



# MULTI-FACTOR AUTHENTICATION (MFA) – INVESTIA MOBILE APP



Google Authenticator App  
Installation Guide



# GOOGLE AUTHENTICATOR APP

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

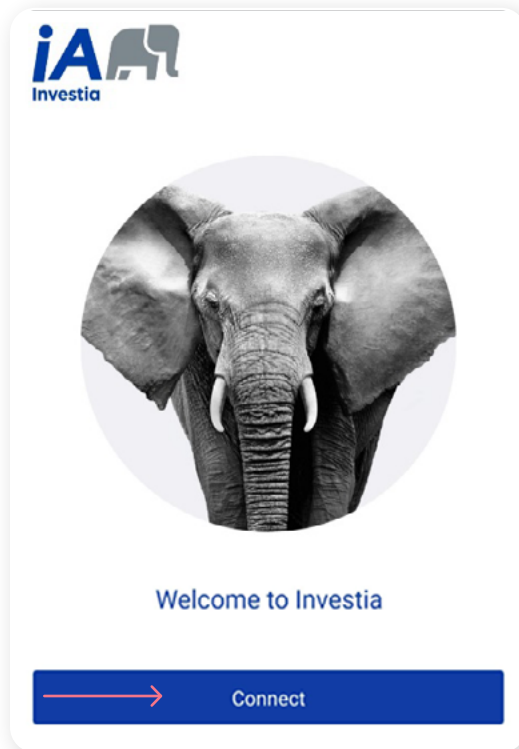
To set up this authentication method, you will need to download the Google Authenticator app on your mobile device. Once downloaded follow the steps below.



## SET-UP TAKES JUST A FEW MINUTES

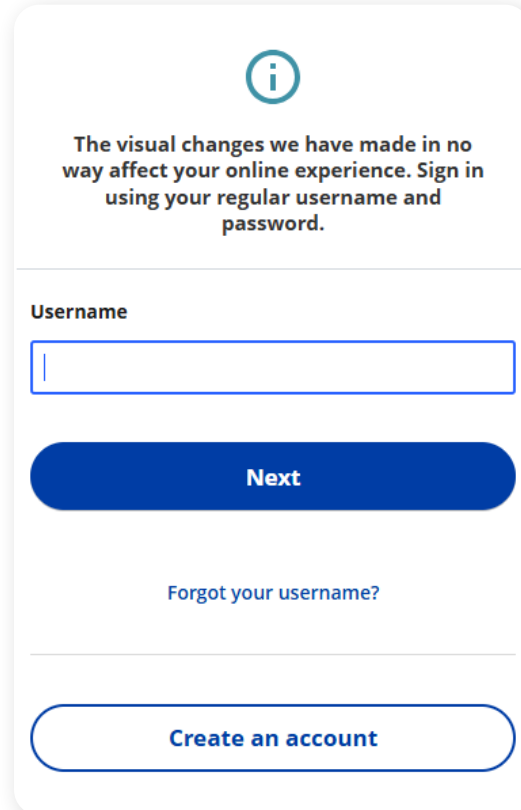
### Step 1

Open the Investia mobile app and click on **Connect**.



### Step 2

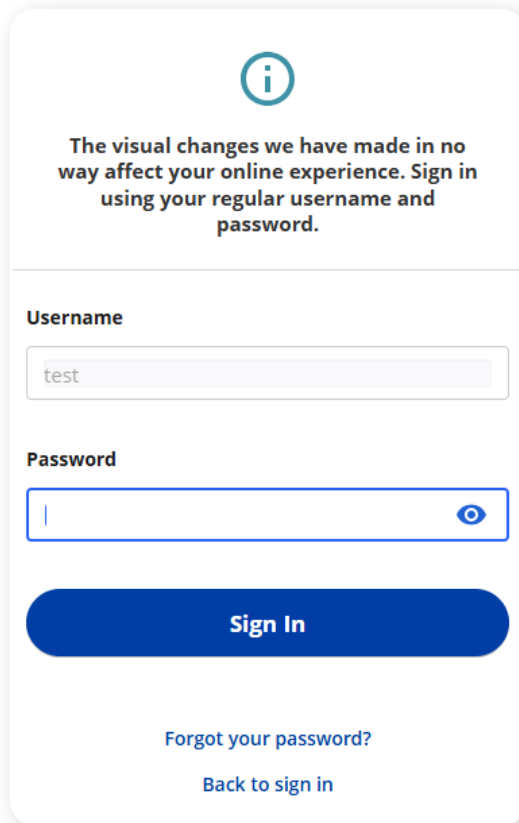
Enter your **Username** then tap **Next**.



### Step 3

Enter your **Password**.

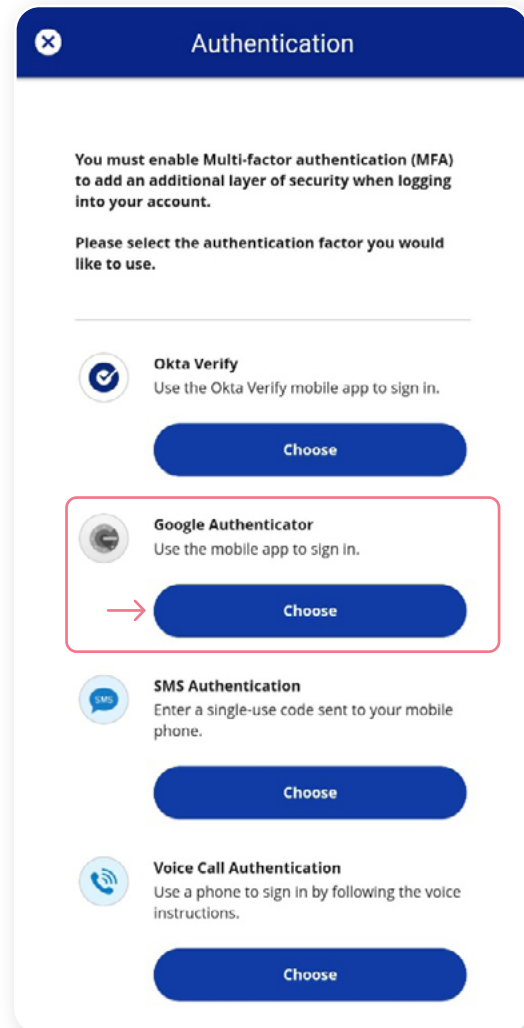
Then tap on **Sign In**.



The screenshot shows a sign-in interface. At the top, there is an information icon (i) and a message: "The visual changes we have made in no way affect your online experience. Sign in using your regular username and password." Below this, there are two input fields: "Username" with the text "test" and "Password" which is currently empty. A blue "Sign In" button is positioned below the password field. At the bottom, there are two links: "Forgot your password?" and "Back to sign in".

### Step 4

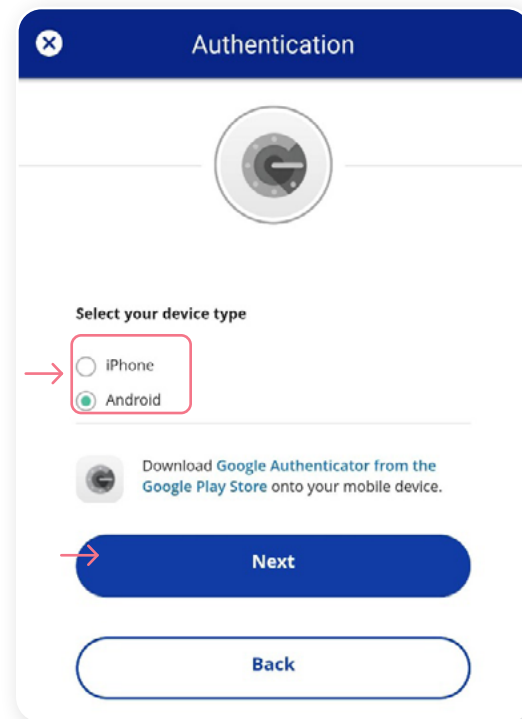
Click on the **Choose** button in the Google Authenticator section.



The screenshot shows an "Authentication" screen with a blue header bar containing a close icon (X) and the title "Authentication". The main content area has a message: "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." Below this, there are three authentication options, each with a "Choose" button. The "Google Authenticator" option is highlighted with a red box and a red arrow pointing to its "Choose" button. The options are: "Okta Verify" (Use the Okta Verify mobile app to sign in.), "Google Authenticator" (Use the mobile app to sign in.), and "SMS Authentication" (Enter a single-use code sent to your mobile phone.). At the bottom, there is a "Voice Call Authentication" option (Use a phone to sign in by following the voice instructions.) with a "Choose" button.

## Step 5

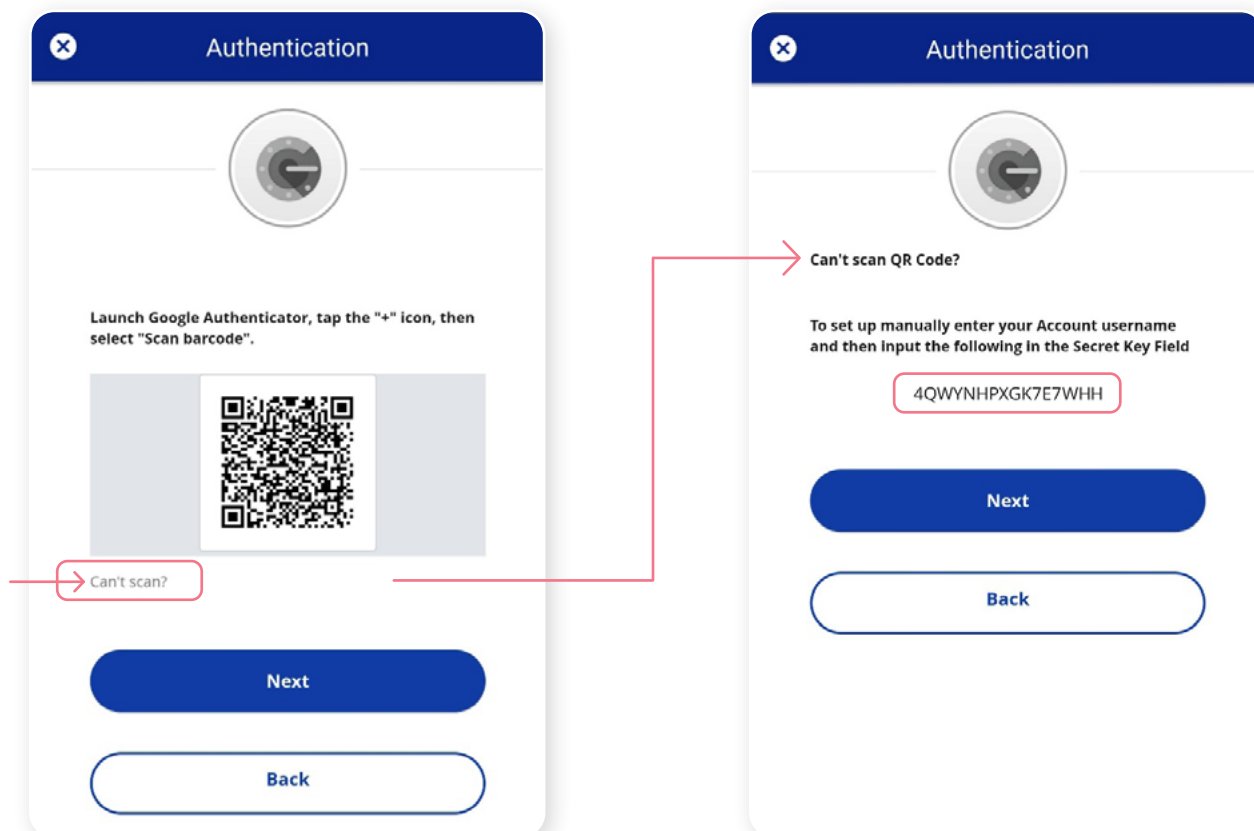
Next, you will be asked to **select your device type**, either iPhone or Android. Then, select **Next**.



## Step 6

You will be asked to launch the Google Authenticator app on your mobile device however, because you are already on your mobile device, you will be unable to scan the QR. To proceed, click **Can't scan?**

A unique setup key will appear on the next screen. Copy the setup key or write it down, as you will need to enter it in the Google Authenticator app.

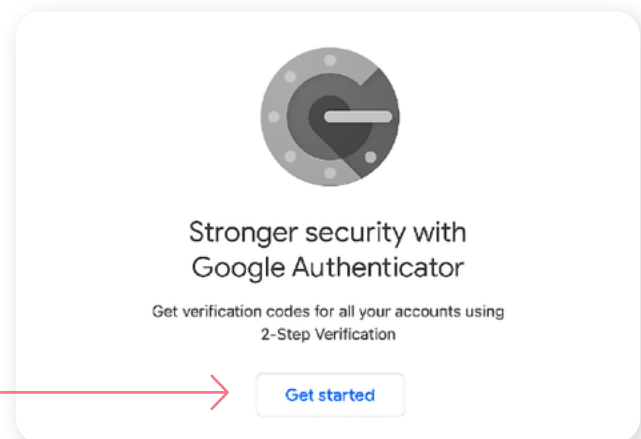


## Step 7

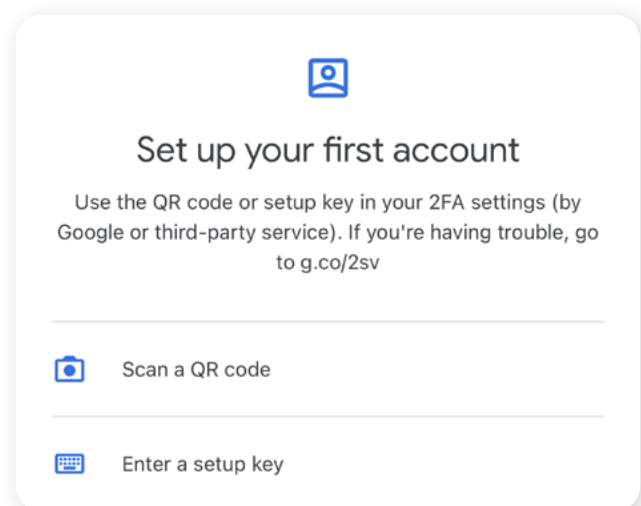
On your mobile device, launch the Google Authenticator app and set up an account for the Client Portal.

### New Google Authenticator App user

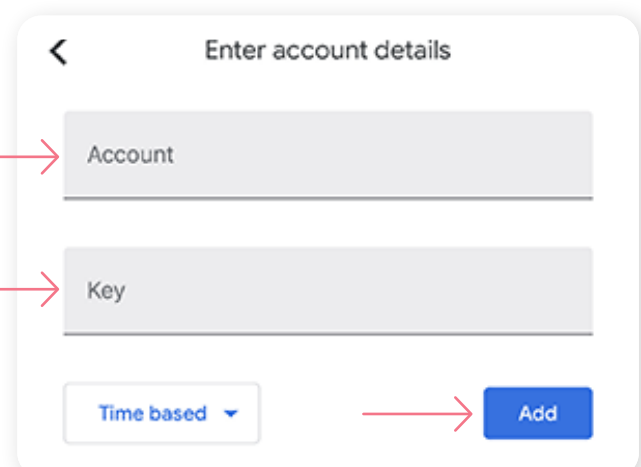
Click on the **Get started** button.



Then, select **Enter a setup key**.



Next, enter your **Client Portal username** and paste or type the **security key** that is displayed in the Investia mobile app. Then click **Add**.



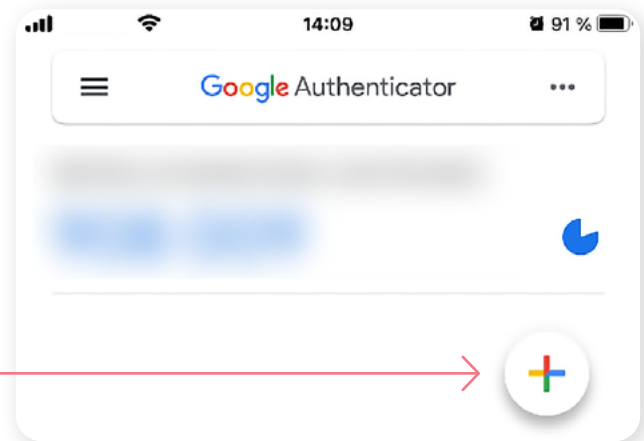
\*This screen may appear differently depending on whether you are using the iOS or Android App

## Step 7

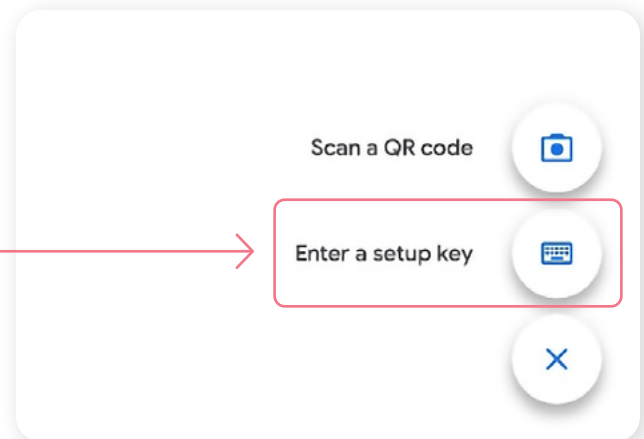
On your mobile device, launch the Google Authenticator app and set up an account for the Client Portal.

### Already a Google Authenticator App user

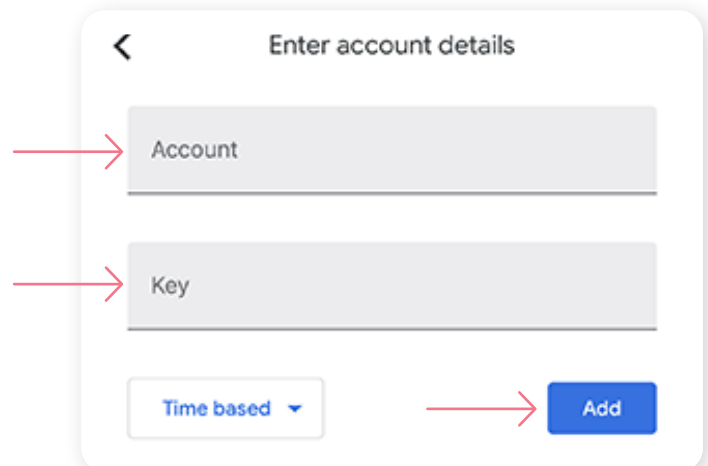
Click on the '+' sign button in the bottom right corner of your device.



Then, select **Enter a setup key**.



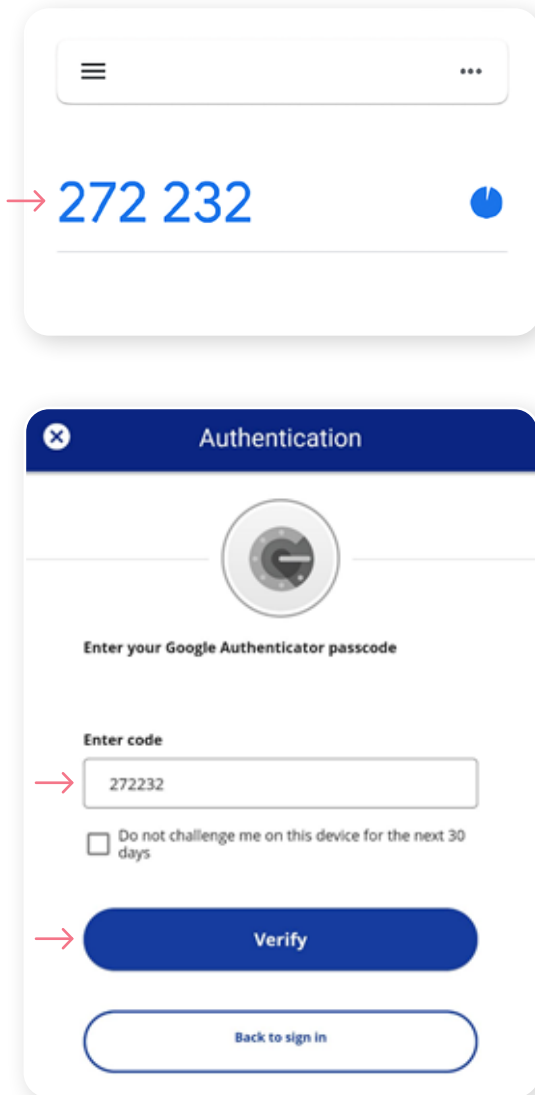
Next, enter your **Client Portal username** and the **security key** that is displayed in the Investia mobile app. Then click **Add**.



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

## 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 Investia mobile app. Then click **Verify**.



→ 272 232

Authentication

Enter your Google Authenticator passcode

Enter code

→ 272232

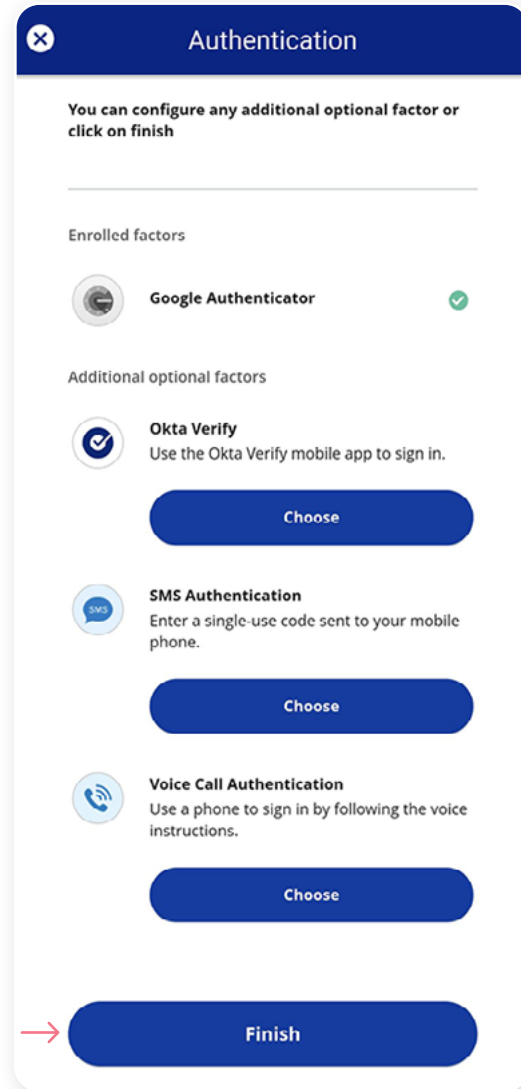
☐ Do not challenge me on this device for the next 30 days

→ Verify

Back to sign in

## 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 the Investia mobile app.



Authentication

You can configure any additional optional factor or click on finish

Enrolled factors

Google Authenticator ✓

Additional optional factors

Okta Verify  
Use the Okta Verify mobile app to sign in.  
Choose

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

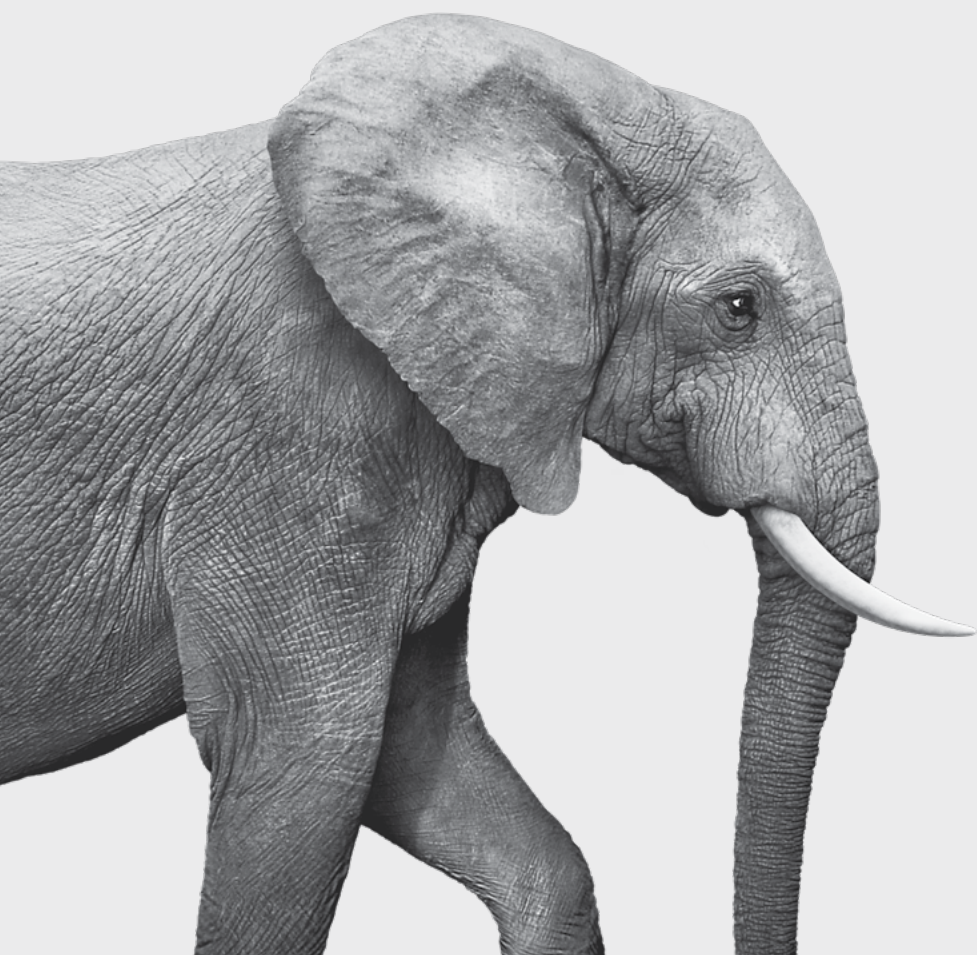
Voice Call Authentication  
Use a phone to sign in by following the voice instructions.  
Choose

→ Finish



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





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