



# MULTI-FACTOR AUTHENTICATION (MFA)



Voice Call Authentication Method  
Installation Guide



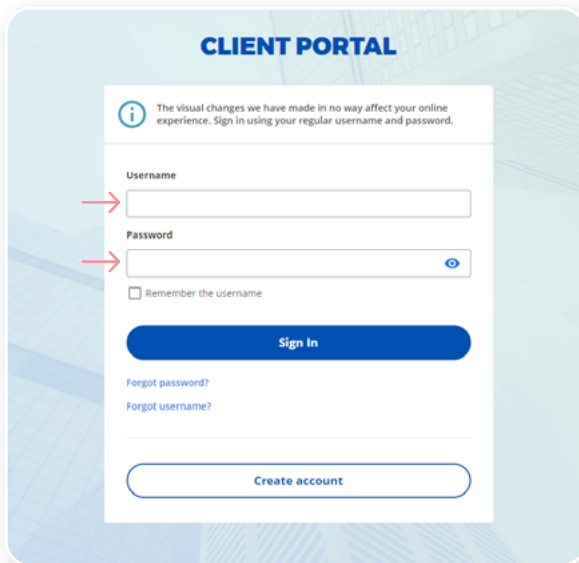
# VOICE CALL AUTHENTICATION METHOD

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

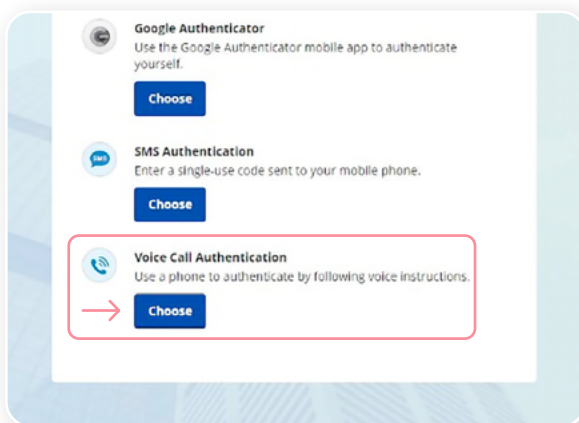
### Step 1

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**.



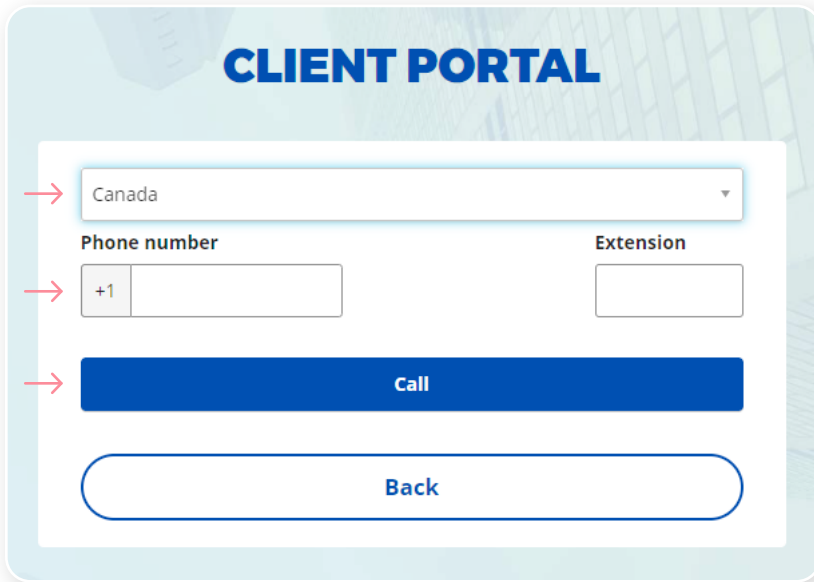
### Step 2

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



### Step 3

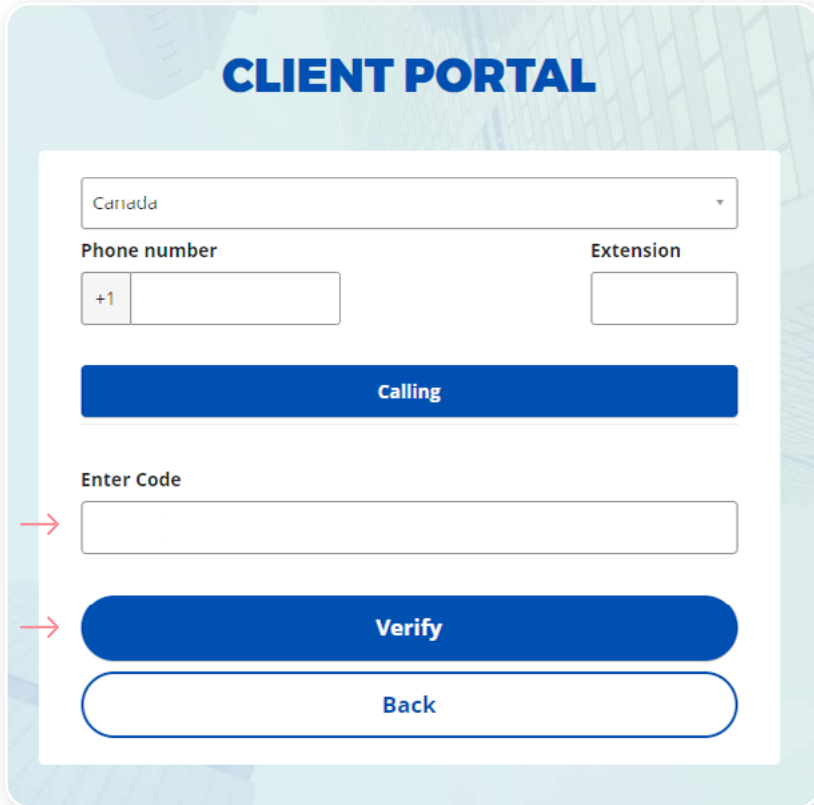
Next you will be asked to **select the country** and **enter the phone number** where you wish to receive your security codes. Then click on the **Call** button.



The screenshot shows the 'CLIENT PORTAL' interface. At the top, the title 'CLIENT PORTAL' is displayed in blue. Below it, there is a dropdown menu with 'Canada' selected. Underneath, there are two input fields: 'Phone number' with '+1' in a small box and an empty main box, and 'Extension' with an empty box. A blue 'Call' button is positioned below these fields, and a white 'Back' button is at the bottom. Red arrows point to the country dropdown, the phone number input, and the 'Call' button.

### Step 4

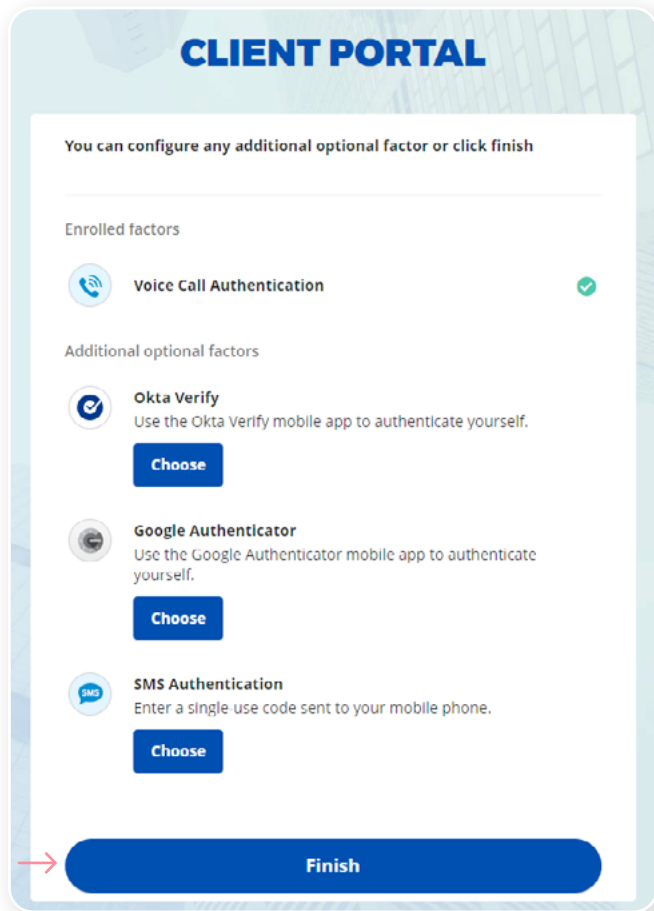
Once you have received the unique security code, you will need to **enter the code** that is given to you and click **Verify**.



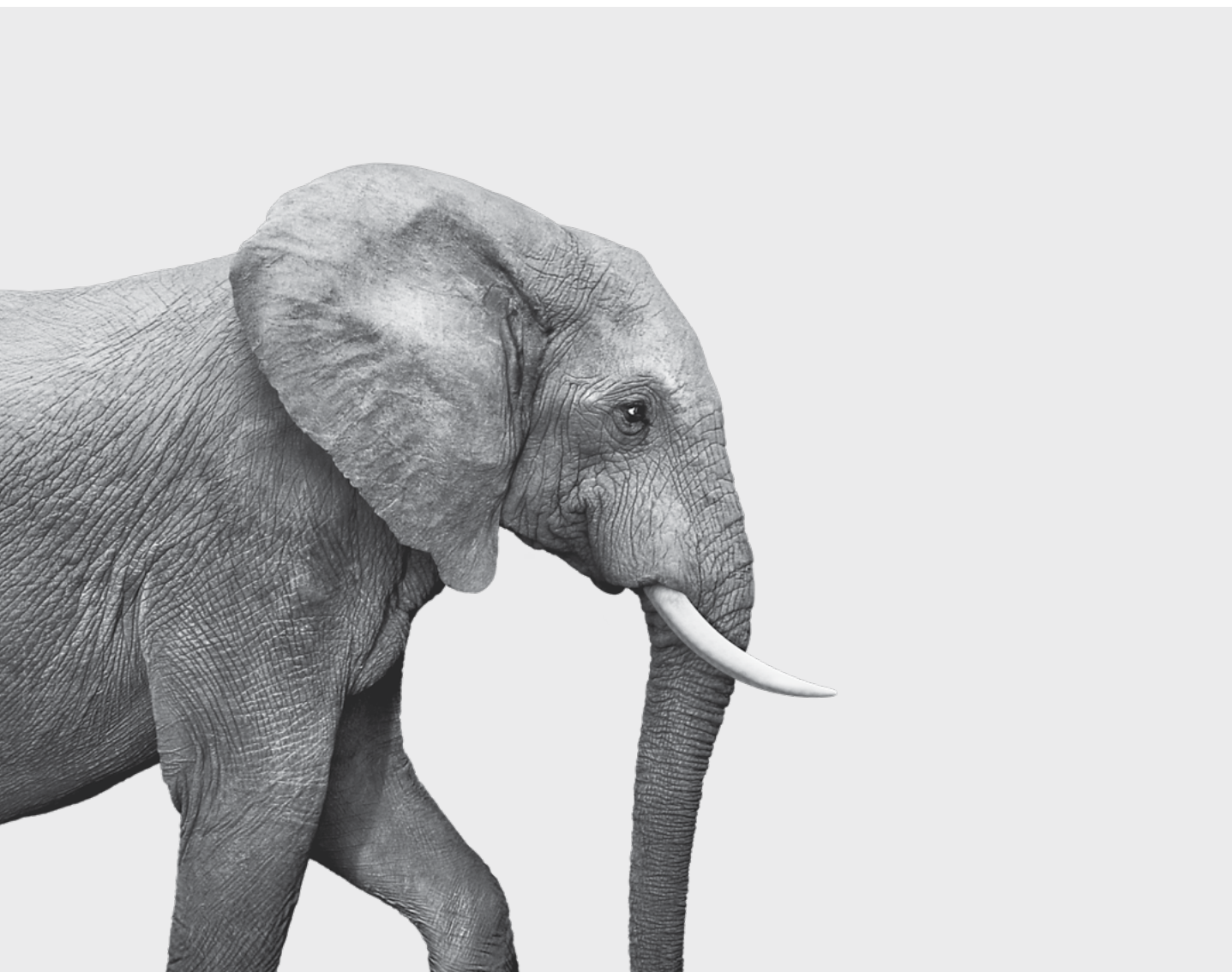
The screenshot shows the 'CLIENT PORTAL' interface. At the top, the title 'CLIENT PORTAL' is displayed in blue. Below it, there is a dropdown menu with 'Canada' selected. Underneath, there are two input fields: 'Phone number' with '+1' in a small box and an empty main box, and 'Extension' with an empty box. A blue 'Calling' button is positioned below these fields. Below the 'Calling' button, there is an 'Enter Code' label and an empty input field. A blue 'Verify' button is positioned below the input field, and a white 'Back' button is at the bottom. Red arrows point to the 'Enter Code' input field and the 'Verify' button.

## 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 **Finish** to continue to your Client Portal.



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.



F96-346A 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.

[iaprivatewealth.ca](http://iaprivatewealth.ca)