



MULTI-FACTOR AUTHENTICATION (MFA)



Okta Verify App
Installation Guide



OKTA VERIFY APP

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

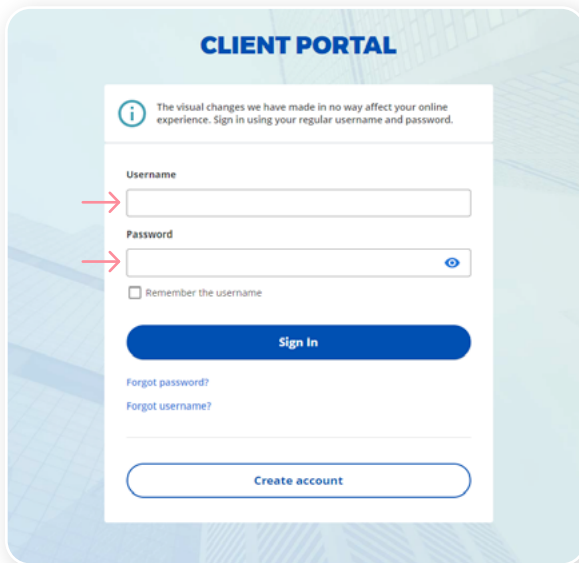
To set up this authentication method, you will need to download the Okta Verify App on your mobile device. Once downloaded follow the steps below.



SET-UP TAKES JUST A FEW MINUTES

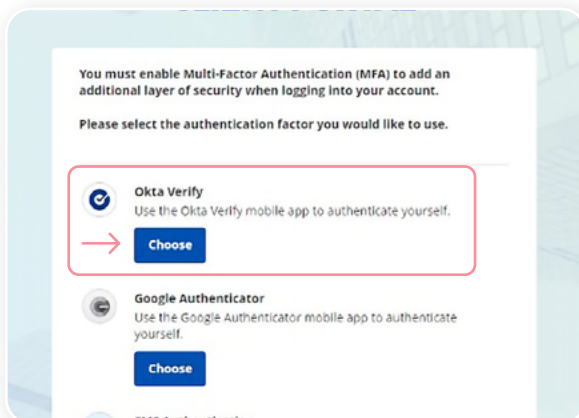
Step 1

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**.



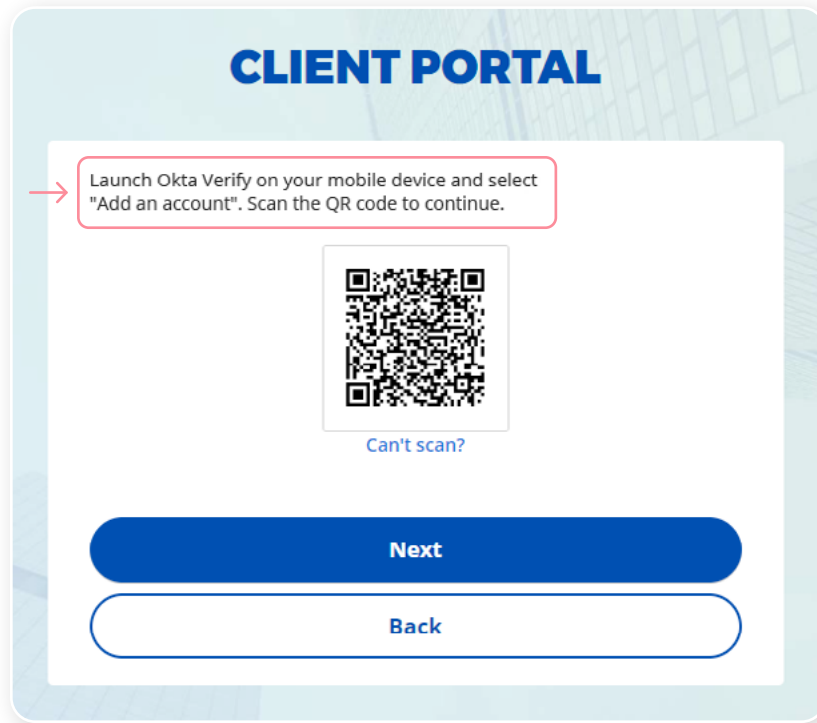
Step 2

Click on the **Choose** button in the Okta Verify section.



Step 3

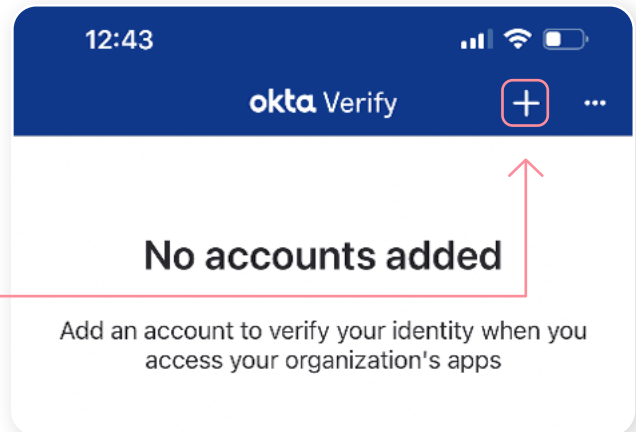
You will be asked to open the Okta Verify app on your mobile device.



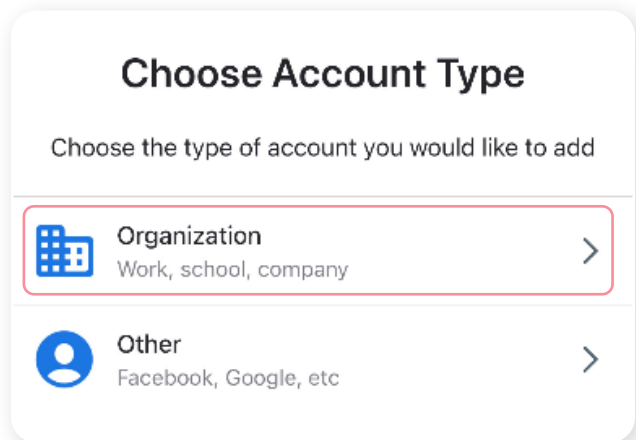
Step 4

On your mobile device, launch the Okta Verify app.

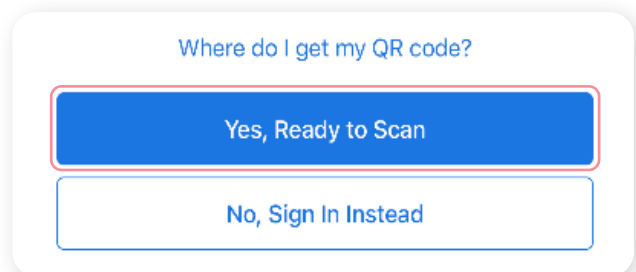
To set up an account for the Client Portal, click on '+' sign button shown in the top right corner of your device.



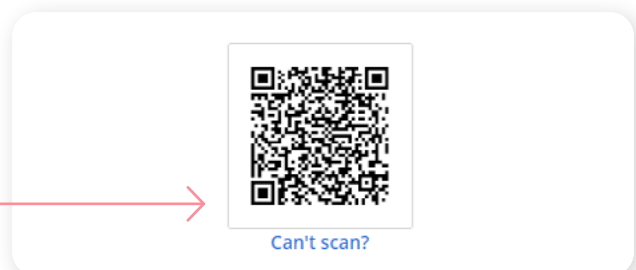
Click on **Organization**.



Click **Yes, Ready to Scan**.



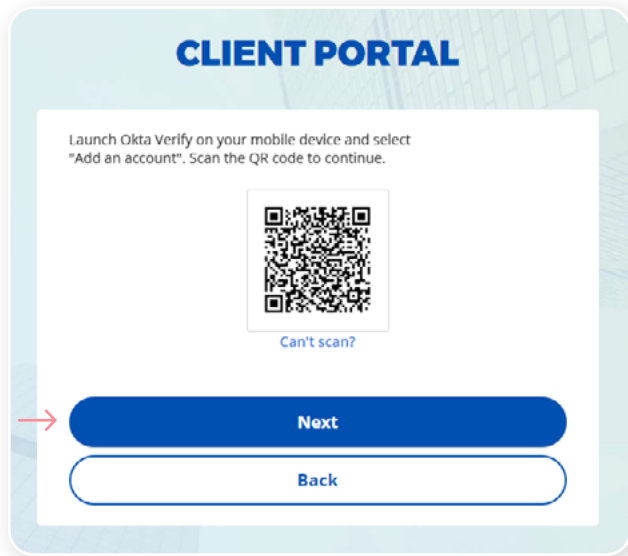
Next, **scan the QR code** that is displayed on your computer screen.



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

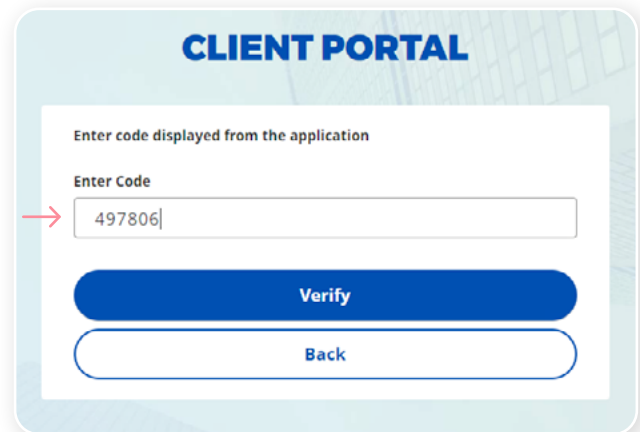
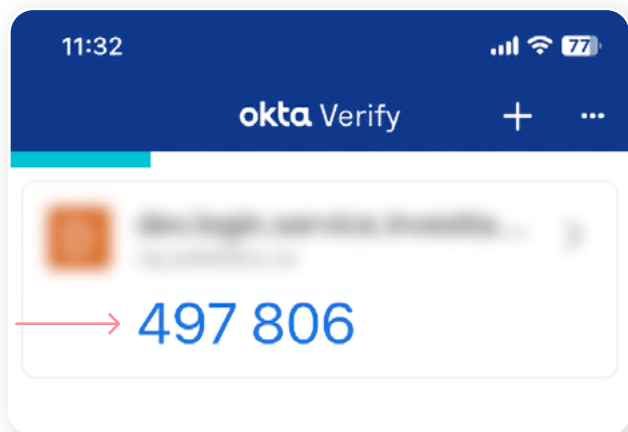
Step 5

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



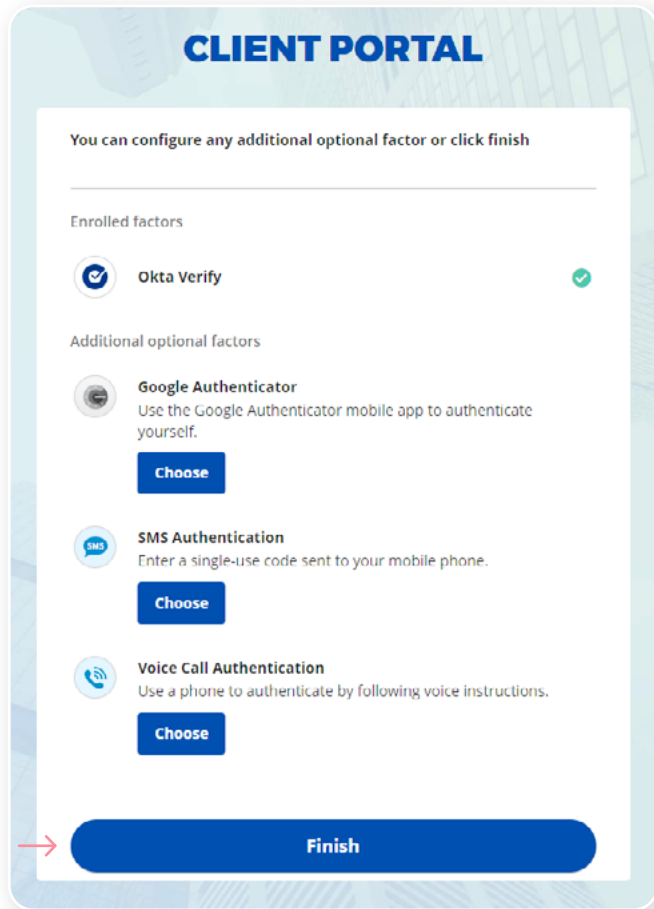
Step 6

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**.

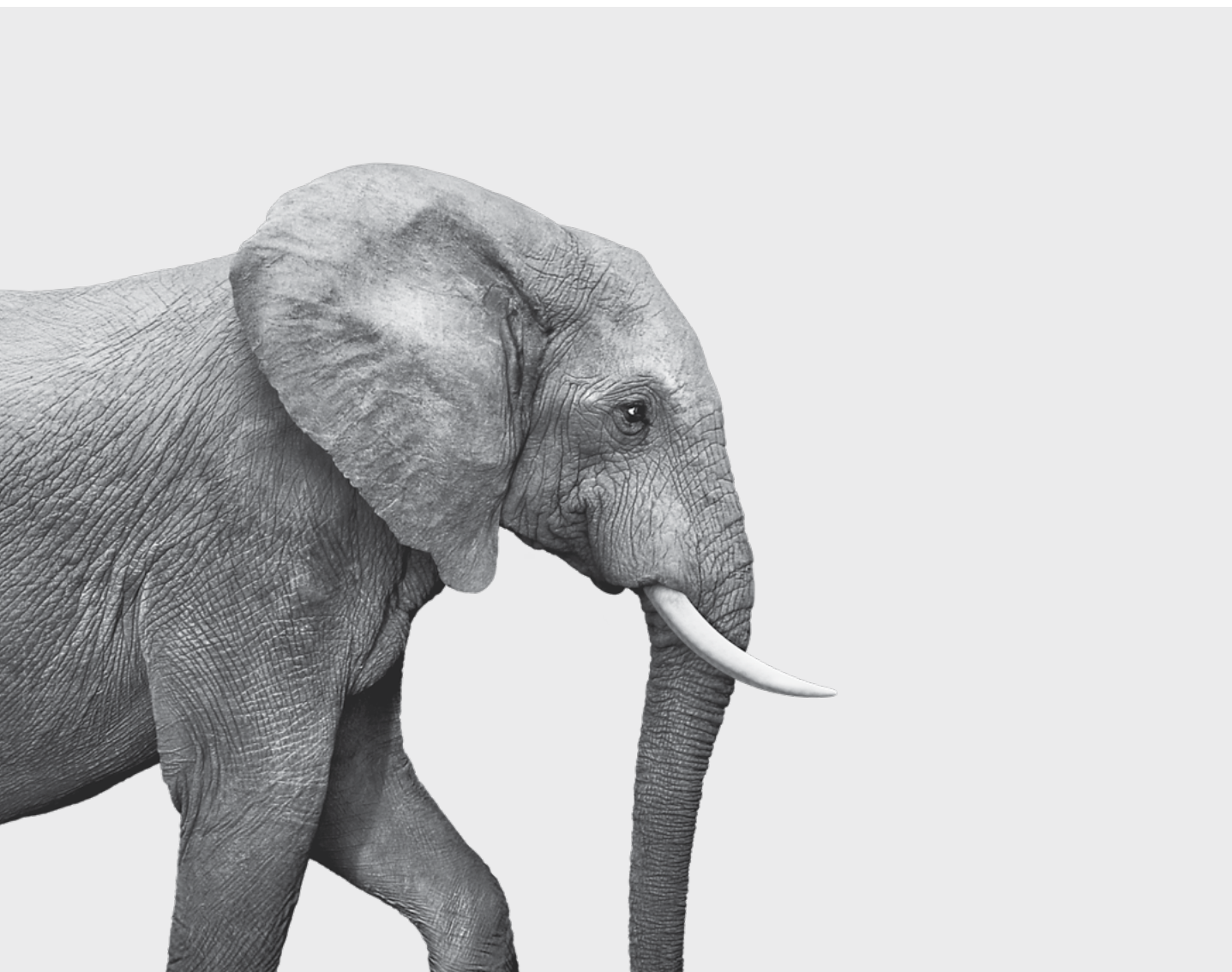


Step 7

You have now completed the Okta Verify 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 Okta Verify 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 Okta Verify app.



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