



MULTI-FACTOR AUTHENTICATION (MFA)



SMS Authentication Method
Set-up 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

Enter your **username** and click **Next**, then enter your **password** and click **Next**.

CLIENT PORTAL

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

For additional resources and support logging into your account, please consult the [Need help](#) section.

Username

Next

[Forgot username?](#)

Create an account

CLIENT PORTAL

testbabs

Password

Next

[Forgot password?](#)

[Back to sign in](#)

Step 2

Click on the **select** button under the Phone authentication option.

MULTIFACTOR AUTHENTICATION

You must enable Multi-Factor Authentication (MFA) to add an additional layer of security when logging into your account.

- Google Authenticator**
Enter a temporary code generated from the Google Authenticator app.
Select
- Okta Verify**
Okta Verify is an authenticator app, installed on your phone, used to prove your identity.
Select
- Phone**
Verify with a code sent to your phone.
Select

[Back to sign in](#)

Step 3

Next you will be asked to **select your country** and enter **the mobile phone number** where you wish to receive your security codes. Then click on the **Receive a code via SMS**.

PHONE IDENTIFICATION

Enter your phone number to receive a verification code via SMS.

SMS
 Voice call

Country
Canada

Phone number
+1

Receive a code via SMS

Back

[Back to sign in](#)

Step 4

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

PHONE IDENTIFICATION

A code has been sent to your phone. Enter the code below to verify. Carrier messaging charges may apply.

Enter Code

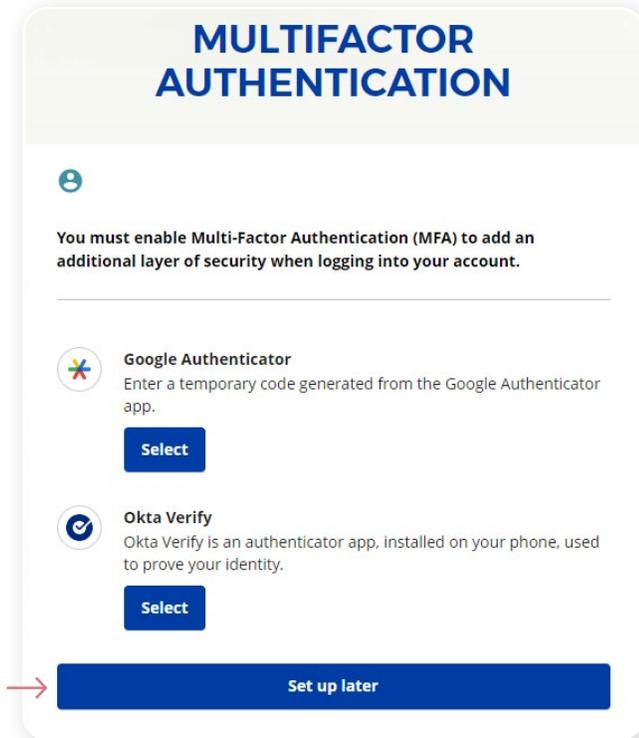
Next

Back

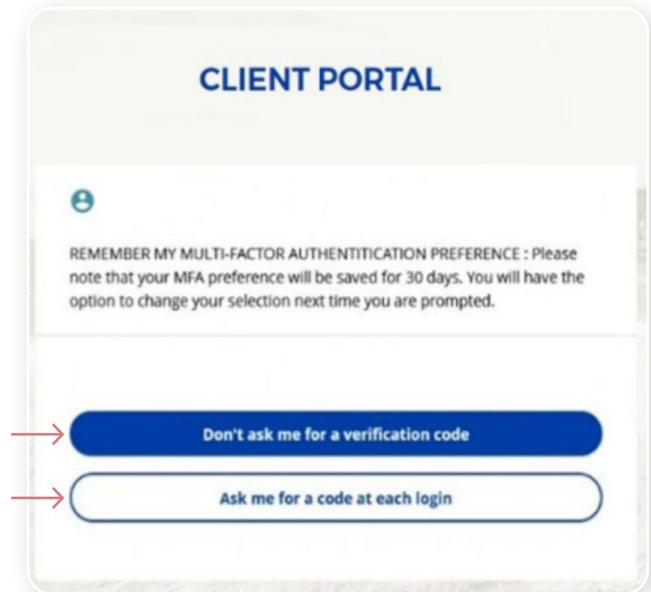
Step 5

You have now completed the SMS Authentication set-up and will be taken back to the configuration page.

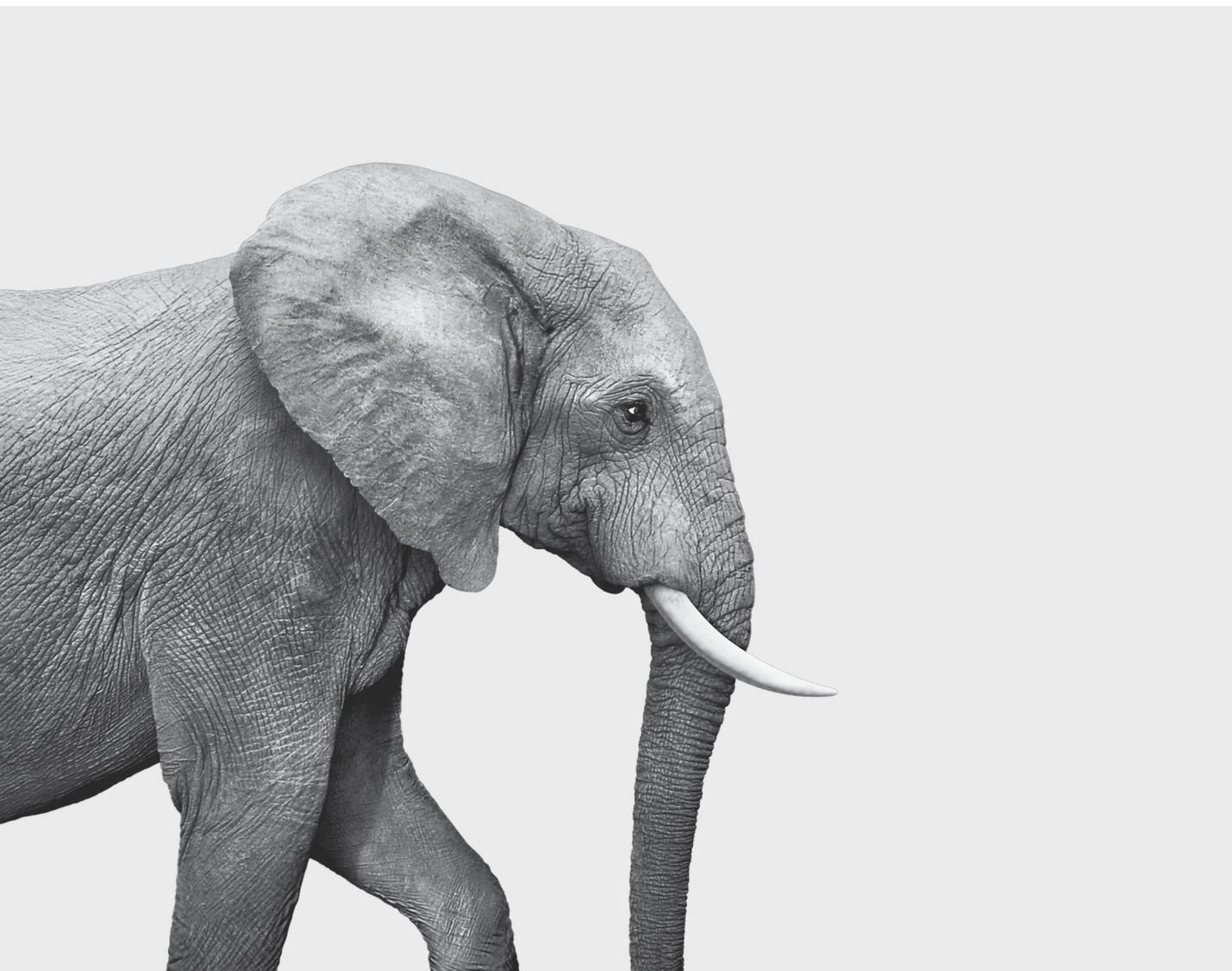
You can choose to set up an additional MFA method or click on **Set up later** to continue to your Client Portal.



You will be asked if you want the system to remember your multi-factor authentication preference by selecting "**Don't ask me for a verification code**" or "**Ask me for a code at each login**". If you select "**Ask me for a code at each login**", then the multi-factor authentication method you selected will appear each time and you will be asked to authenticate before you can successfully log in.



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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