



MULTI-FACTOR AUTHENTICATION (MFA)



Voice Call Authentication Method
Installation Guide



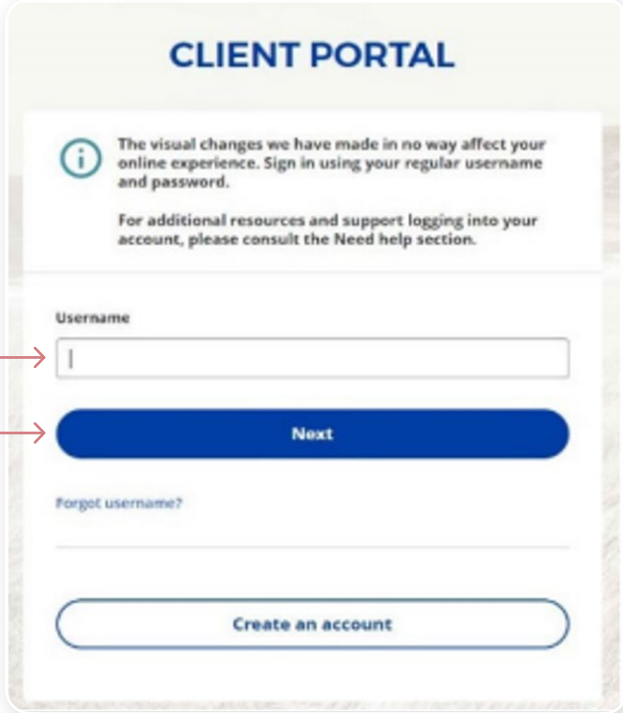
VOICE CALL AUTHENTICATION METHOD

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

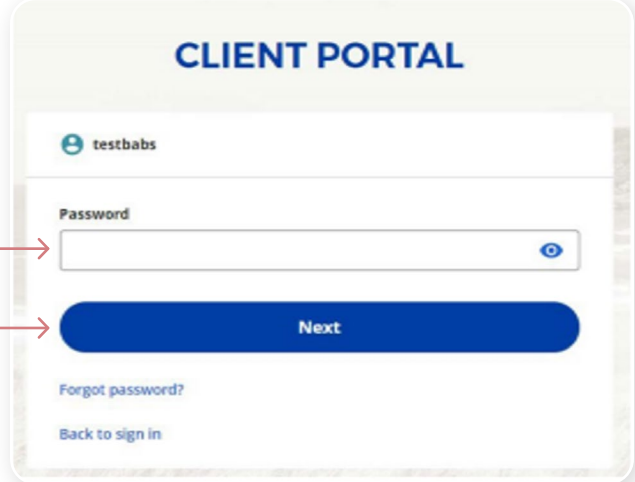
SET-UP TAKES JUST A FEW MINUTES

Step 1

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



The screenshot shows the 'CLIENT PORTAL' login page. At the top, a message states: '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.' Below this is a 'Username' label and a text input field. A red arrow points to the input field, and another red arrow points to the 'Next' button. At the bottom, there is a 'Forgot username?' link and a 'Create an account' button.




The screenshot shows the 'CLIENT PORTAL' login page after clicking 'Next'. The username field is now populated with 'testbabs'. Below it is a 'Password' label and a password input field with an eye icon. A red arrow points to the password field, and another red arrow points to the 'Next' button. At the bottom, there are links for 'Forgot password?' and '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 phone number** where you wish to receive your security codes. Then click on the **Receive a code via voice call** button.

PHONE IDENTIFICATION



Enter your phone number to receive a verification code via voice call.

☐ SMS

☒ Voice call

Country

Canada

Phone number

+1

Extension

Receive a code via voice call


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

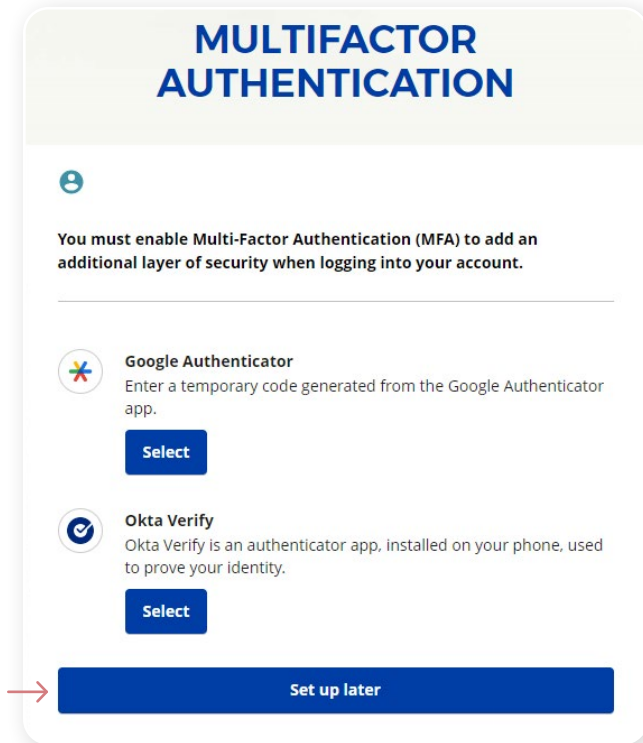
Next

Back

Step 5

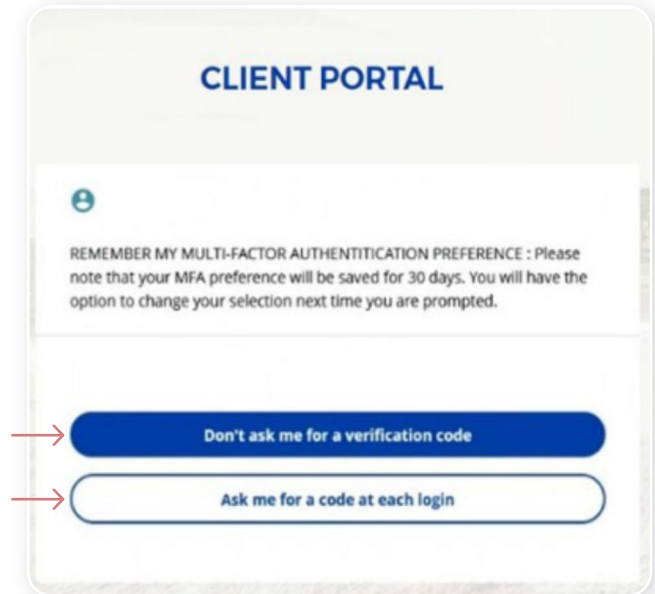
You have now completed the Voice Call Authentication set-up and will be taken back to the configuration page.

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



The screenshot shows the 'MULTIFACTOR AUTHENTICATION' configuration page. At the top, it says 'You must enable Multi-Factor Authentication (MFA) to add an additional layer of security when logging into your account.' Below this, there are two options: 'Google Authenticator' and 'Okta Verify'. Each option has a 'Select' button. At the bottom, there is a 'Set up later' button, which is highlighted with a red arrow.

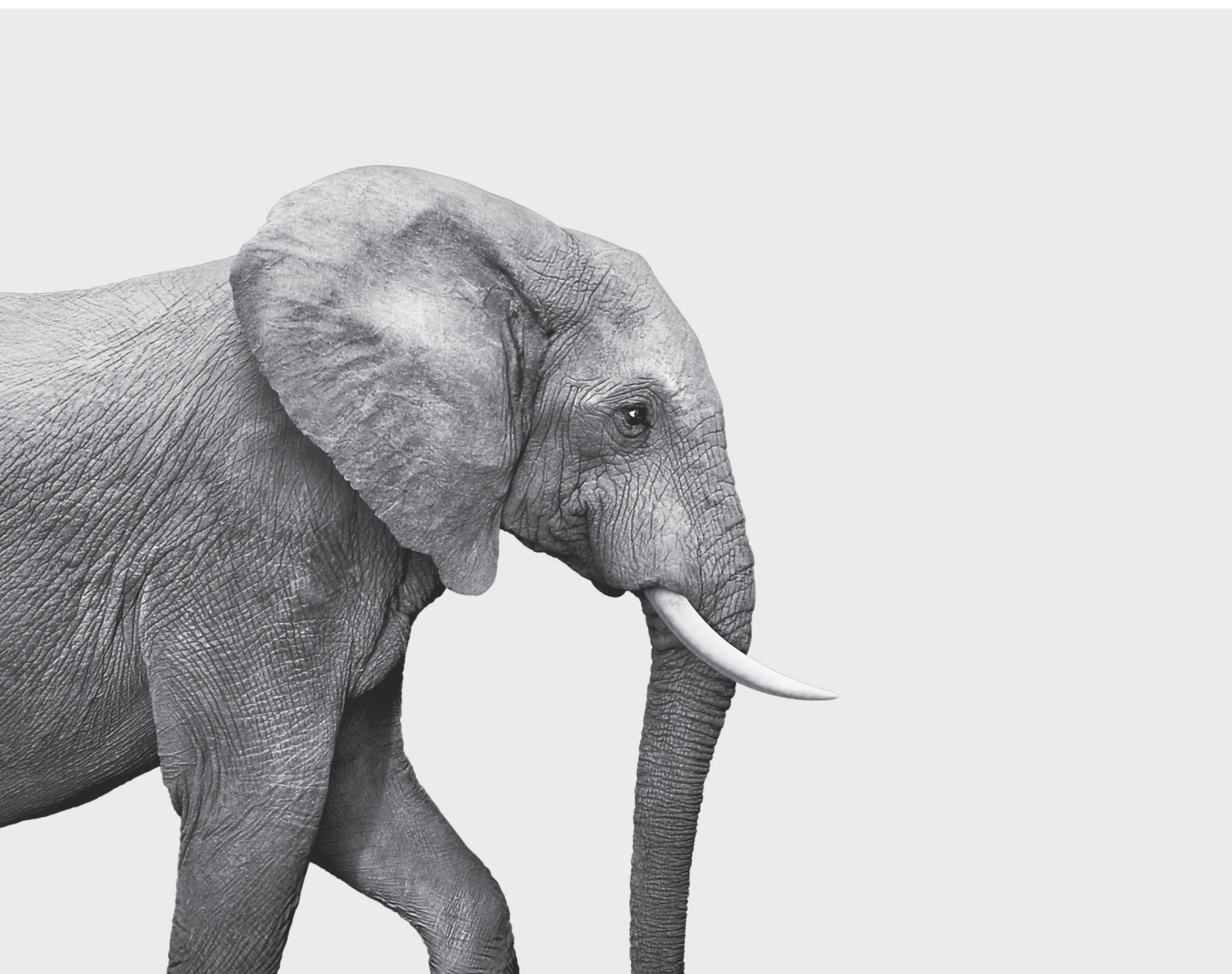
You will be asked if you want the system to remember your multi-factor authentication preference by selecting **"Don't ask me for a verification code"** or **"Ask me for a code at each login"**. If you select **"Ask me for a code at each login"**, then the multi-factor authentication method you selected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



The screenshot shows the 'CLIENT PORTAL' login screen. It has a heading 'REMEMBER MY MULTI-FACTOR AUTHENTICATION PREFERENCE : Please note that your MFA preference will be saved for 30 days. You will have the option to change your selection next time you are prompted.' Below this, there are two buttons: 'Don't ask me for a verification code' and 'Ask me for a code at each login'. Both buttons are highlighted with red arrows.



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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