



# MULTI-FACTOR AUTHENTICATION (MFA) – CLIENT PORTAL



Okta Verify App  
Installation Guide



# OKTA VERIFY 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 Okta Verify 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**.

### Step 2

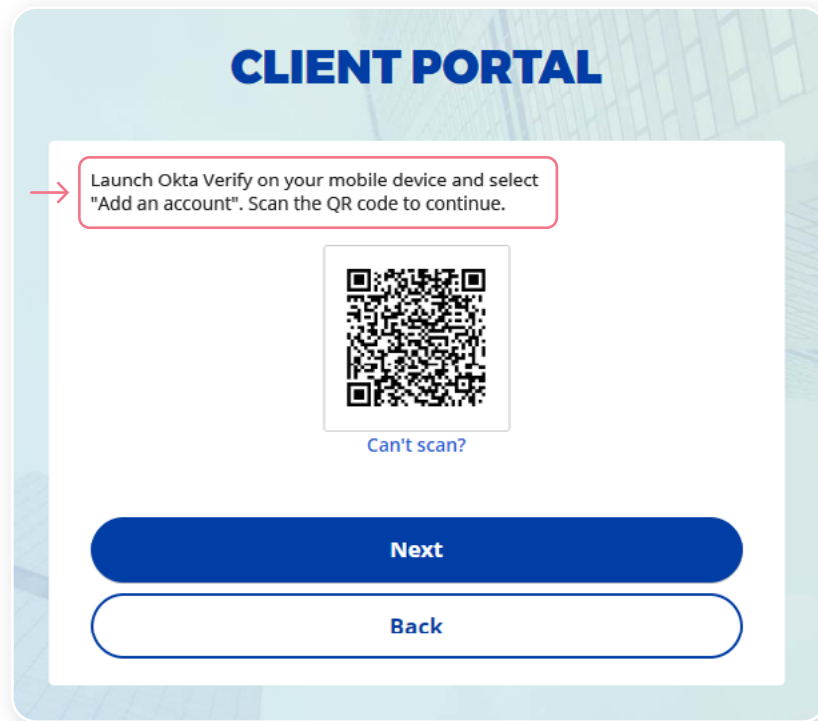
Enter your **Password**. Then click on **Sign In**.

### Step 3

Click on the **Choose** button in the Okta Verify section.

## Step 4

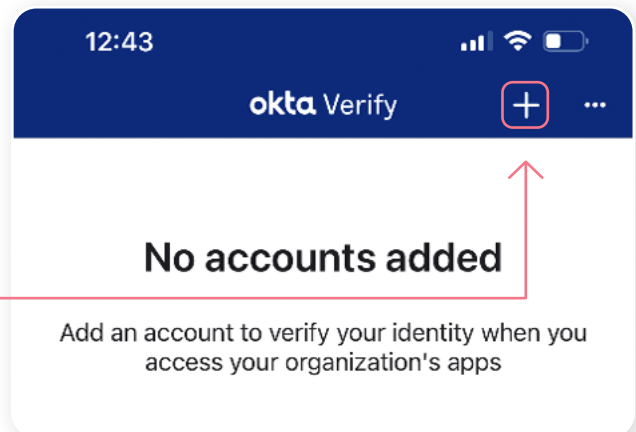
You will be asked to open the Okta Verify app on your mobile device.



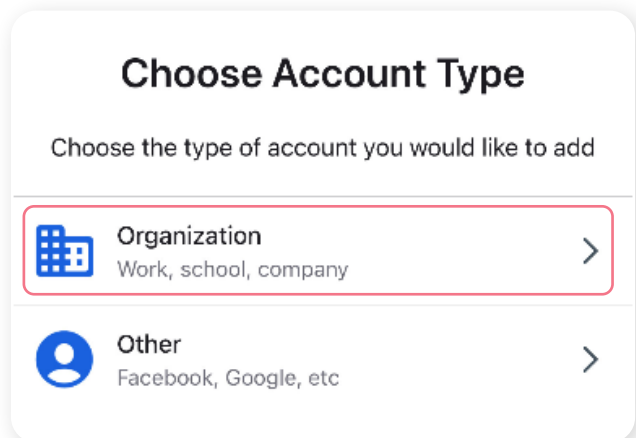
## Step 5

On your mobile device, launch the Okta Verify app.

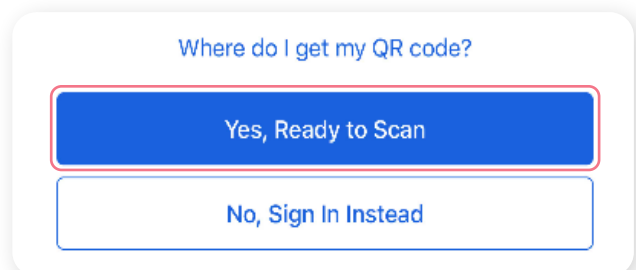
To set up an account for the Client Portal, click on '+' sign button shown in the top right corner of your device.



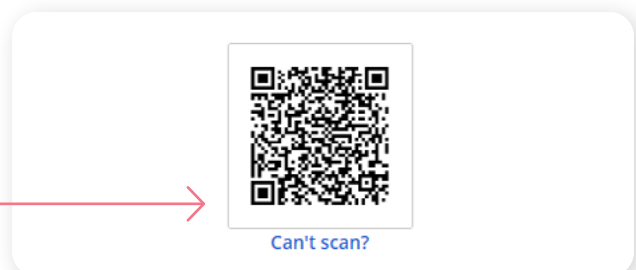
Click on **Organization**.



Click **Yes, Ready to Scan**.



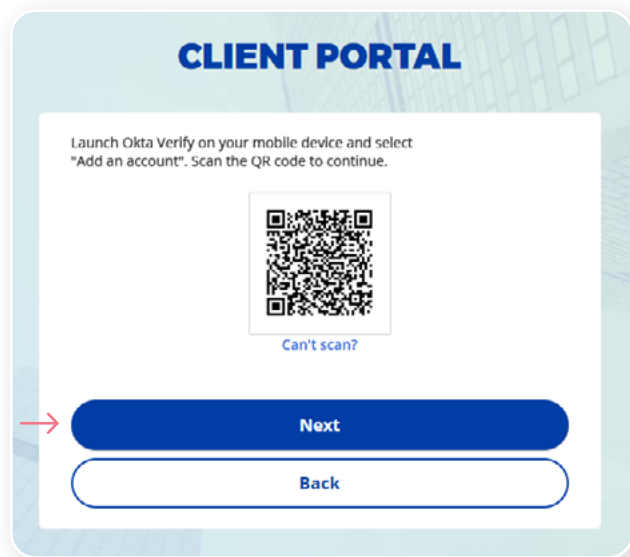
Next, **scan the QR code** that is displayed on your computer screen.



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

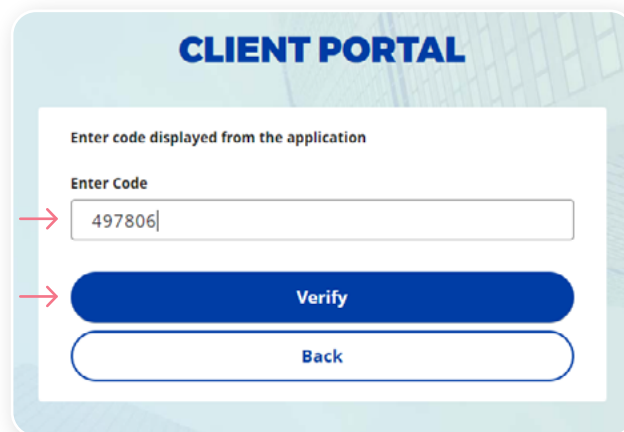
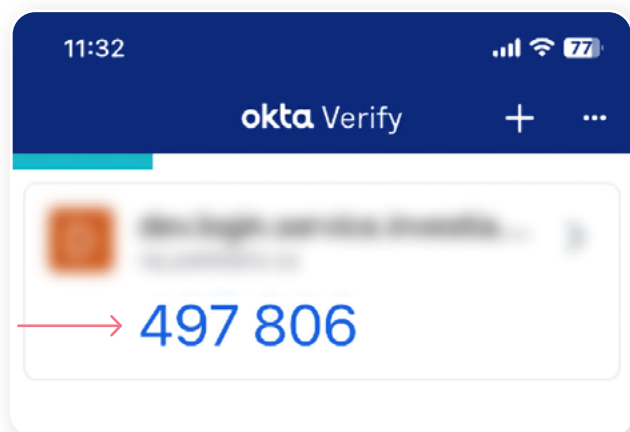
## Step 6

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



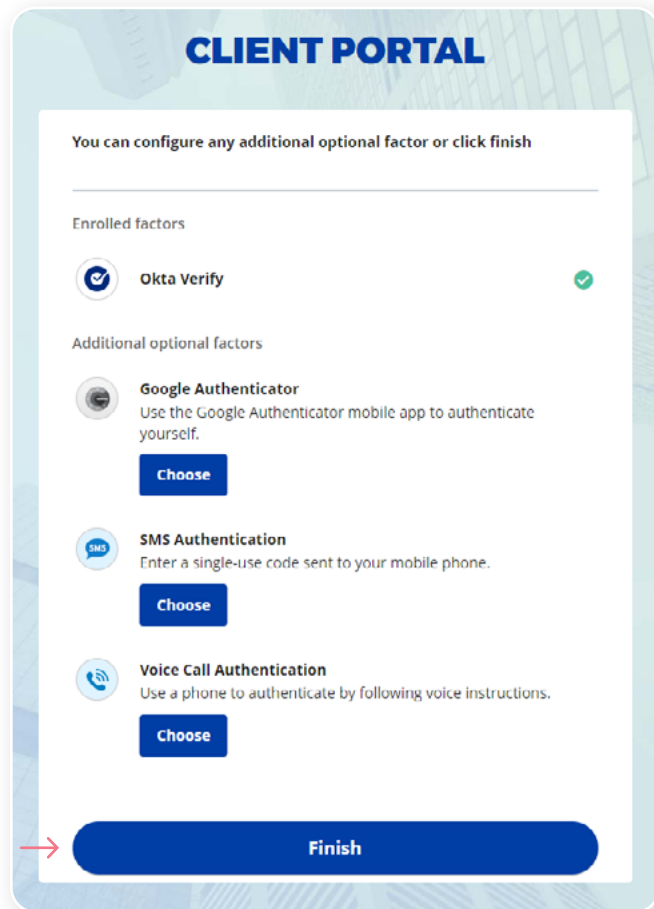
## Step 7

In the Okta Verify 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 8

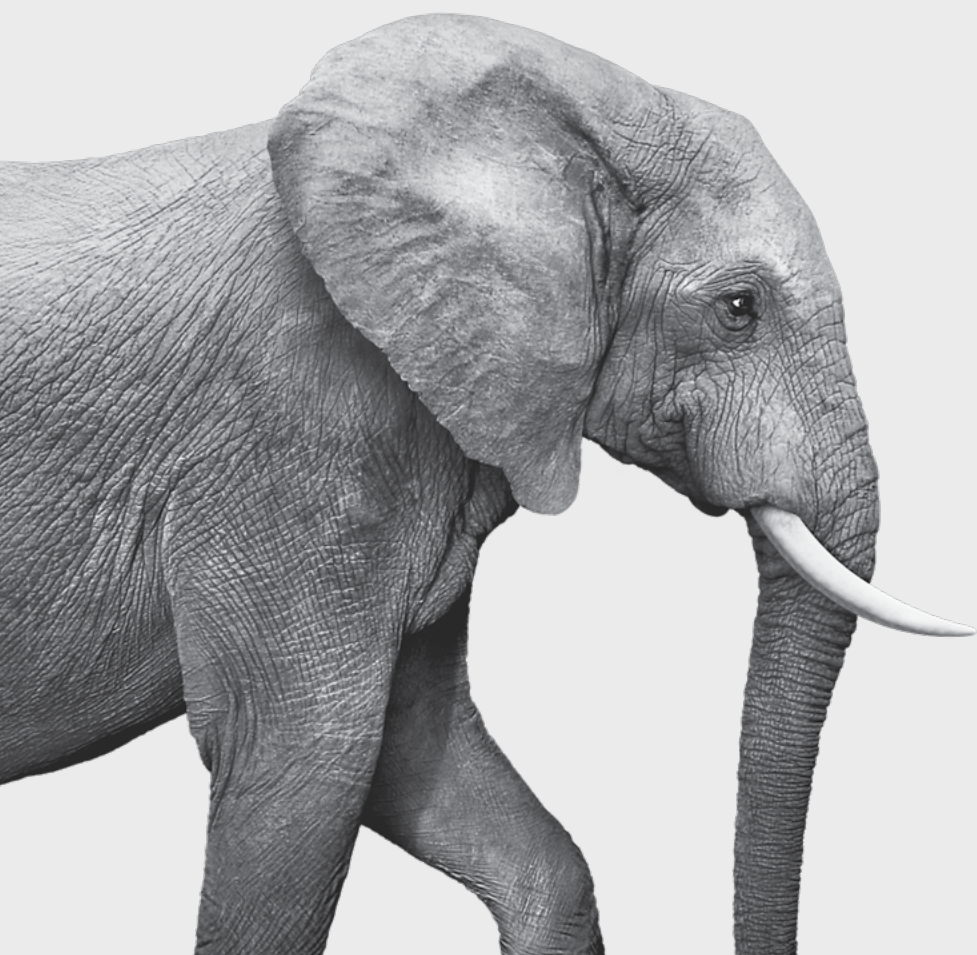
You have now completed the Okta Verify set-up and will be taken back to the configuration page. You can choose to set up an additional MFA method; or click on **Finish** to continue to your Client Portal.



The screenshot shows the 'CLIENT PORTAL' configuration page. At the top, it says 'You can configure any additional optional factor or click finish'. Below this, there are two sections: 'Enrolled factors' and 'Additional optional factors'. In the 'Enrolled factors' section, 'Okta Verify' is listed with a green checkmark icon. In the 'Additional optional factors' section, there are three options: 'Google Authenticator' (with a 'Choose' button), 'SMS Authentication' (with a 'Choose' button), and 'Voice Call Authentication' (with a 'Choose' button'). At the bottom of the page, there is a large blue button labeled 'Finish', which is pointed to by a red arrow.



**You must keep the Okta Verify 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 Okta Verify app.



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