



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



Okta Verify App  
Installation Guide



# OKTA VERIFY APP

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

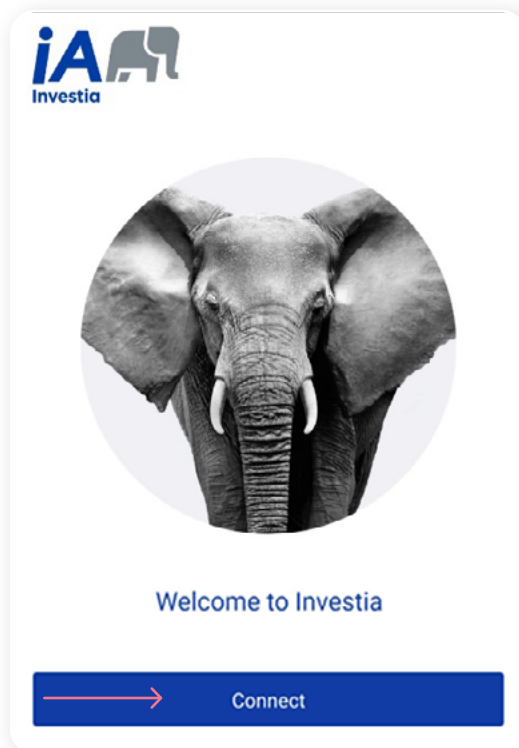
To set up this authentication method, you will need to download the Okta Verify App on your mobile device. Once downloaded follow the steps below.



## SET-UP TAKES JUST A FEW MINUTES

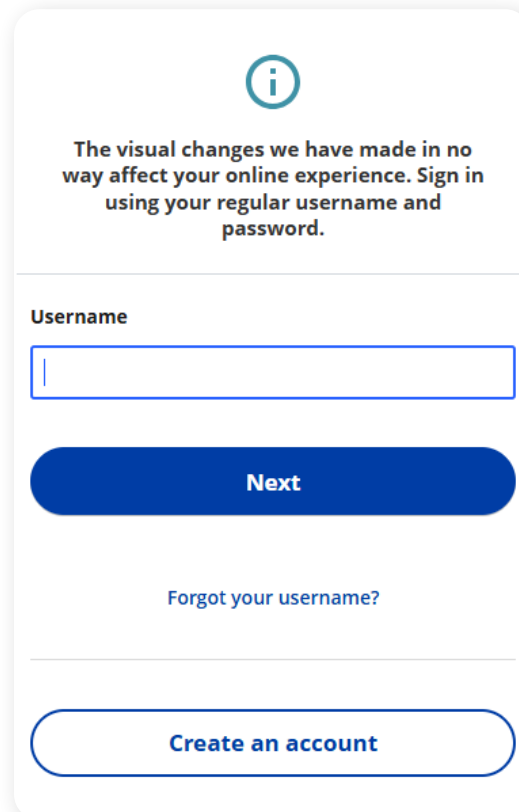
### Step 1

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



### Step 2

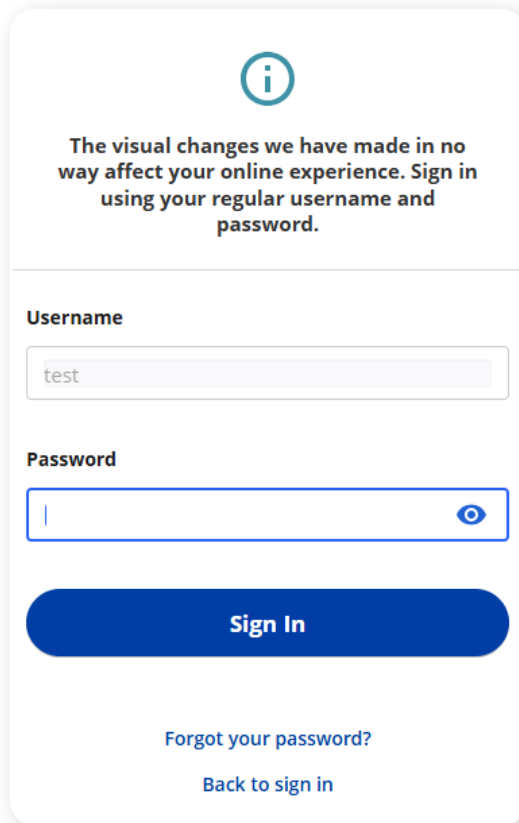
Enter your **Username** then tap **Next**.



### Step 3

Enter your **Password**.

Then tap on **Sign In**.



The visual changes we have made in no way affect your online experience. Sign in using your regular username and password.

**Username**

**Password**

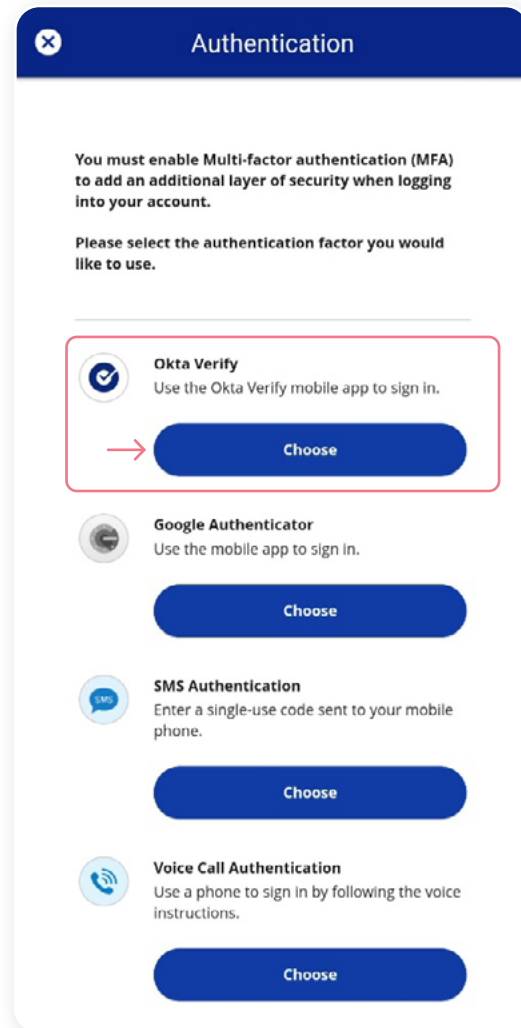
**Sign In**

[Forgot your password?](#)

[Back to sign in](#)

### Step 4

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



**Authentication**

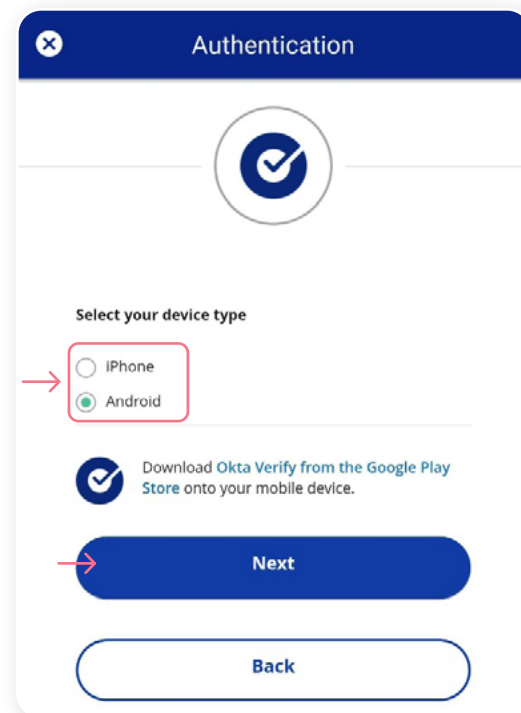
You must enable Multi-factor authentication (MFA) to add an additional layer of security when logging into your account.

Please select the authentication factor you would like to use.

- Okta Verify**  
Use the Okta Verify mobile app to sign in.  
**Choose**
- Google Authenticator**  
Use the 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**

## Step 5

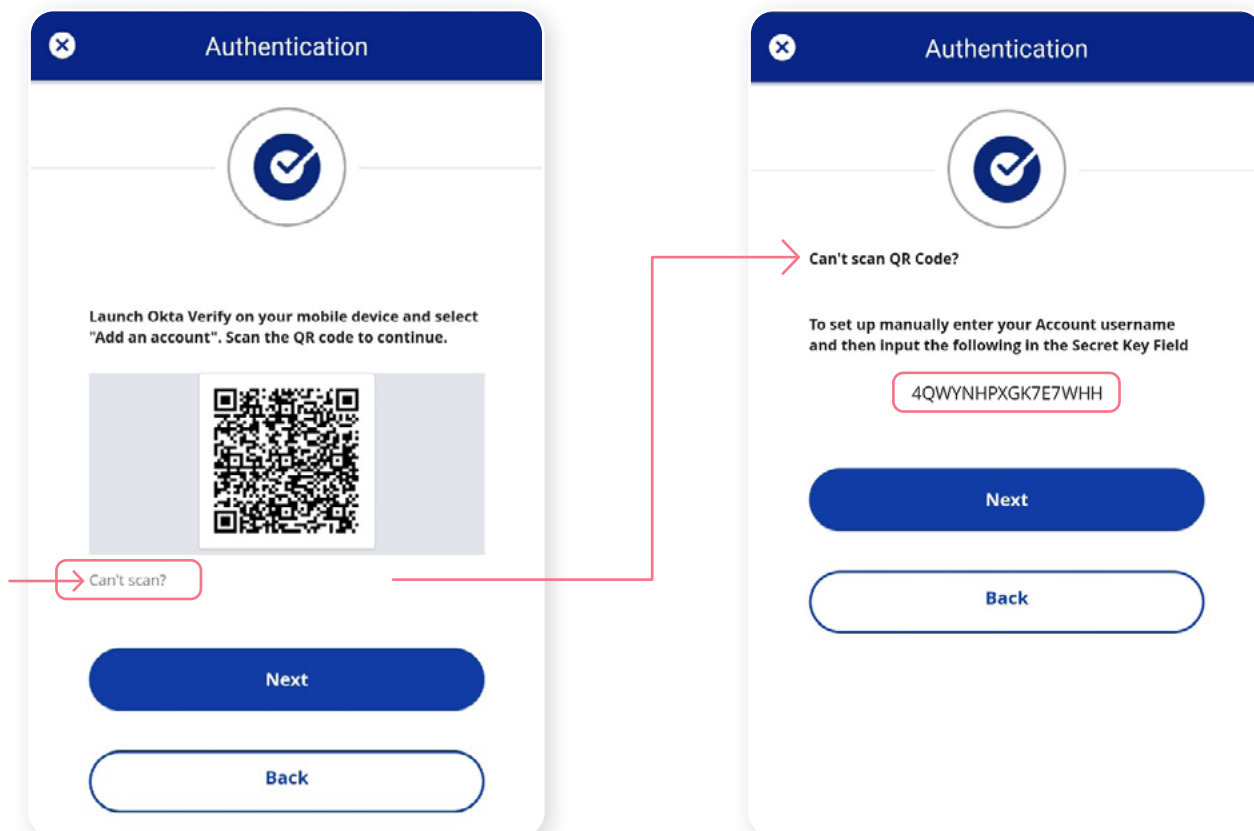
Next, you will be asked to **select your device type**, either iPhone or Android. Then, select **Next**.



## Step 6

You will be asked to launch the Okta Verify 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?**

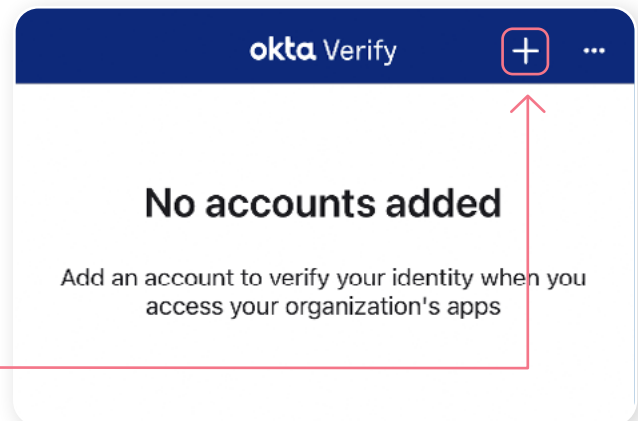
A unique setup key will appear on the next screen. Copy the setup key or write it down, as you will need to enter it in the Okta Verify app.



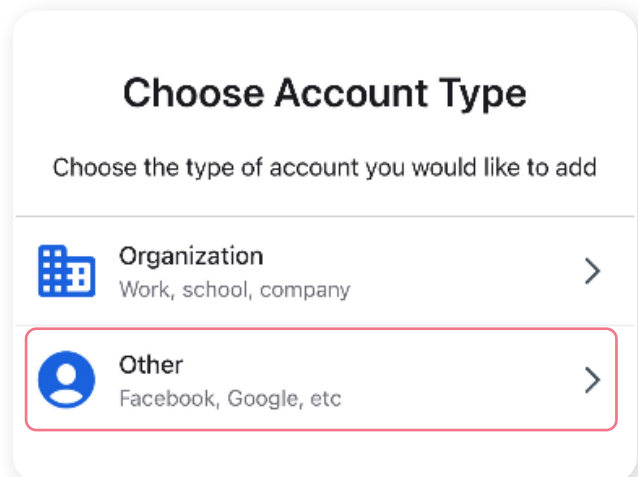
## Step 7

On your mobile device, launch the Okta Verify app.

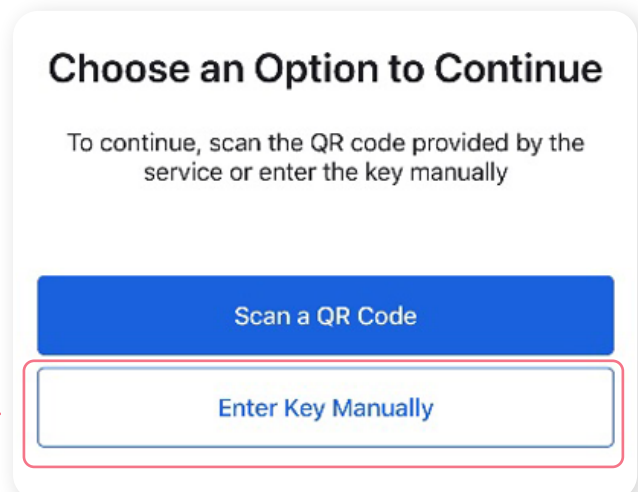
To set up an account for the Client Portal, click on '+' sign button shown in the top right corner of your device.



Click on **Other**.



Click **Enter Key Manually**.



## Step 7 (continued)

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

### Enter Key

Account Name

Example: My Work Account

Key

Your key can be found in the instructions you received. This is not your password

Add Account

Your account has now been added. Click **Done**.

### Okta Verify

## Account Added

ELUM17QMA0

You can now securely sign in to your organization's apps.

Return to your organization's instructions to continue.

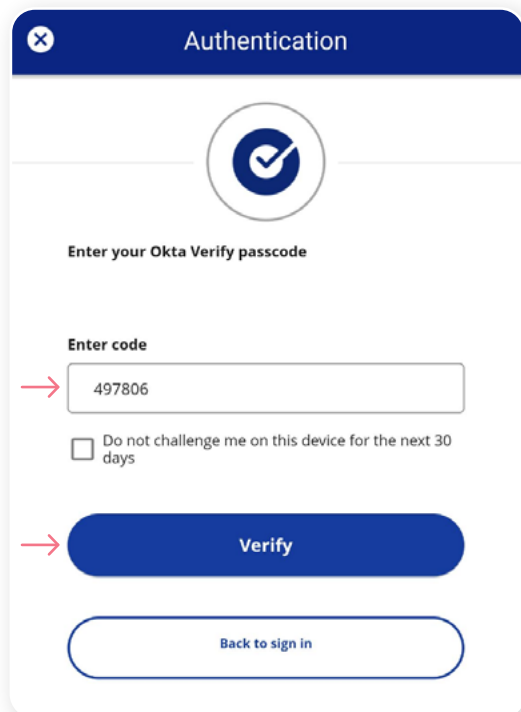
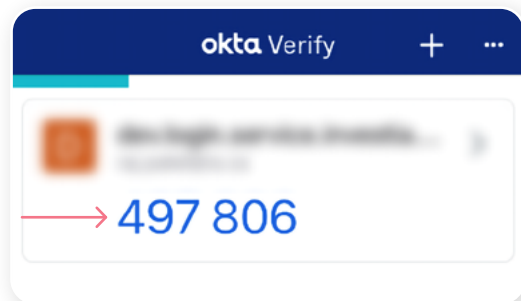
**Important:** Keep this app installed on your device. You'll need it to sign in.

Done

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

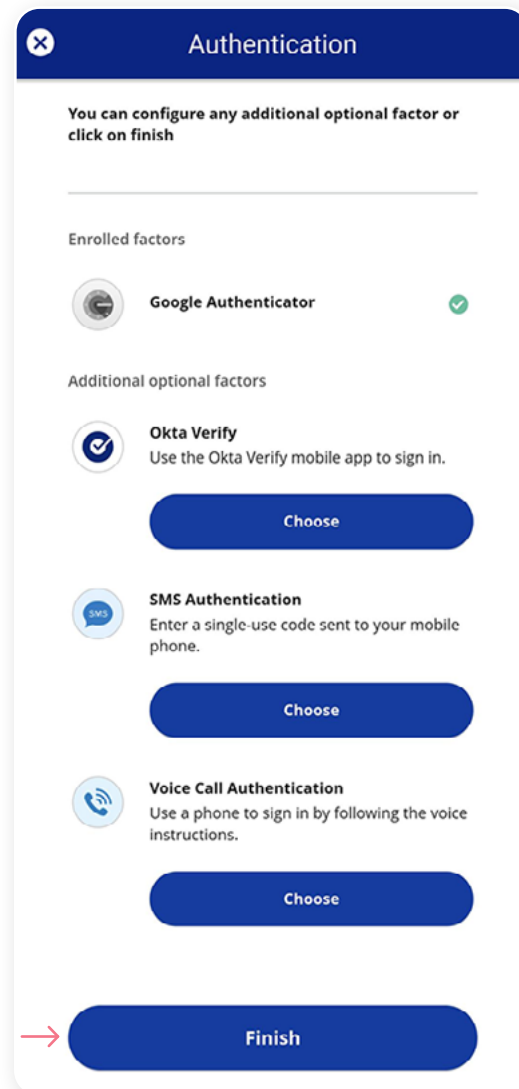
## Step 8

In the Okta Verify 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**.



## Step 9

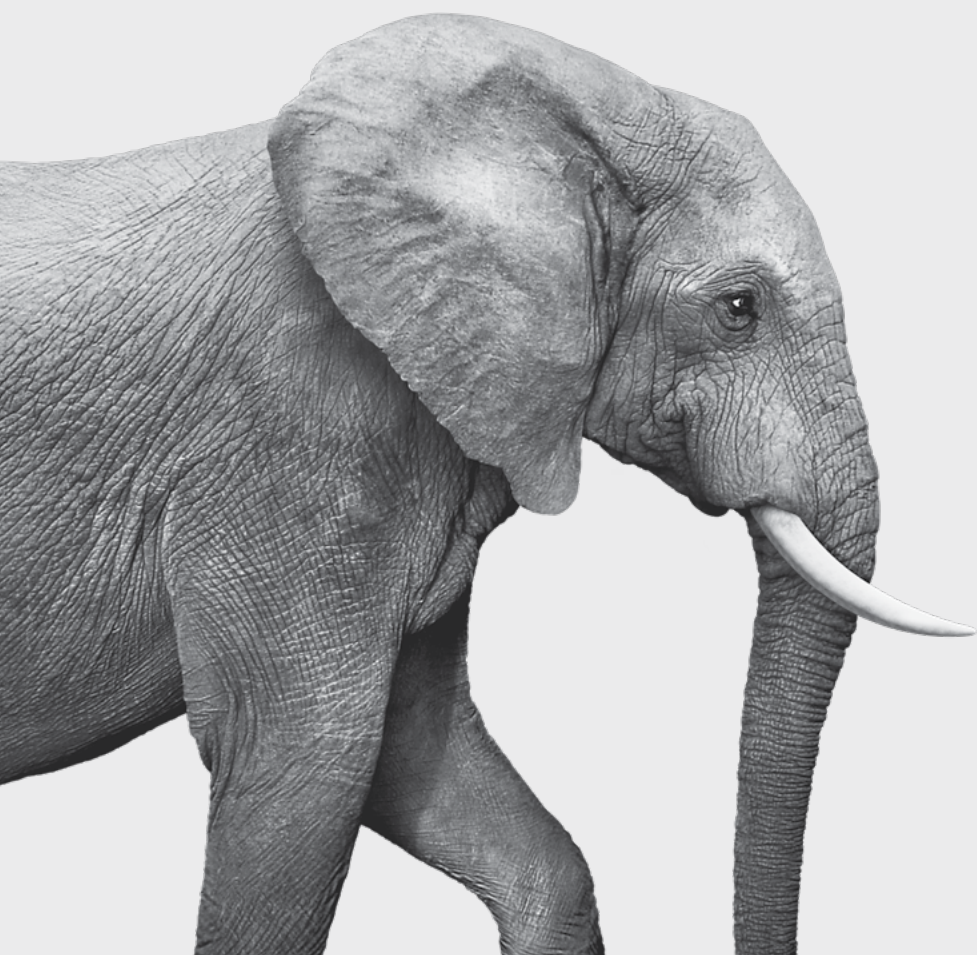
You have now completed the Okta Verify set-up and will be taken back to the configuration page. You can choose to set up an additional MFA method or click on **Finish** to continue to the Investia mobile app.



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





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