



MULTI-FACTOR AUTHENTICATION (MFA) – 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

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. Further down, there is a link for 'Forgot your username?' and a 'Create an account' button at the bottom.

Step 2

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

This 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 SMS Authentication section.

The screenshot displays the MFA selection screen. It features three options, each with an icon, a description, and a 'Choose' button. The 'SMS Authentication' option is highlighted with a red rectangular box and a red arrow pointing to its 'Choose' button. The options are: 'Google Authenticator' (mobile app icon), 'SMS Authentication' (SMS icon), and 'Voice Call Authentication' (phone handset icon).

Step 4

Next you will be asked to **select the country** and **enter the mobile phone number** where you wish to receive your security codes. Then click on the **Send Code** button.

The screenshot shows the 'CLIENT PORTAL' interface for Step 4. At the top, the title 'CLIENT PORTAL' is displayed in bold blue text. Below it, there is a dropdown menu for selecting a country, with 'Canada' currently selected. A red arrow points to this dropdown. Underneath the country selection, the label 'Phone number' is shown. To its right is a text input field for the phone number, which already contains the country code '+1'. A red arrow points to this input field. To the right of the phone number field is a blue button labeled 'Send code', with a red arrow pointing to it. At the bottom of the form is a white button with a blue border labeled 'Back'.

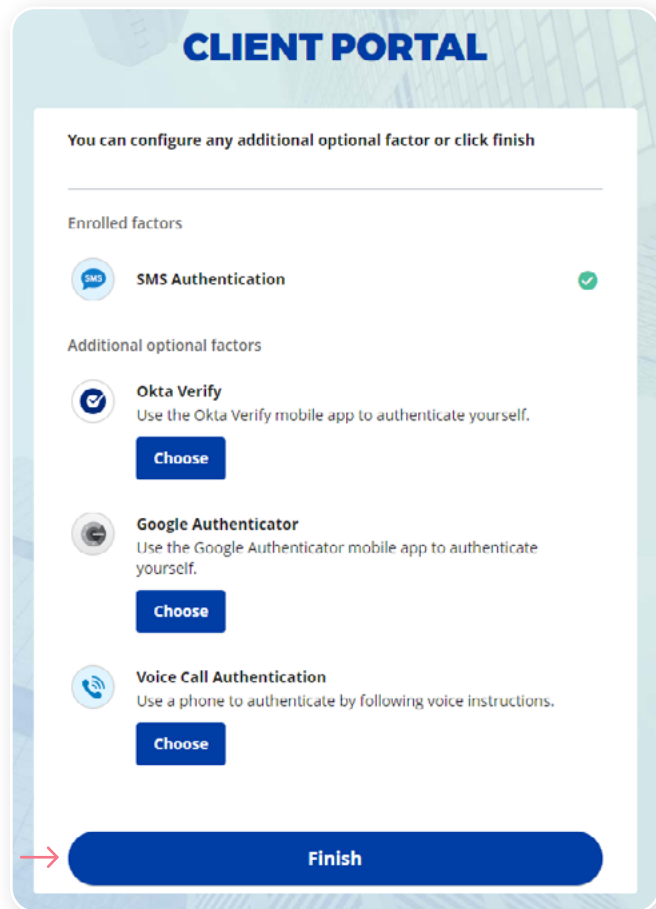
Step 5

Once you have received the unique security code, you will need to **enter the code** that is given to you and click **Verify**.

The screenshot shows the 'CLIENT PORTAL' interface for Step 5. The title 'CLIENT PORTAL' is at the top in bold blue text. Below it, the country selection dropdown still shows 'Canada'. Under the 'Phone number' label, the input field now contains a full phone number, and a blue button labeled 'Sent' is visible to its right. Below this, the label 'Enter Code' is shown. To its right is a text input field for the security code, with a red arrow pointing to it. At the bottom of the form are two buttons: a large blue button labeled 'Verify' and a white button with a blue border labeled 'Back'. A red arrow points to the 'Verify' button.

Step 6



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.






CLIENT PORTAL


You can configure any additional optional factor or click finish

Enrolled factors

-  **SMS Authentication** 

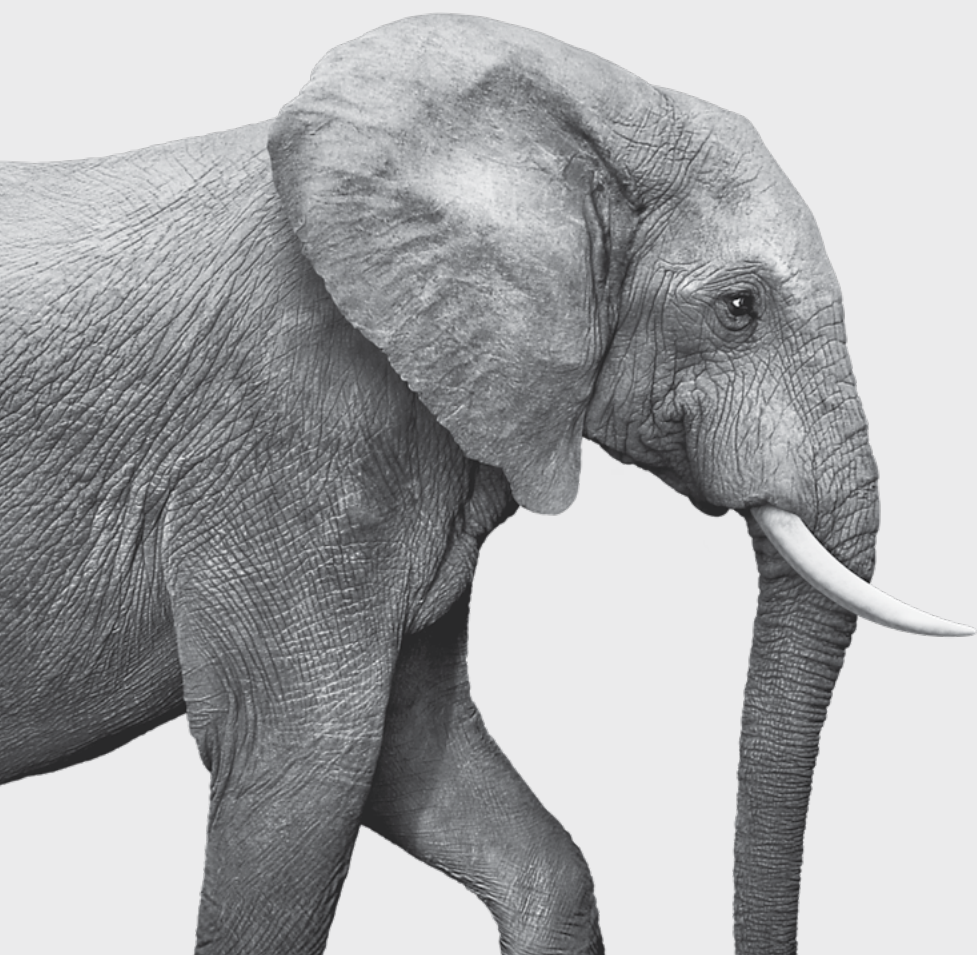
Additional optional factors

-  **Okta Verify**
Use the Okta Verify mobile app to authenticate yourself.
[Choose](#)
-  **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](#)



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).



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