



MULTI-FACTOR AUTHENTICATION (MFA)



Google Authenticator App
Installation Guide



GOOGLE AUTHENTICATOR APP

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

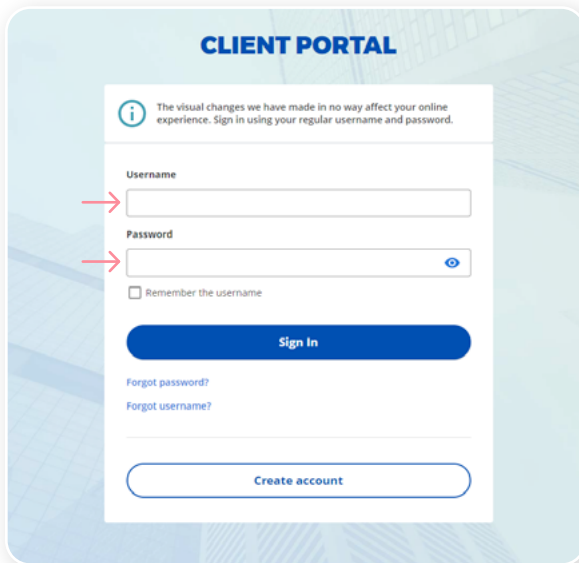
To set up this authentication method, you will need to download the Google Authenticator app on your mobile device. Once downloaded follow the steps below.



SET-UP TAKES JUST A FEW MINUTES

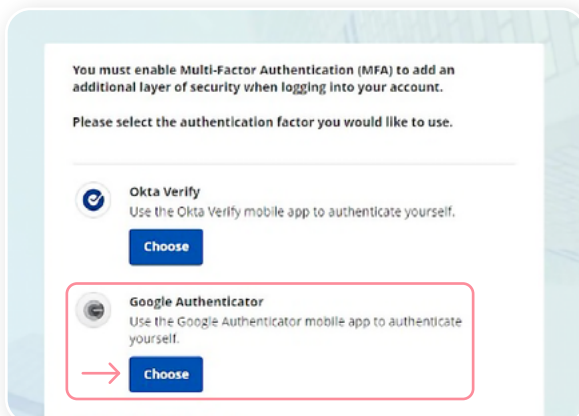
Step 1

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**.



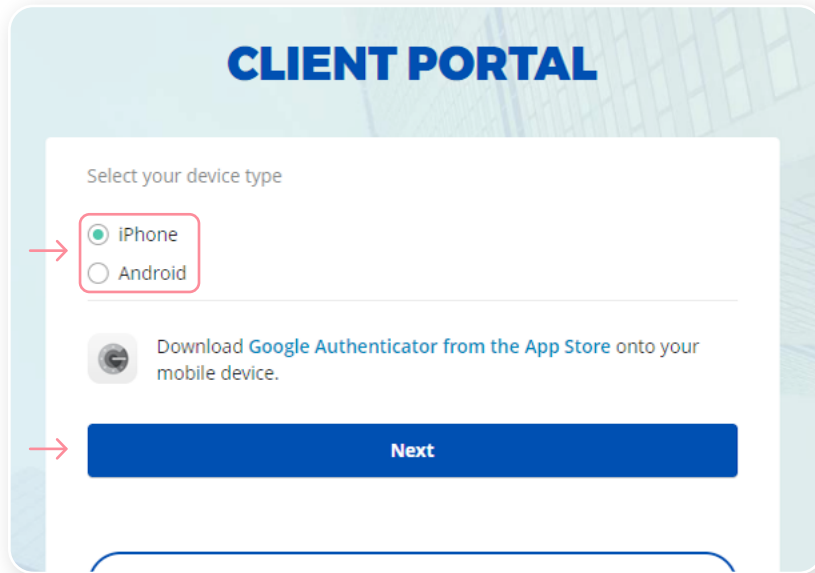
Step 2

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



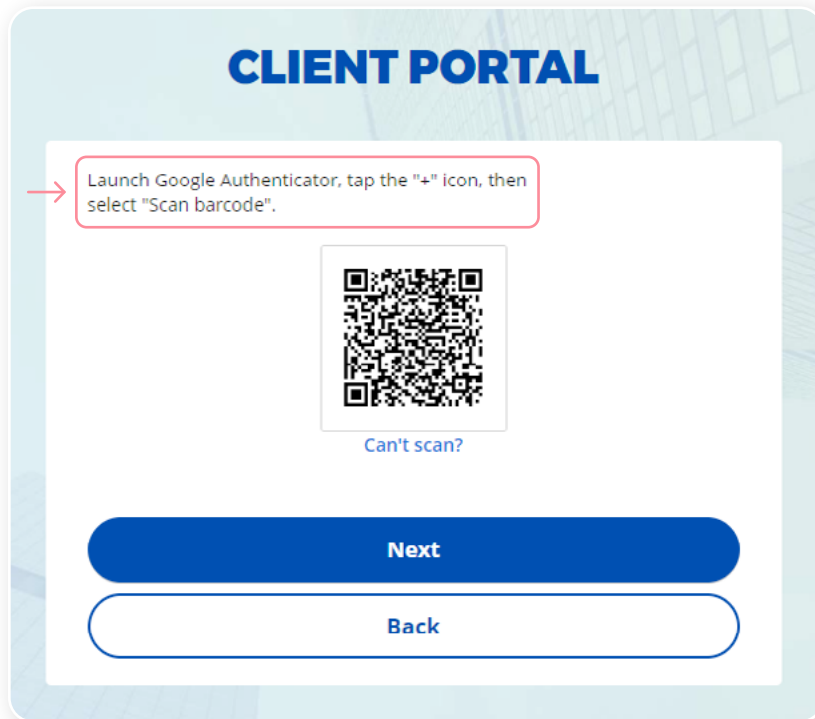
Step 3

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.

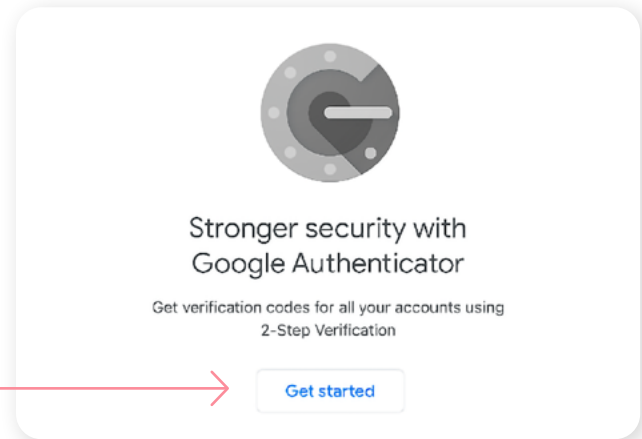


Step 5

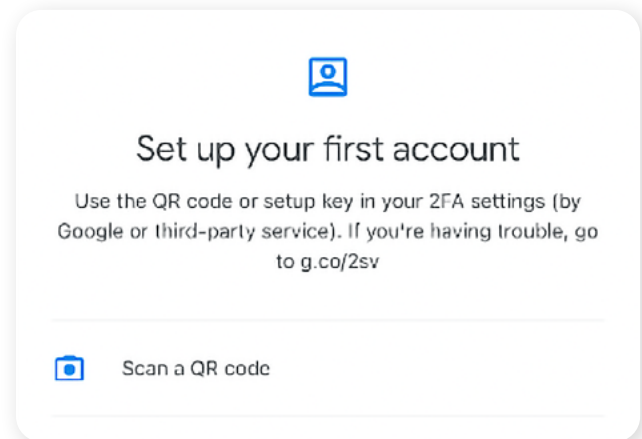
On your mobile device, launch the Google Authenticator app and set up an account for the Client Portal.

New Google Authenticator App user

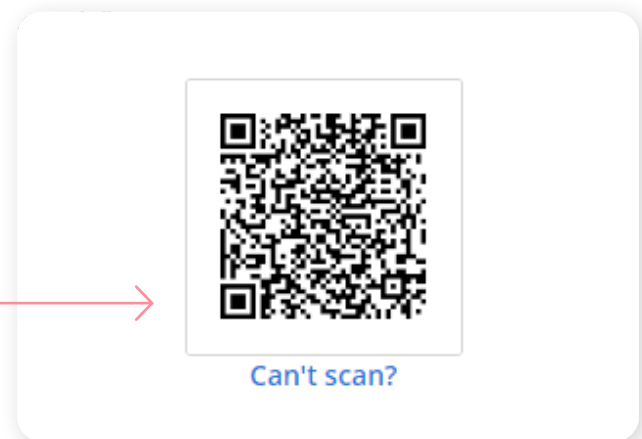
Click on the **Get started** button



Then, select **Scan a QR code**



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



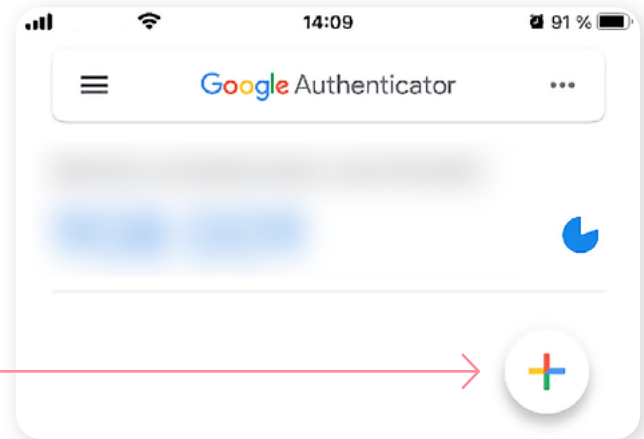
*This screen may appear differently depending on whether you are using the iOS or Android App

Step 5

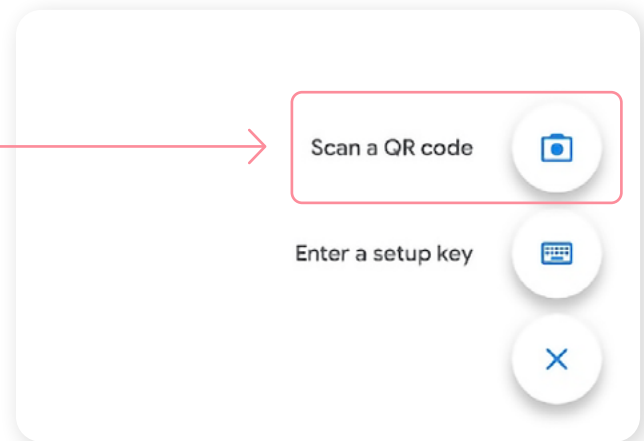
On your mobile device, launch the Google Authenticator app and set up an account for the Client Portal.

Already a Google Authenticator App user

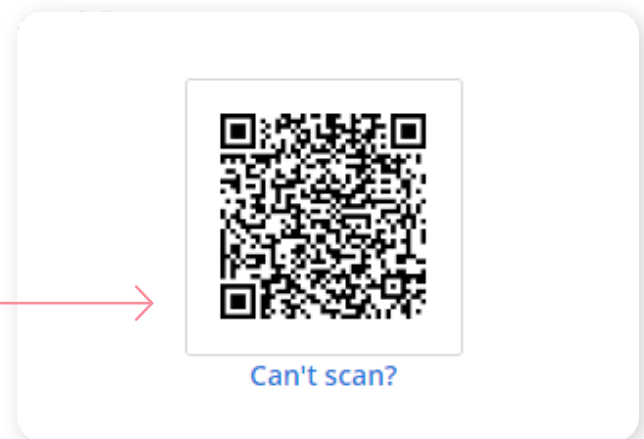
Click on the '+' sign button in the bottom right corner of your device.



Then, select **Scan a QR code**



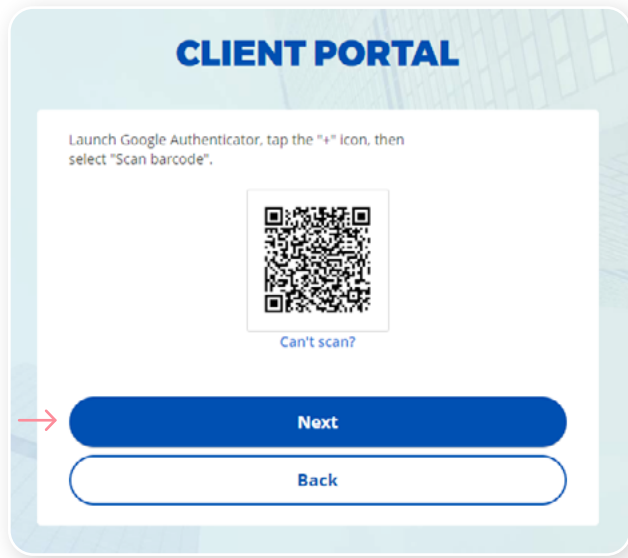
Next, **scan the QR code** that is displayed on your computer screen.



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

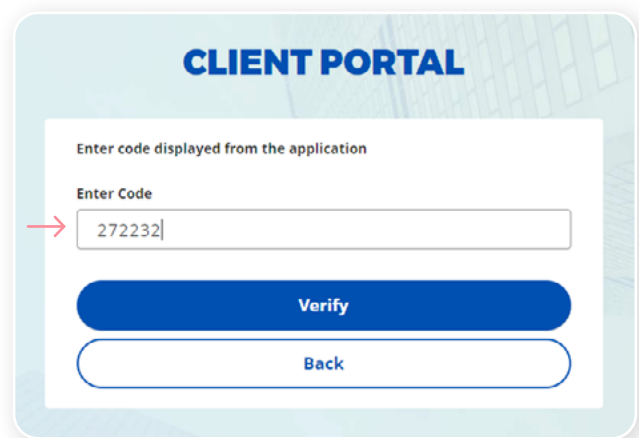
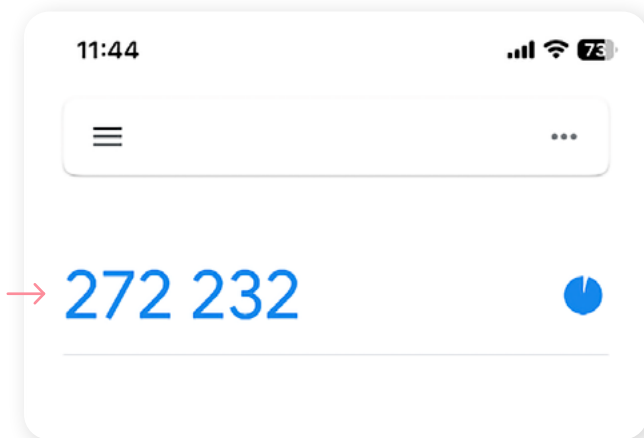
Step 6

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



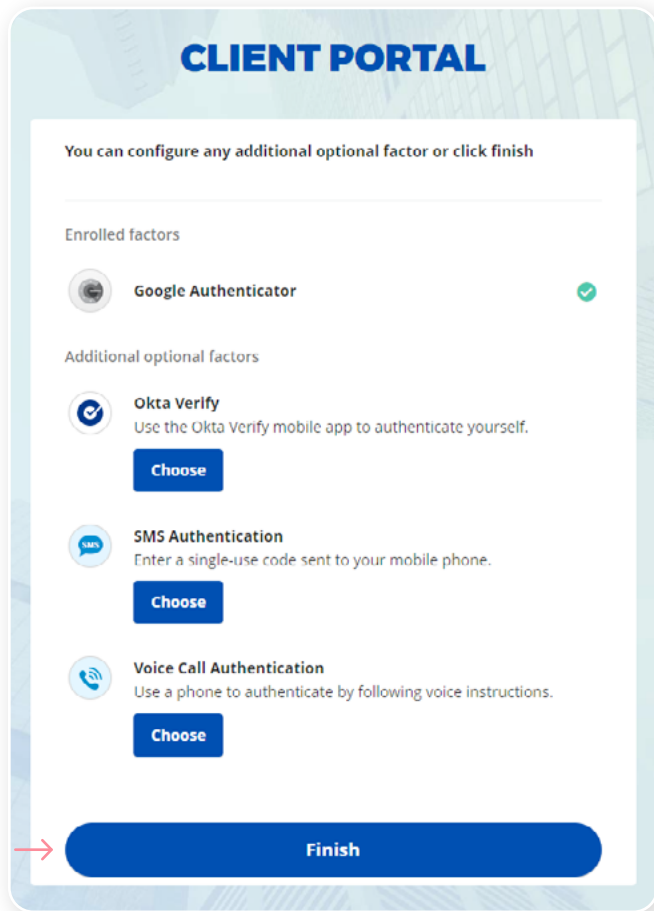
Step 7

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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