MULTI-FACTOR AUTHENTICATION (MFA)

Google Authenticator App
Installation Guide

iA
Investia
Financial Services Inc.

GOOGLE AUTHENTICATOR APP

When you first log into the Client Portal, 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.

Download on the App Store   **GET IT ON Google Play**

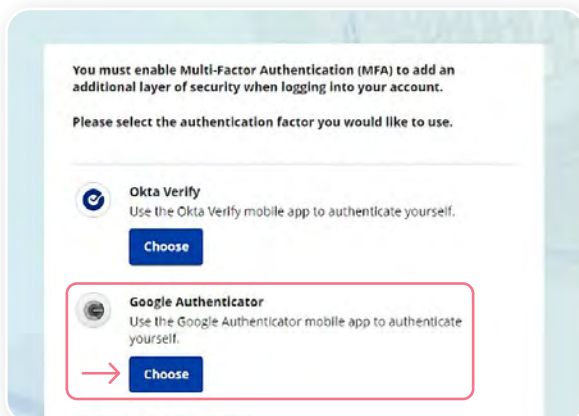## SET-UP TAKES JUST A FEW MINUTES

Step 1

When you click on the Client Portal link, you will be redirected to the NEW Client Portal webpage, where you will be asked to enter your **username** and **password**.
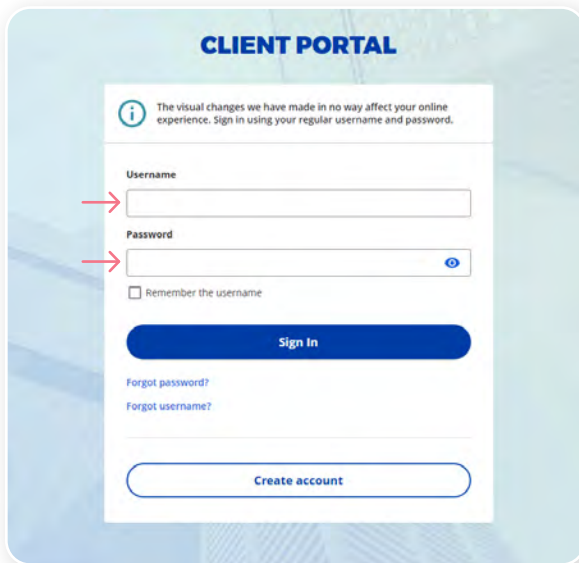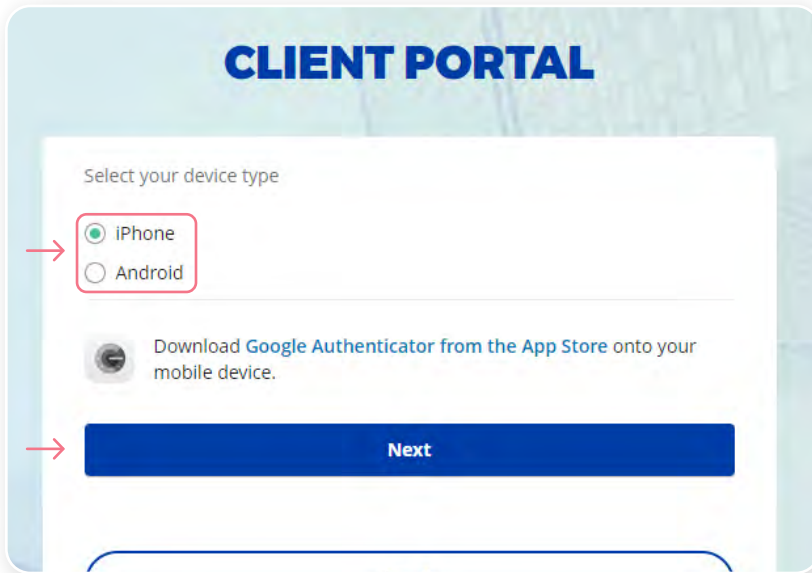

Step 2

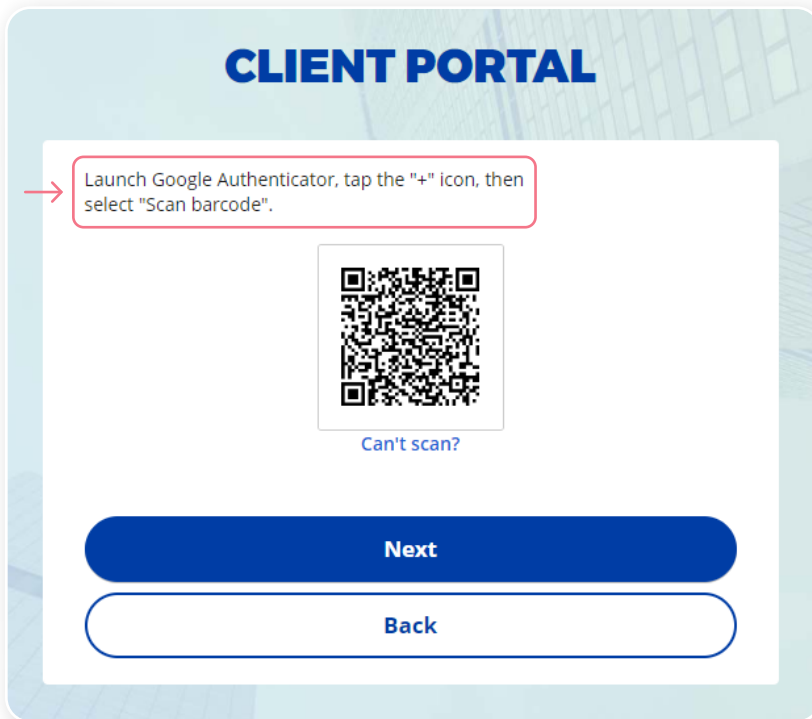Click on the **Choose** button in the Google Authenticator section.

Step 3

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

Step 4

Once you have selected your device type, you will be asked to launch the Google Authenticator app on your mobile device to add an account.
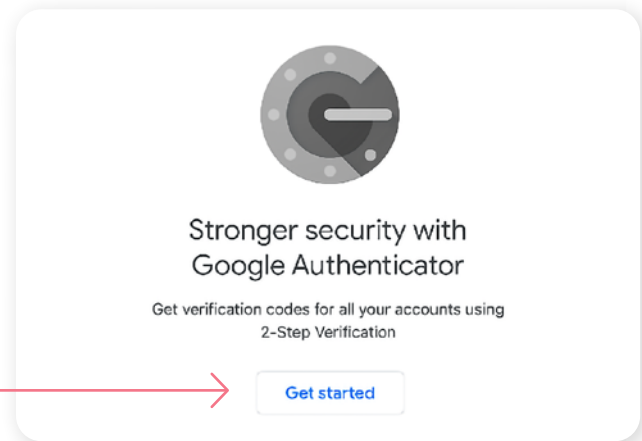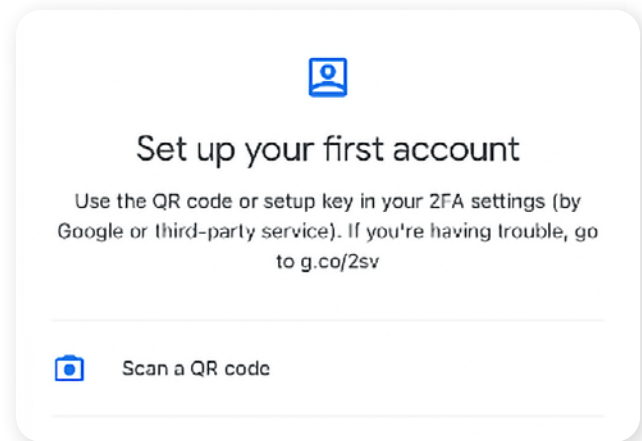
Step 5

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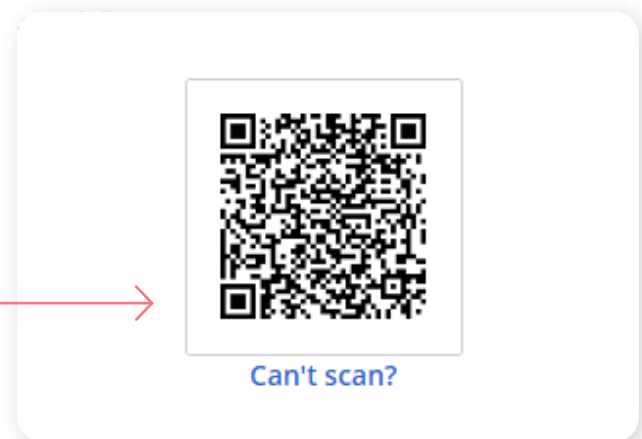
New Google Authenticator App user

Click on the **Get started** button

Stronger security with
Google Authenticator

Get verification codes for all your accounts using
2-Step Verification

Get started

Then, select **Scan a QR code**

Set up your first account

Use the QR code or setup key in your 2FA settings (by
Google or third-party service). If you're having trouble, go
to g.co/2sv

Scan a QR code

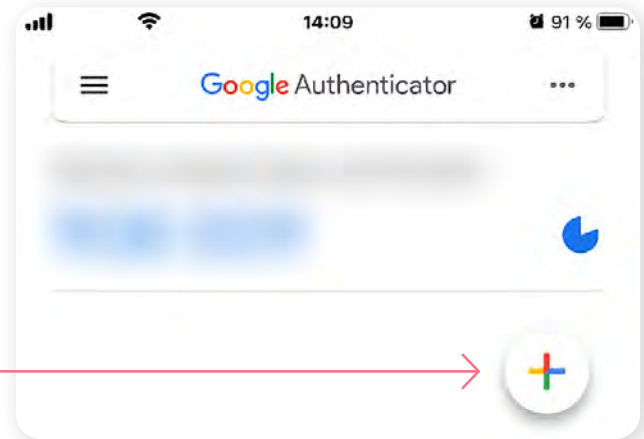Next, **scan the QR code** that is displayed on your computer screen.

Can't scan?

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

Step 5

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 **Scan a QR code**

Next, **scan the QR code** that is displayed on your computer screen.

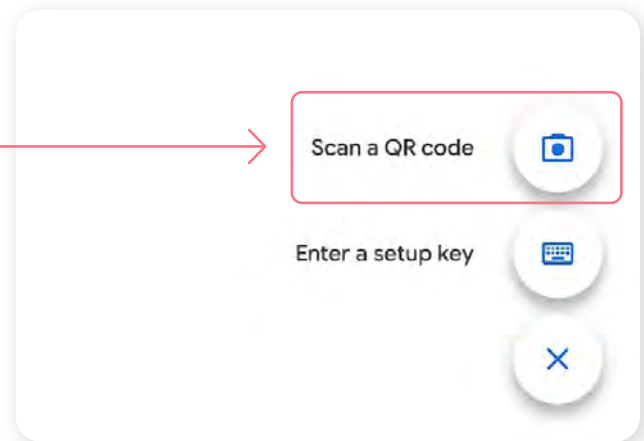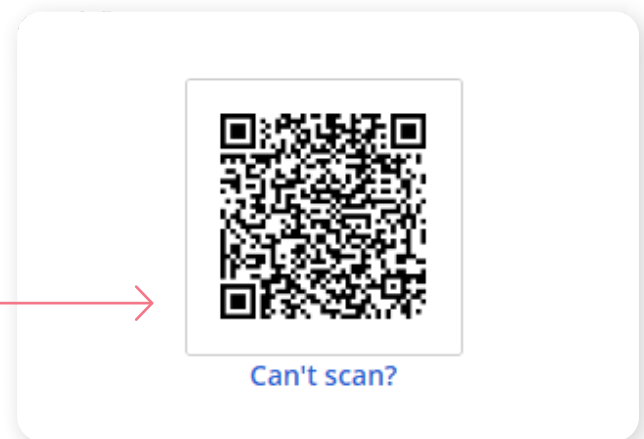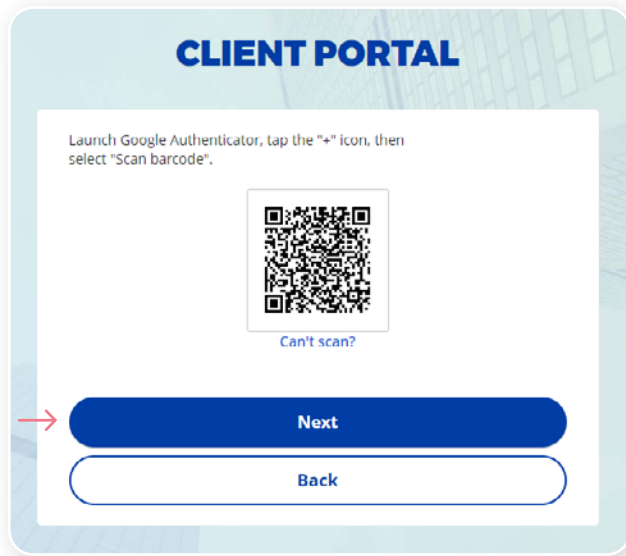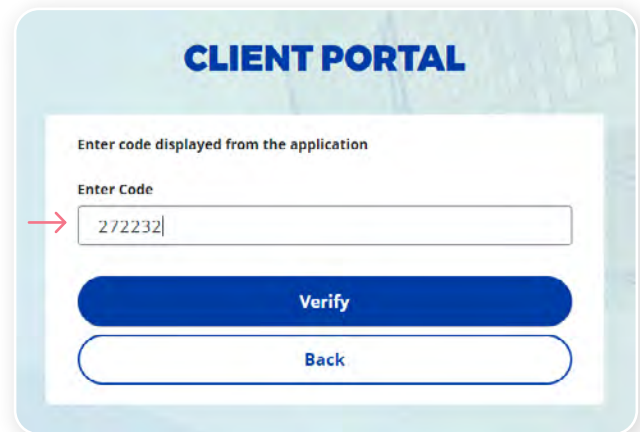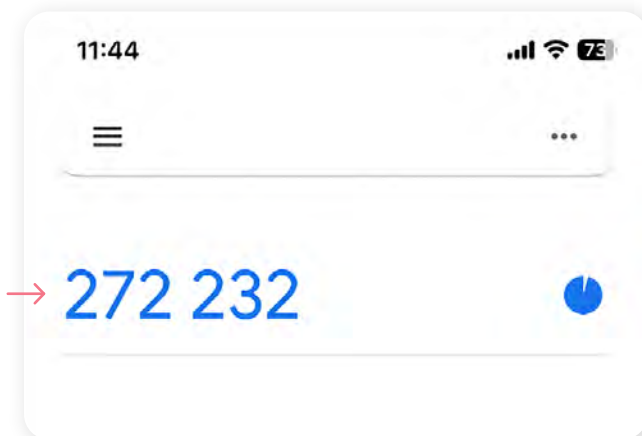*This screen may appear differently depending on whether you are using the iOS or Android App

Step 6

Once you have scanned the QR code, click **Next**.

Step7

You will receive a temporary **6-digit code** which you will need to enter through the Authentication screen in the Client Portal. Then, click **Verify**.

Step 8

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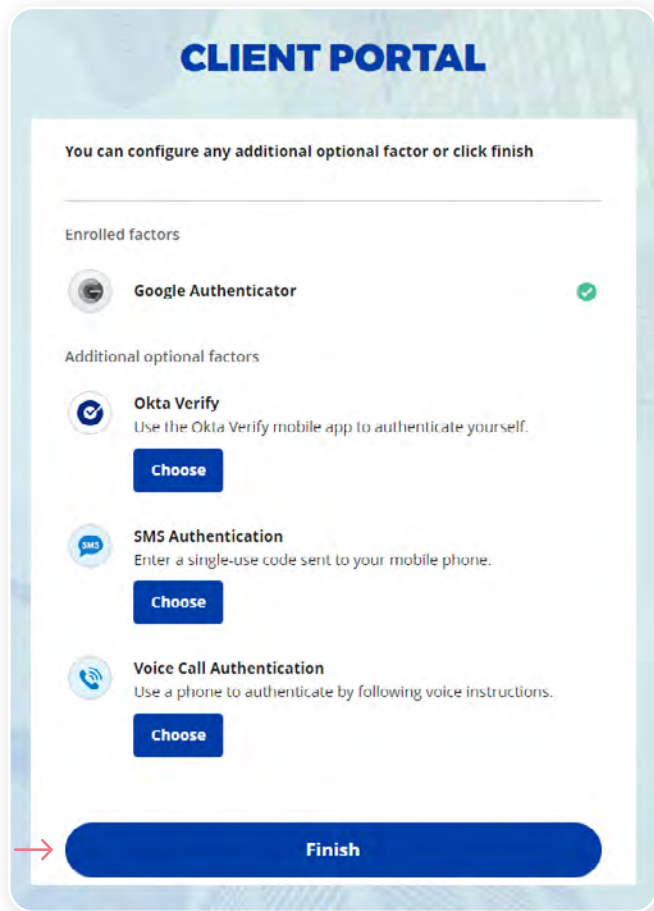
You must keep the Google Authenticator app on your mobile device for future logins into the Client Portal, as you may be prompted to provide a unique security code which will be generated in the Google Authenticator app.
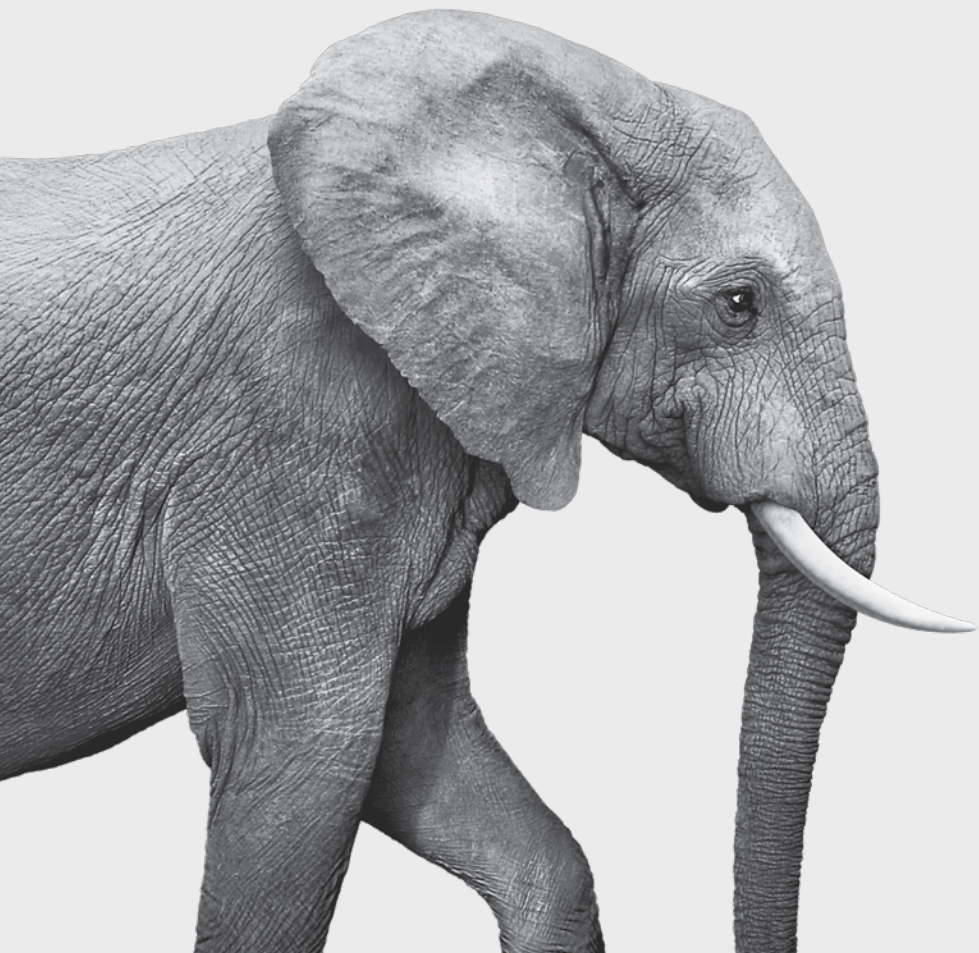
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