



MULTI-FACTOR AUTHENTICATION (MFA)

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

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 Voice Call Authentication section.

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 phone number** where you wish to receive your security codes. Then click on the **Call** button.

The screenshot shows the 'CLIENT PORTAL' interface. At the top, the title 'CLIENT PORTAL' is displayed in blue. Below it, there is a dropdown menu with 'Canada' selected. Underneath, there are two input fields: 'Phone number' and 'Extension'. The 'Phone number' field contains '+1' followed by a blank space. Below these fields are two buttons: a blue 'Call' button and a white 'Back' button with a blue border. Red arrows point to the country dropdown, the phone number field, and the 'Call' button.

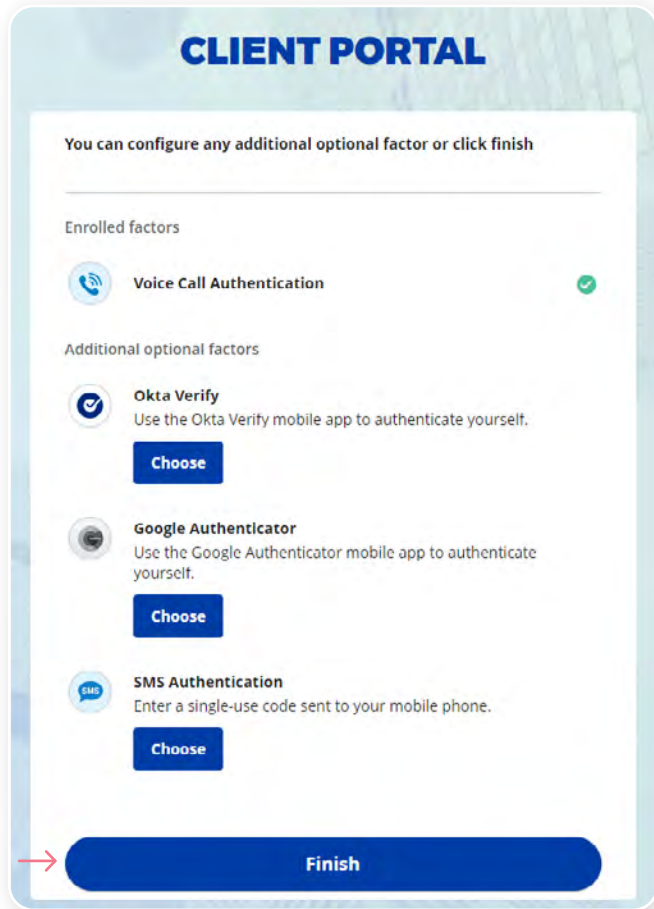
Step 4

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

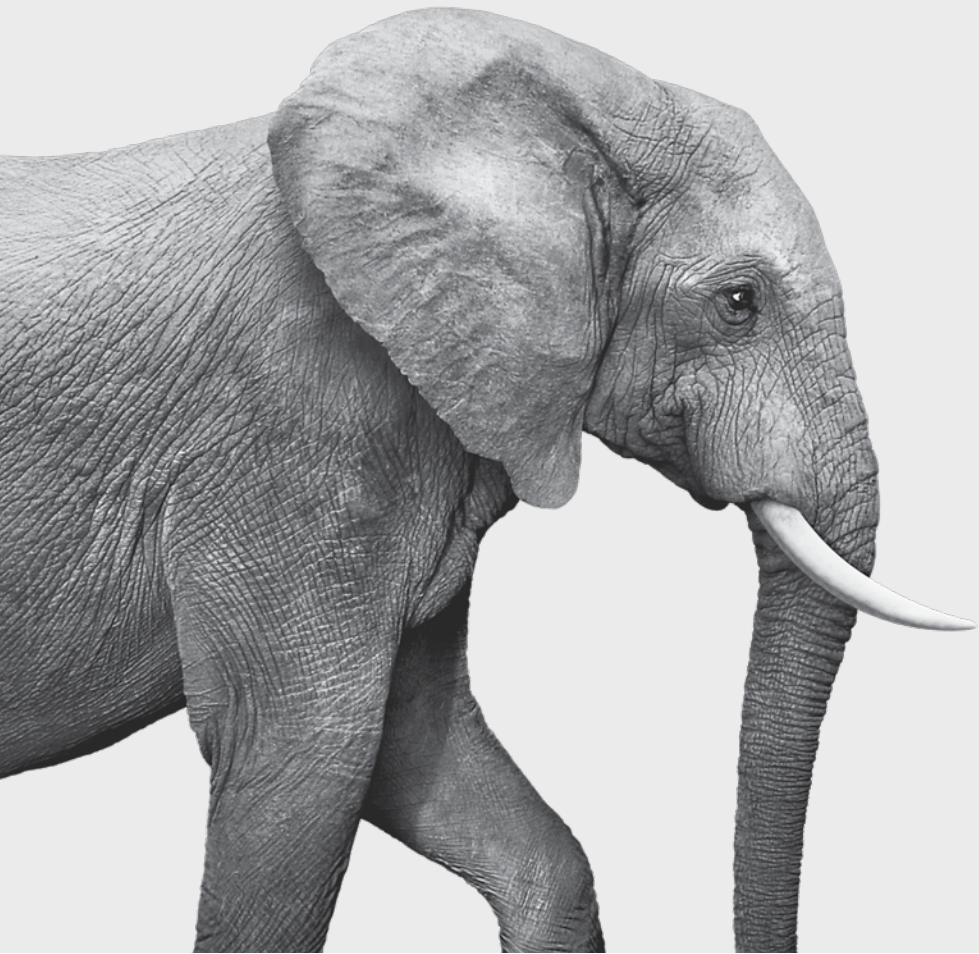
The screenshot shows the 'CLIENT PORTAL' interface. At the top, the title 'CLIENT PORTAL' is displayed in blue. Below it, there is a dropdown menu with 'Canada' selected. Underneath, there are two input fields: 'Phone number' and 'Extension'. The 'Phone number' field contains '+1' followed by a blank space. Below these fields is a blue 'Calling' button. Further down, there is an 'Enter Code' label above a text input field. Below the input field are two buttons: a blue 'Verify' button and a white 'Back' button with a blue border. Red arrows point to the 'Enter Code' input field and the 'Verify' button.

Step 5

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.



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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