



MULTI-FACTOR AUTHENTICATION (MFA) - INVESTIA MOBILE APP



Voice Call Authentication Method
Installation Guide



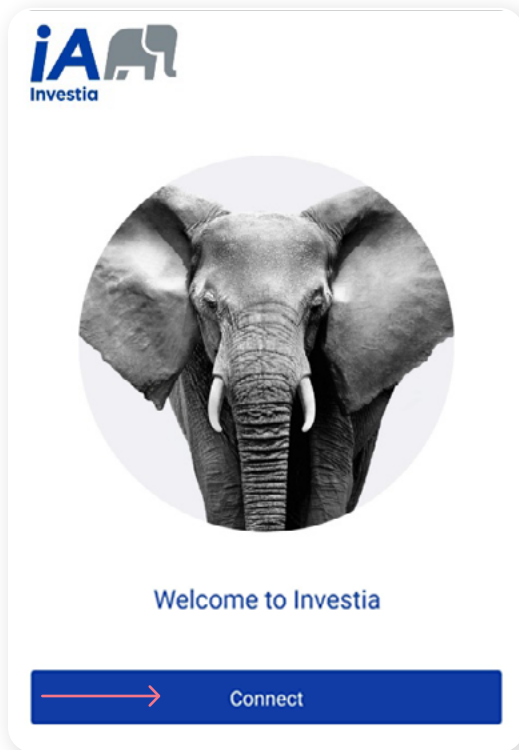
VOICE CALL AUTHENTICATION METHOD

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

SET-UP TAKES JUST A FEW MINUTES

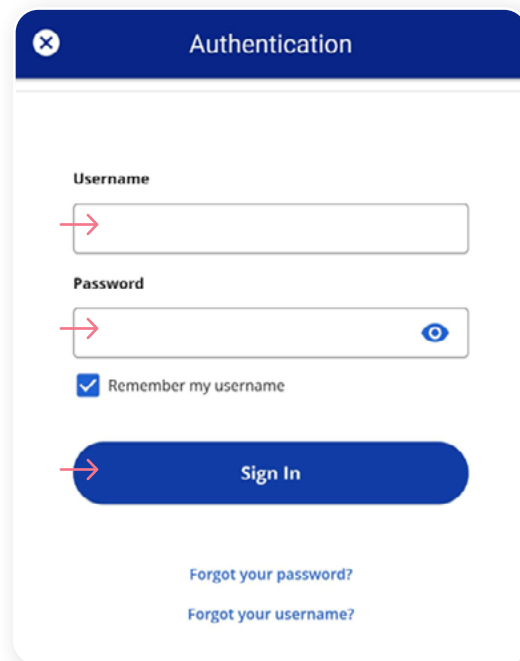
Step 1

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



Step 2

Enter your **username** and **password**, then click **Sign In**.



Step 3

Click on the **Choose** button in the Voice Call Authentication 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 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 **Call** button.

Authentication

Canada

Phone number: +1

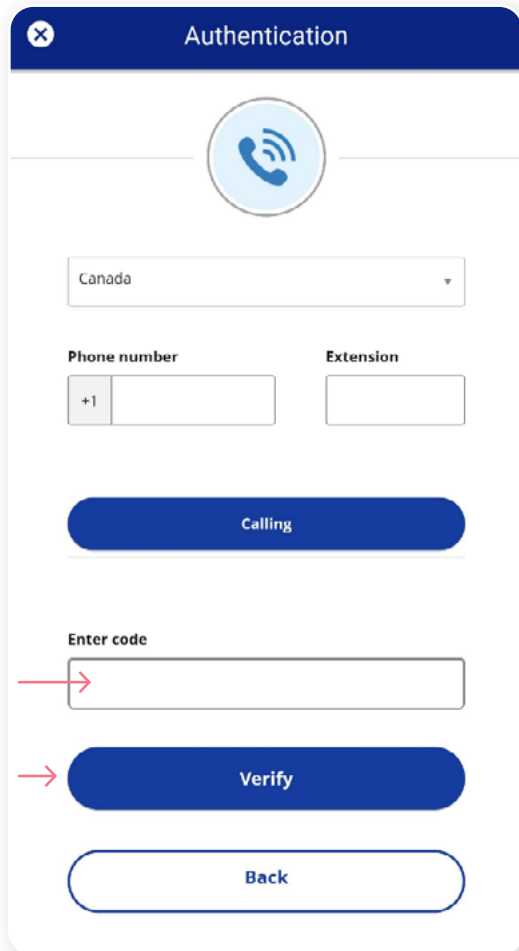
Extension:

Call

Back

Step 5

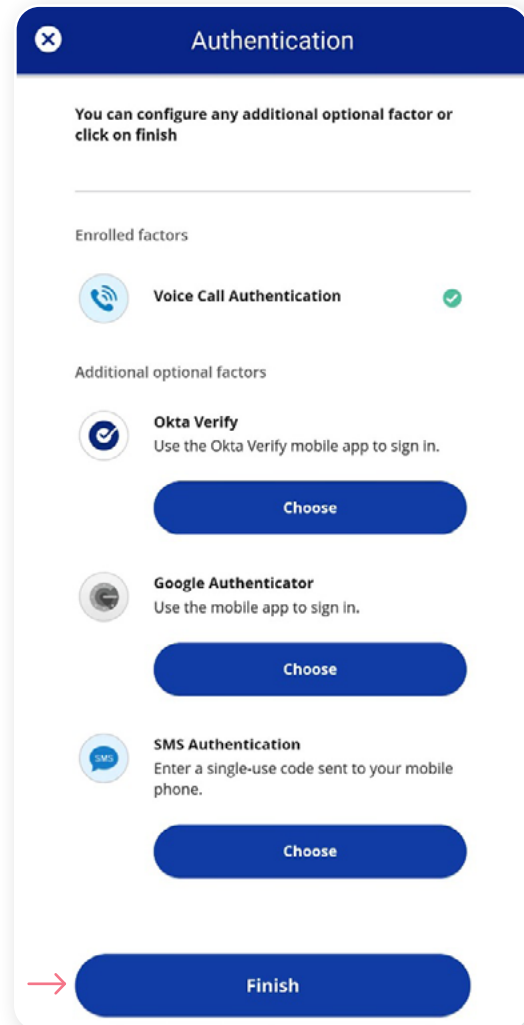
Once you have received the unique security code, you will need to **enter the code** that is given to you through the Authentication screen in the Investia mobile app. Then click **Verify**.



The screenshot shows the 'Authentication' screen with a blue header and a close button. Below the header is a circular icon of a phone with a signal wave. A dropdown menu shows 'Canada'. Below that are two input fields for 'Phone number' (with '+1' in a small box) and 'Extension'. A blue 'Calling' button is below. An 'Enter code' label is above a text input field, with a red arrow pointing to it. Below the input field is a blue 'Verify' button, also with a red arrow pointing to it. At the bottom is a white 'Back' button with a blue border.

Step 6

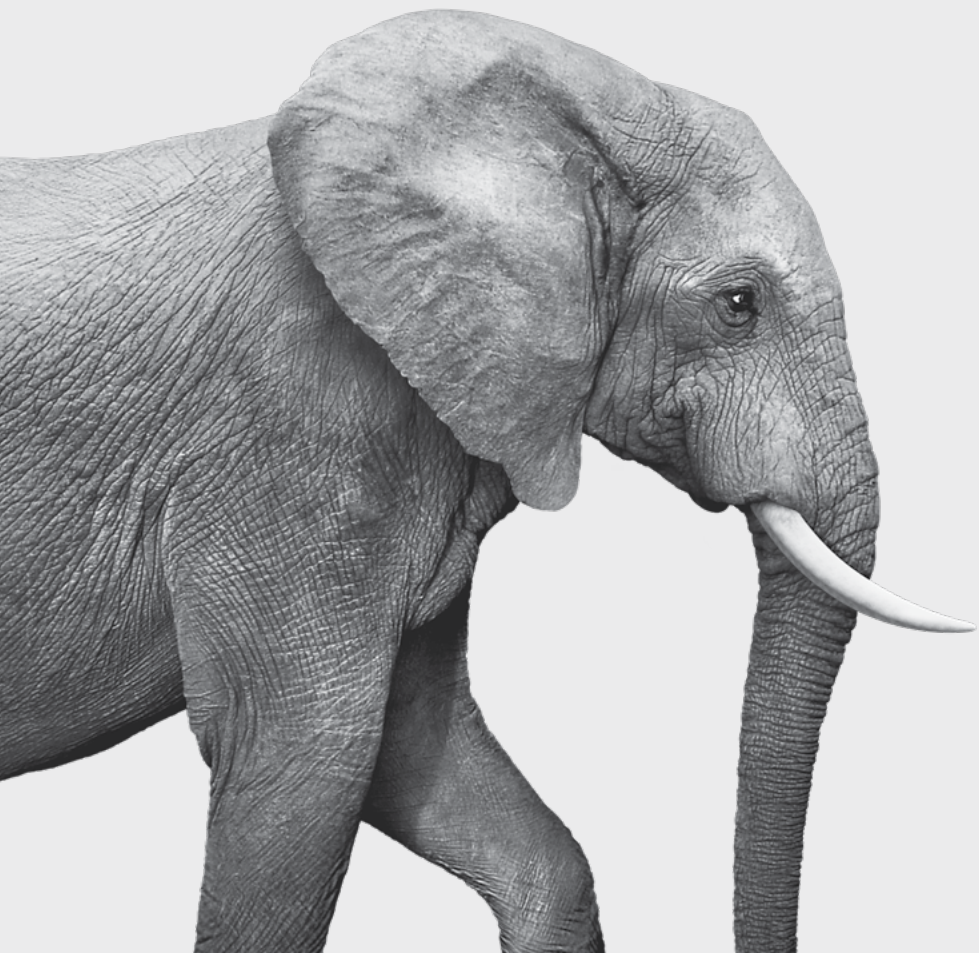
You have now completed the Voice Call Authentication set-up and will be taken back to the configuration page. You can choose to set up an additional MFA method; or click on **Finish** to continue to the Investia mobile app.



The screenshot shows the 'Authentication' screen with a blue header and a close button. Below the header is the text: 'You can configure any additional optional factor or click on finish'. Under 'Enrolled factors', 'Voice Call Authentication' is listed with a green checkmark. Under 'Additional optional factors', 'Okta Verify', 'Google Authenticator', and 'SMS Authentication' are listed, each with a 'Choose' button. At the bottom is a blue 'Finish' button with a red arrow pointing to it.



Going forward, when you log into the Investia mobile app, you may be **prompted to provide a unique security code**, which will be sent through voice call.



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