



MULTI-FACTOR AUTHENTICATION (MFA) – iA PRIVATE WEALTH MOBILE APP



Voice Call Authentication Method
Installation Guide



VOICE CALL AUTHENTICATION METHOD

When you first log into the iA Private Wealth mobile app, you will be prompted to set up multi-factor authentication (MFA).

SET-UP TAKES JUST A FEW MINUTES

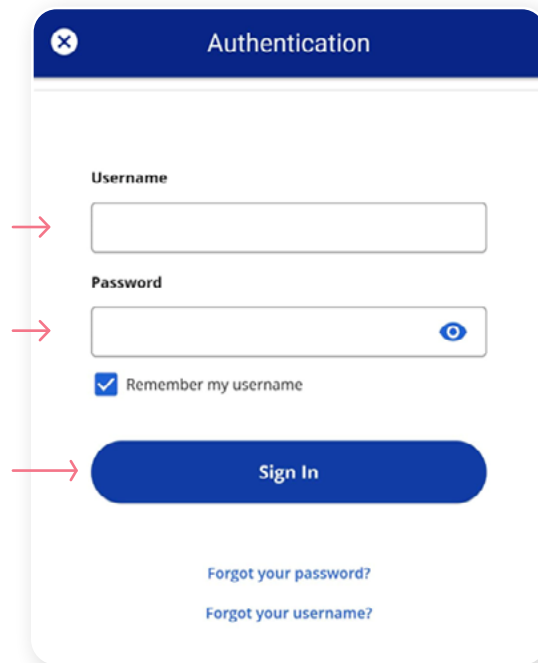
Step 1

Open the iA Private Wealth mobile app and click on **Login**.



Step 2

Enter your **username** and **password**, then click **Sign In**.



Step 3

Click on the **Choose** button in the Voice Call Authentication section.

Authentication

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

Please select the authentication factor you would like to use.

- Okta Verify**
Use the Okta Verify mobile app to sign in.
Choose
- Google Authenticator**
Use the mobile app to sign in.
Choose
- SMS Authentication**
Enter a single-use code sent to your mobile phone.
Choose
- Voice Call Authentication**
Use a phone to sign in by following the voice instructions.
Choose

Step 4

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.

Authentication

Canada

Phone number: +1

Extension:

Call

Back

Step 5

Once you have received the unique security code, you will need to **enter the code** that is given to you in the Authentication screen in the iA Private Wealth mobile app and click **Verify**.

The screenshot shows the 'Authentication' screen with a blue header and a close button. A phone icon is centered. Below it is a dropdown menu set to 'Canada'. There are two input fields for 'Phone number' (with '+1' in a small box) and 'Extension'. A blue 'Calling' button is below. An 'Enter code' label is above a text input field with a red arrow pointing to it. Below the field is a blue 'Verify' button with a red arrow pointing to it, and a white 'Back' button below that.

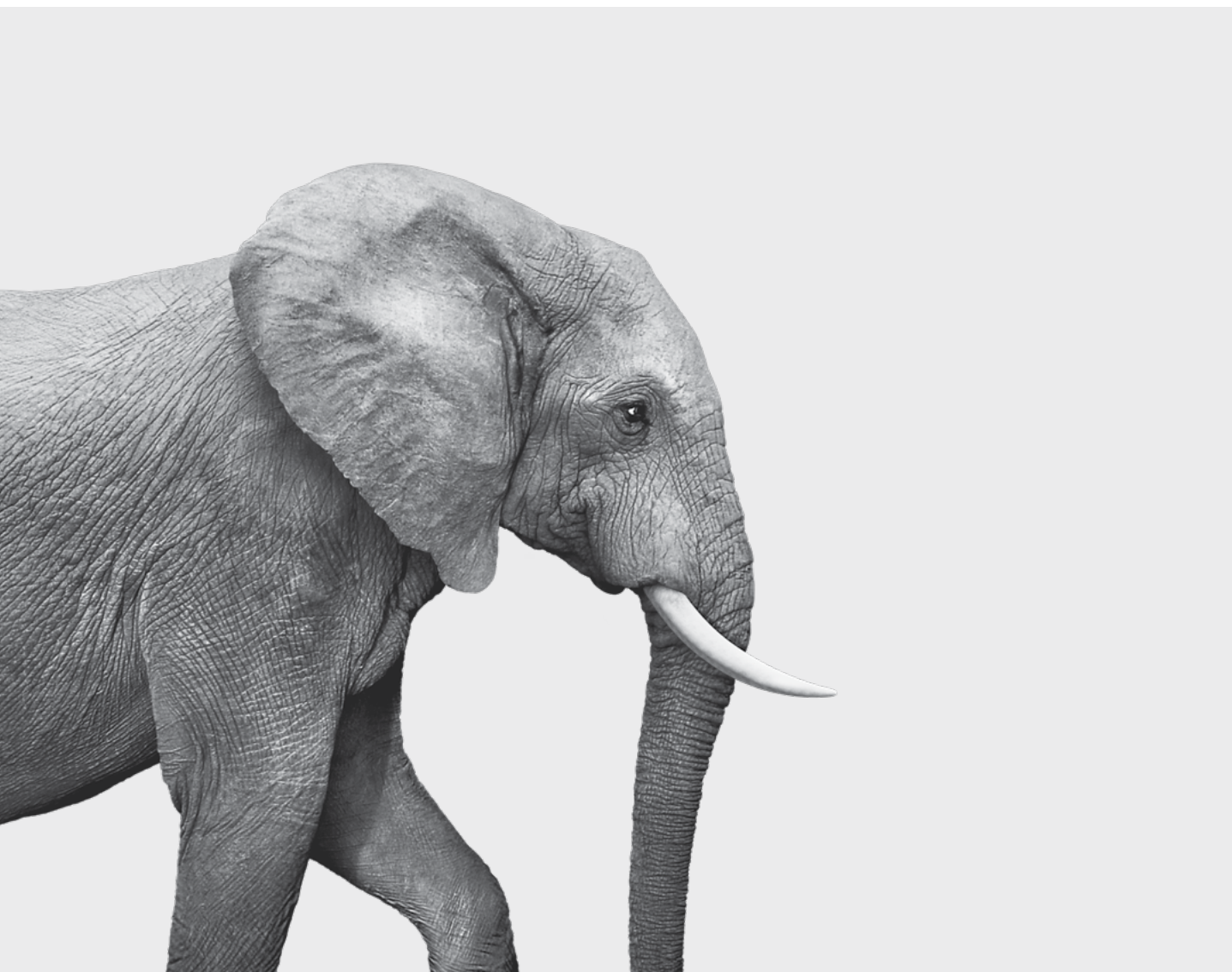
Step 6

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 the iA Private Wealth mobile app.

The screenshot shows the 'Authentication' screen with a blue header and a close button. Text at the top says 'You can configure any additional optional factor or click on finish'. Below is a section for 'Enrolled factors' with 'Voice Call Authentication' checked. Below that is a section for 'Additional optional factors' with 'Okta Verify', 'Google Authenticator', and 'SMS Authentication' listed, each with a 'Choose' button. At the bottom is a blue 'Finish' button with a red arrow pointing to it.



Going forward, when you log into the iA Private Wealth mobile app, you may be **prompted to provide a unique security code**, which will be sent through voice call.



F96-346A(23-05) ACC

INVESTED IN YOU.

iA Private Wealth Inc. is a member of the Canadian Investor Protection Fund and the Investment Industry Regulatory Organization of Canada. iA Private Wealth is a trademark and business name under which **iA Private Wealth Inc.** operates.

[iapriatewealth.ca](https://www.iapriatewealth.ca)