



MULTI-FACTOR AUTHENTICATION (MFA) – CLIENT PORTAL



Voice Call Authentication Method
Installation Guide



VOICE CALL 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. The 'Username' field now contains the text 'test'. Below it 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'.

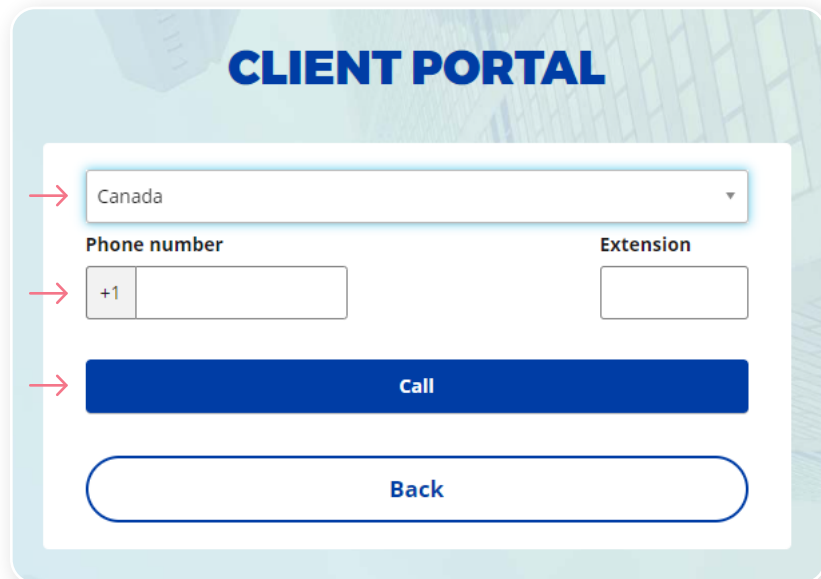
Step 3

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

The screenshot displays the multi-factor authentication (MFA) selection screen. It lists three options: 'Google Authenticator' (with a 'Choose' button), 'SMS Authentication' (with a 'Choose' button), and 'Voice Call Authentication' (with a 'Choose' button). The 'Voice Call Authentication' section is highlighted with a red rectangular border and a red arrow pointing to its 'Choose' button. Each option includes a brief description of how to use that method.

Step 4

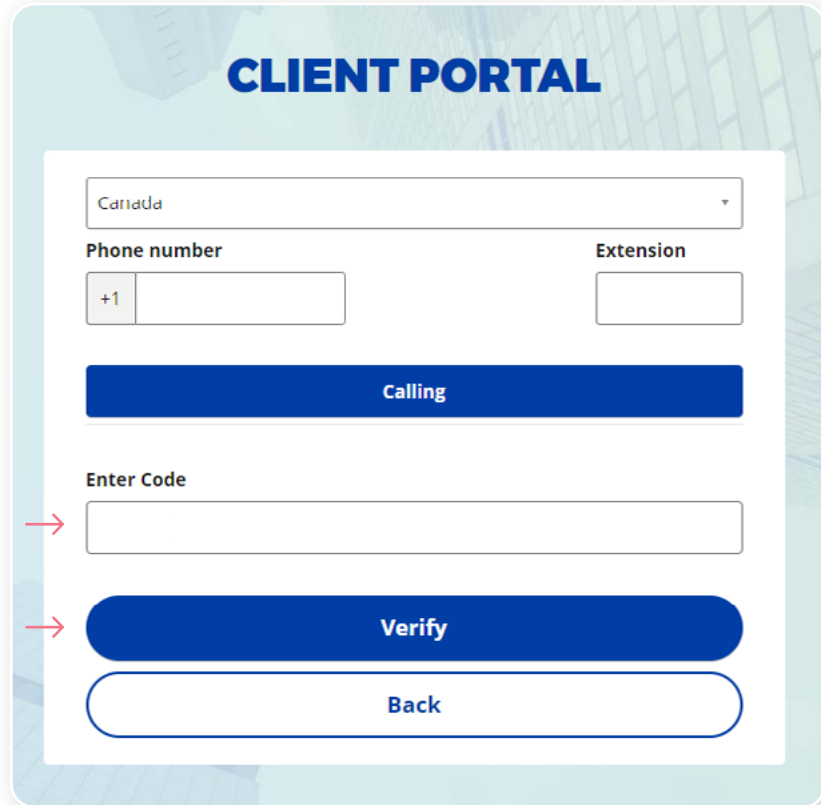
Next you will be asked to **select the country** and **enter the phone number** where you wish to receive your security codes. Then click on the **Call** button.



The screenshot shows the 'CLIENT PORTAL' interface for Step 4. At the top, the title 'CLIENT PORTAL' is displayed in bold blue text. Below the title, there is a dropdown menu with 'Canada' selected. To the left of the dropdown is a red arrow pointing to it. Below the dropdown, there are two input fields: 'Phone number' and 'Extension'. The 'Phone number' field has a '+1' prefix and a red arrow pointing to it. The 'Extension' field is empty. Below these fields is a large blue button labeled 'Call' with a red arrow pointing to it. At the bottom, there is a white button with a blue border labeled 'Back'.

Step 5

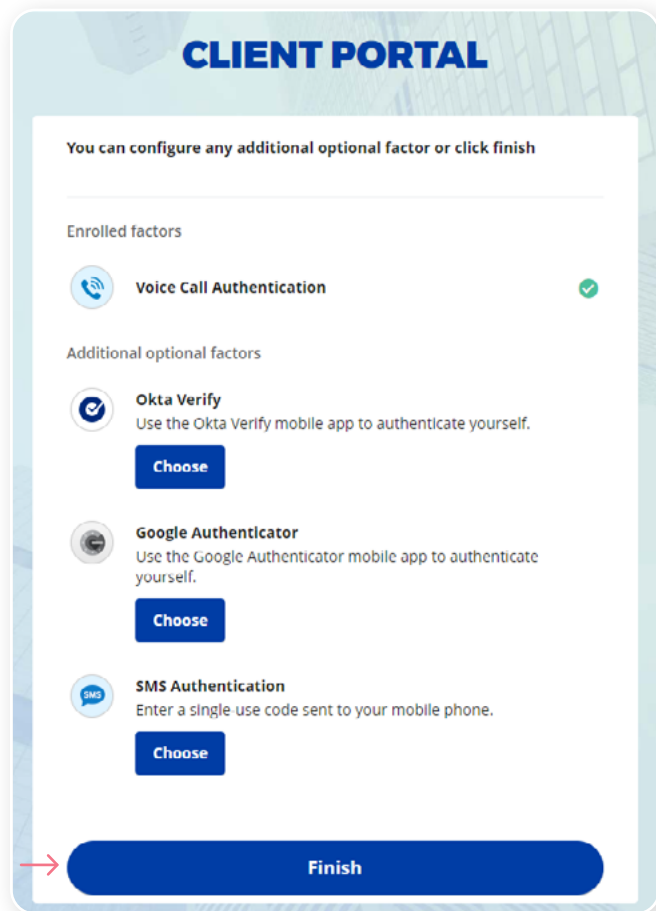
Once you have received the unique security code, you will need to **enter the code** that is given to you and click **Verify**.



The screenshot shows the 'CLIENT PORTAL' interface for Step 5. At the top, the title 'CLIENT PORTAL' is displayed in bold blue text. Below the title, there is a dropdown menu with 'Canada' selected. To the left of the dropdown is a red arrow pointing to it. Below the dropdown, there are two input fields: 'Phone number' and 'Extension'. The 'Phone number' field has a '+1' prefix and a red arrow pointing to it. The 'Extension' field is empty. Below these fields is a large blue button labeled 'Calling'. Below the 'Calling' button, there is a section titled 'Enter Code' with a red arrow pointing to the input field. Below the 'Enter Code' field is a large blue button labeled 'Verify' with a red arrow pointing to it. At the bottom, there is a white button with a blue border labeled 'Back'.

Step 6

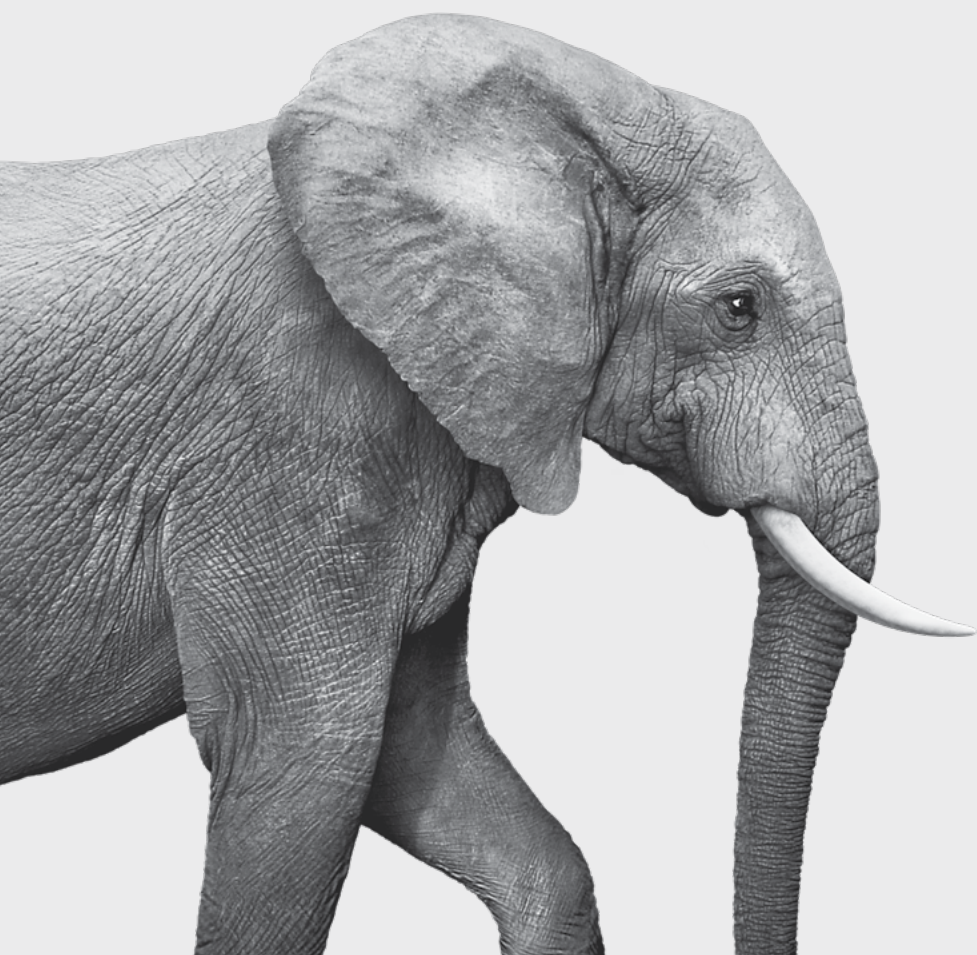
You have now completed the Voice Call Authentication set-up and will be taken back to the configuration page. You can choose to set up an additional MFA method; or click on **Finish** to continue to your Client Portal.



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'. Under 'Enrolled factors', 'Voice Call Authentication' is listed with a green checkmark icon. Under 'Additional optional factors', there are three options: 'Okta Verify' (with a 'Choose' button), 'Google Authenticator' (with a 'Choose' button), and 'SMS Authentication' (with a 'Choose' button'). At the bottom of the page, there is a large blue button labeled 'Finish' with a red arrow pointing to it from the left.



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



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