



MULTI-FACTOR AUTHENTICATION (MFA)



SMS Authentication Method
Installation Guide



SMS 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

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**.

CLIENT PORTAL

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

Username

Password

Remember the username

Sign In

Forgot password?

Forgot username?

Create account

Step 2

Click on the **Choose** button in the SMS Authentication section.

Choose

Google Authenticator
Use the Google Authenticator mobile app to authenticate yourself.

Choose

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

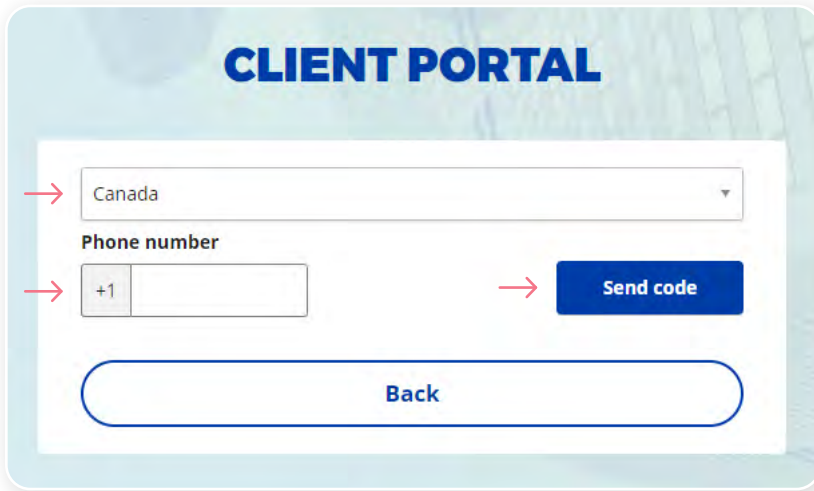
Choose

Voice Call Authentication
Use a phone to authenticate by following voice instructions.

Choose

Step 3

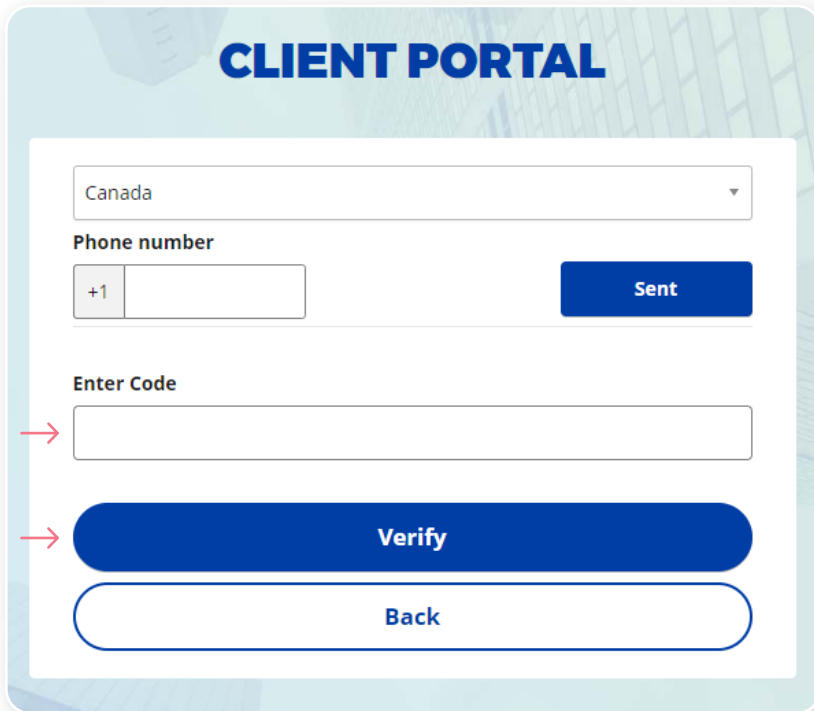
Next you will be asked to **select the country** and **enter the mobile phone number** where you wish to receive your security codes. Then click on the **Send Code** button.



The screenshot shows the 'CLIENT PORTAL' registration interface. At the top, the title 'CLIENT PORTAL' is displayed in blue. Below it, there is a dropdown menu with 'Canada' selected. Underneath, the 'Phone number' section includes a field with '+1' and an empty input box. To the right of this field is a blue button labeled 'Send code'. At the bottom of the form is a white button with a blue border labeled 'Back'. Red arrows point to the country dropdown, the phone number input field, and the 'Send code' button.

Step 4

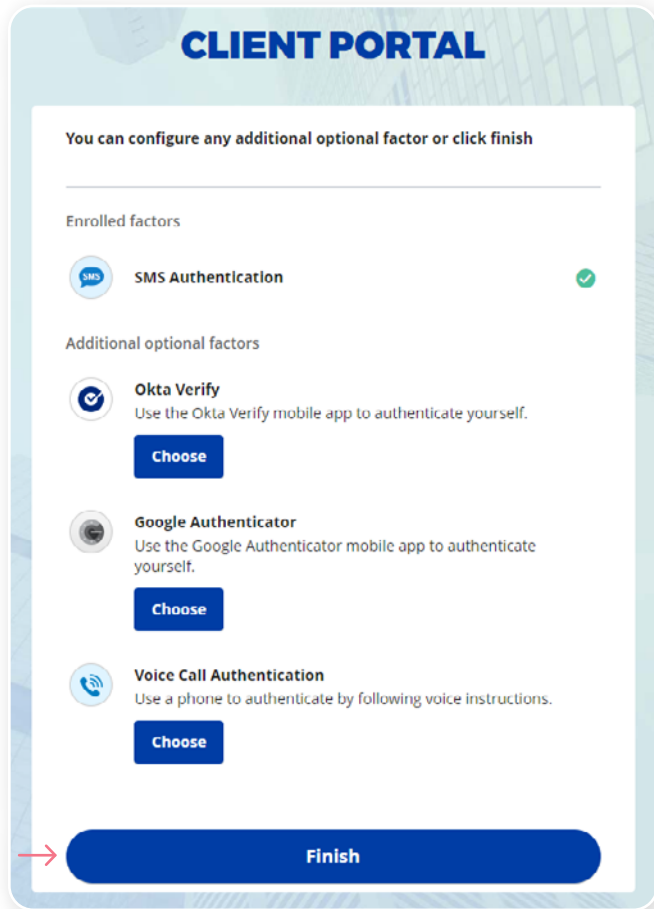
Once you have received the unique security code, you will need to **enter the code** that is given to you and click **Verify**.



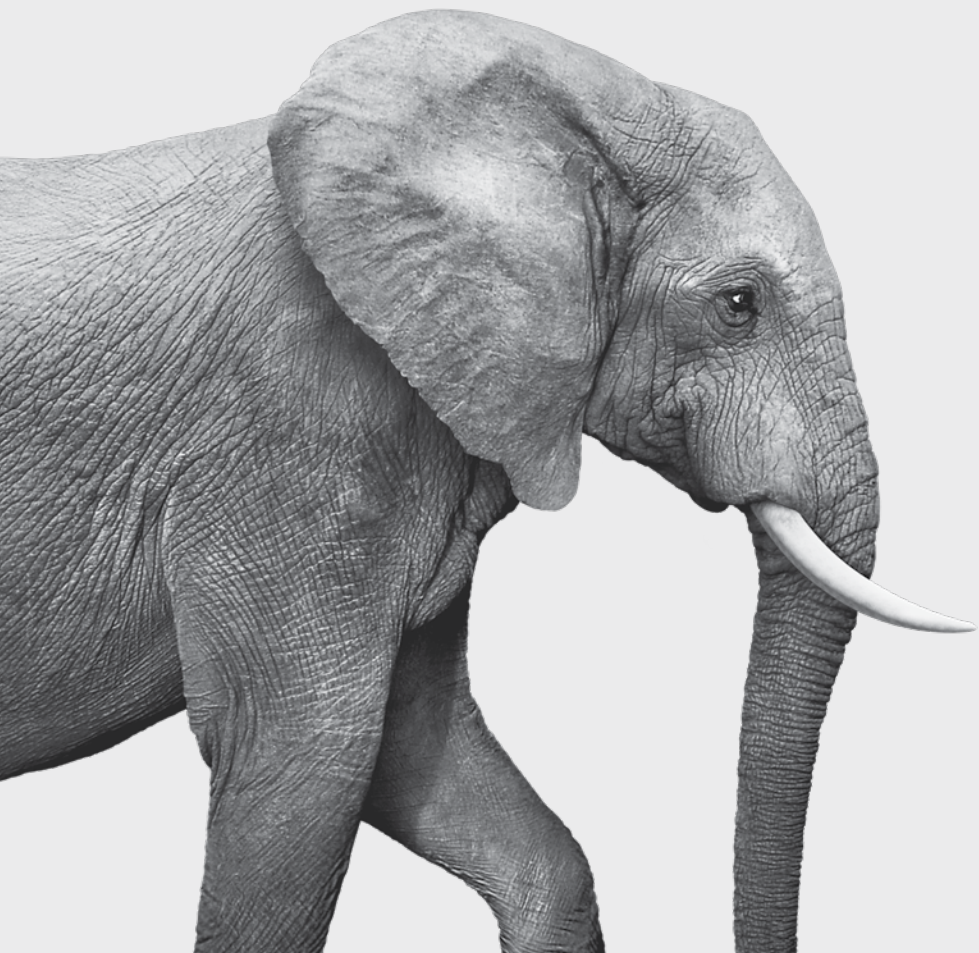
The screenshot shows the 'CLIENT PORTAL' registration interface at a later stage. The 'Canada' dropdown and '+1' phone number field are still present, but the 'Send code' button has been replaced by a blue button labeled 'Sent'. Below this, there is a section titled 'Enter Code' with an empty input field. At the bottom, there is a large blue button labeled 'Verify' and a white button with a blue border labeled 'Back'. Red arrows point to the 'Enter Code' input field and the 'Verify' button.

Step 5

You have now completed the SMS 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.



Going forward, when you log into the Client Portal, you may be **prompted to provide a unique security code**, which will be sent through SMS (text message).



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