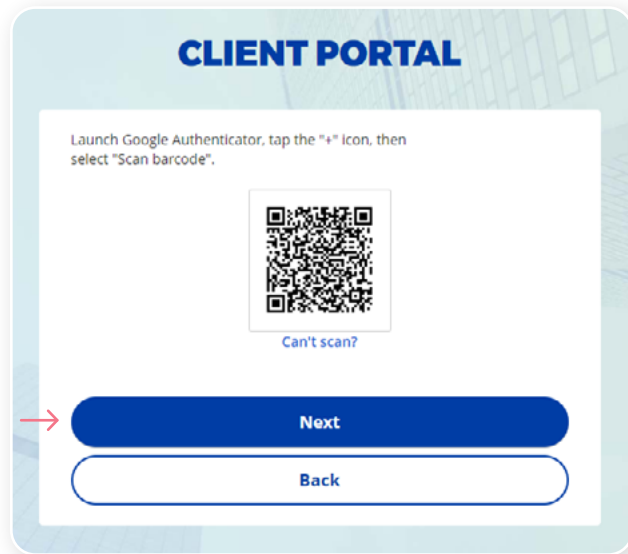
Next, **scan the QR code** that is displayed on your computer screen.



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

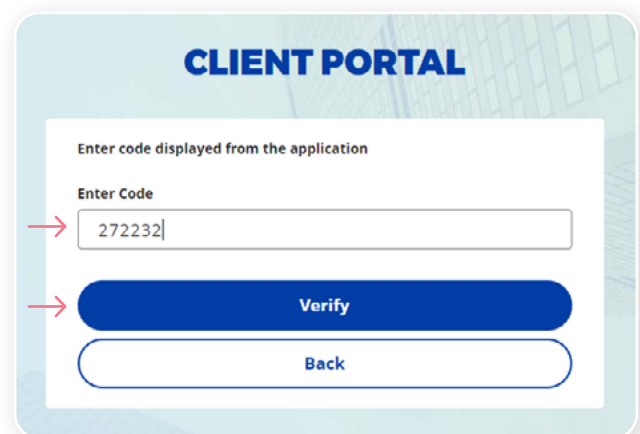
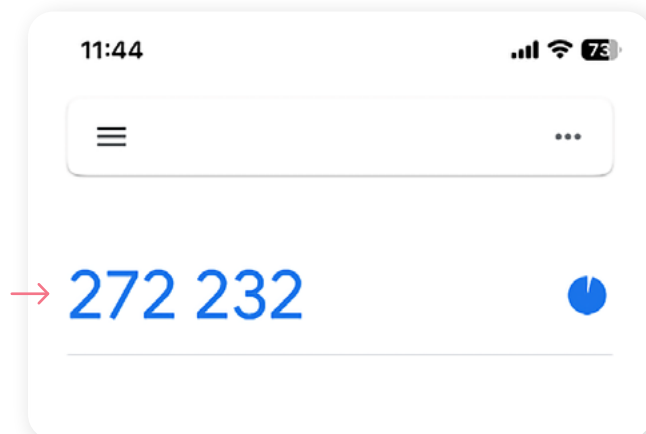
## Step 7

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



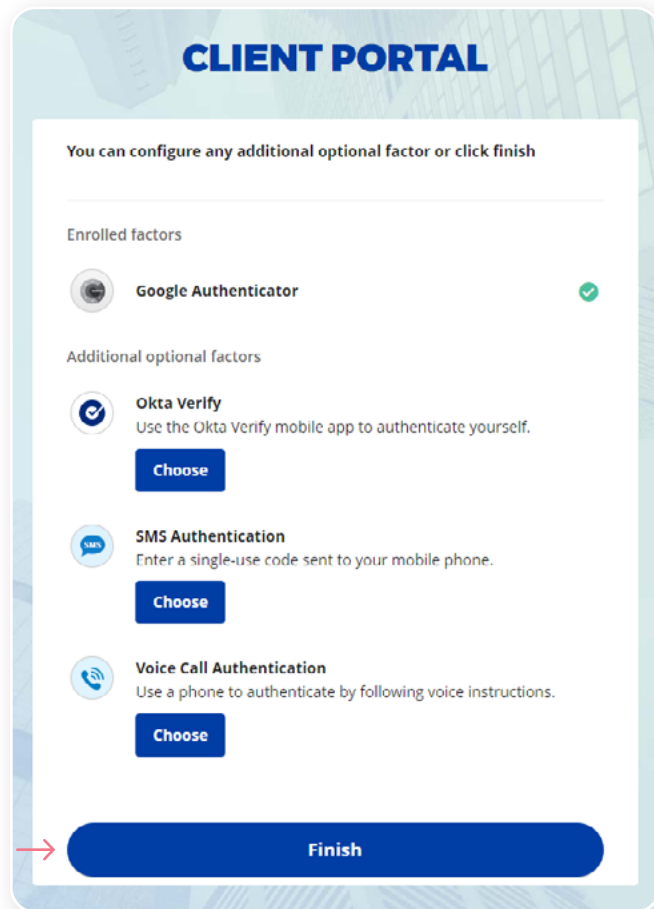
## Step 8

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**.



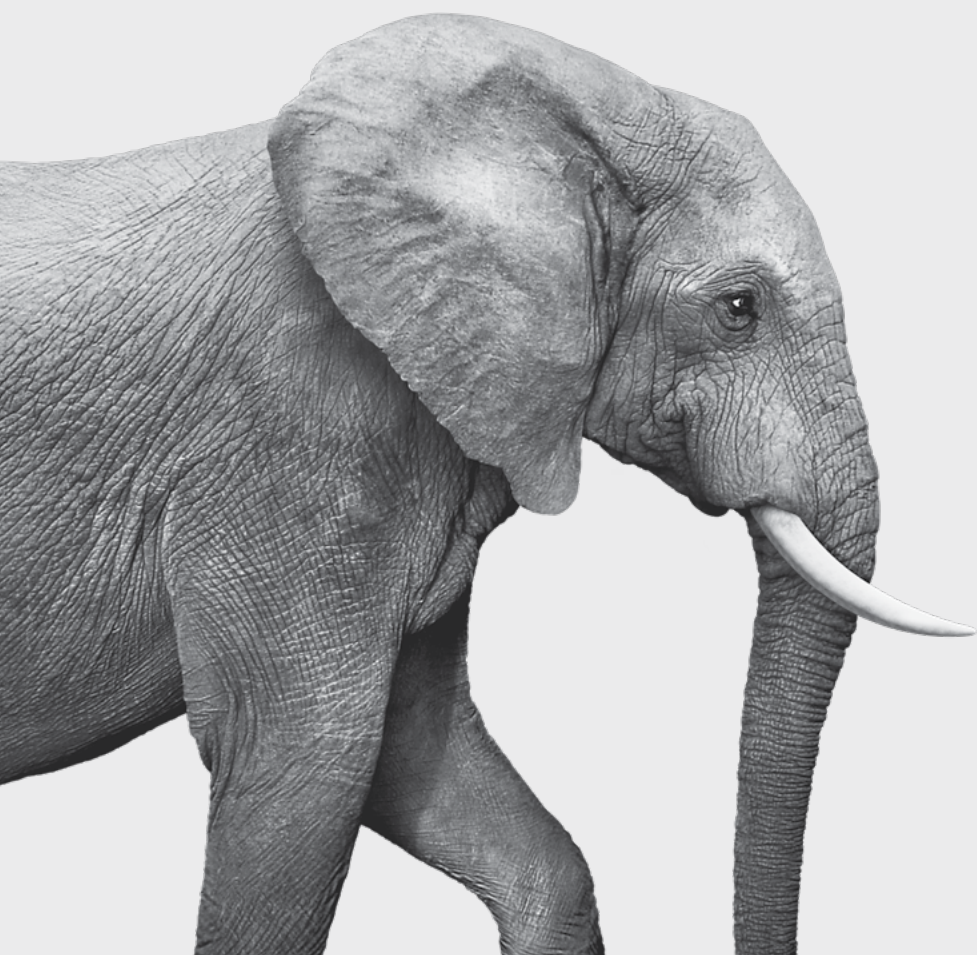
## Step 9

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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