



# MULTI-FACTOR AUTHENTICATION (MFA)



Google Authenticator App  
Set-up Guide



# GOOGLE AUTHENTICATOR 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 Google Authenticator app on your mobile device. Once downloaded follow the steps below.



## 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

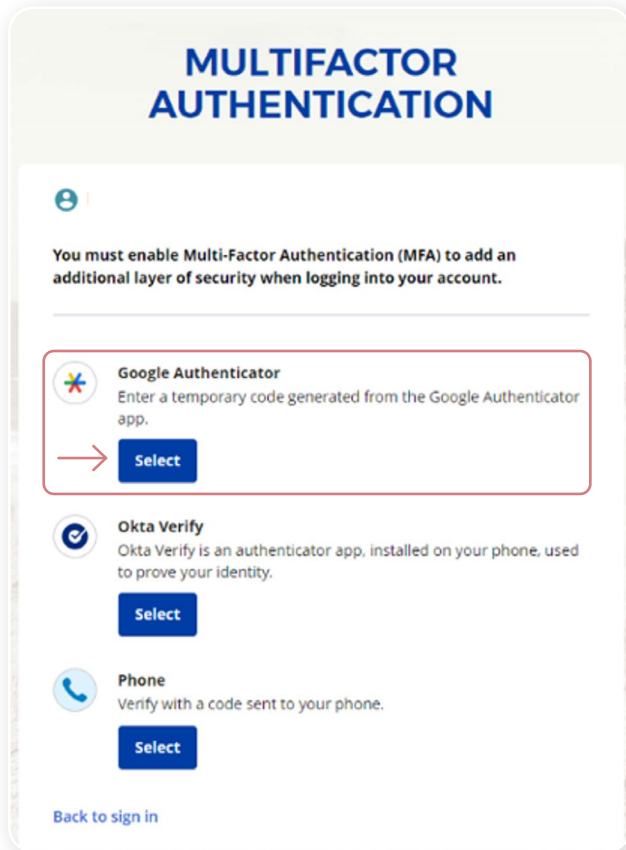
**Next**

[Forgot password?](#)

[Back to sign in](#)

## Step 2

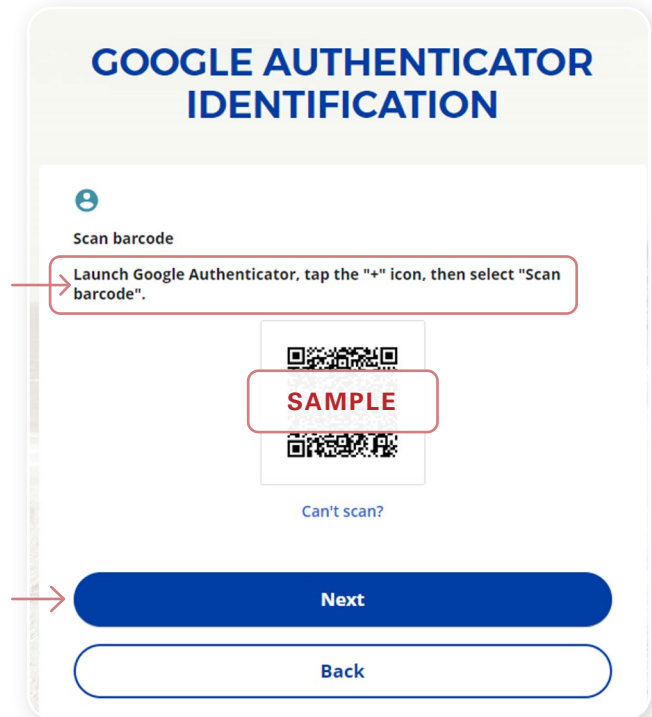
Click on the **Select** button under the Google Authenticator option.



## Step 3

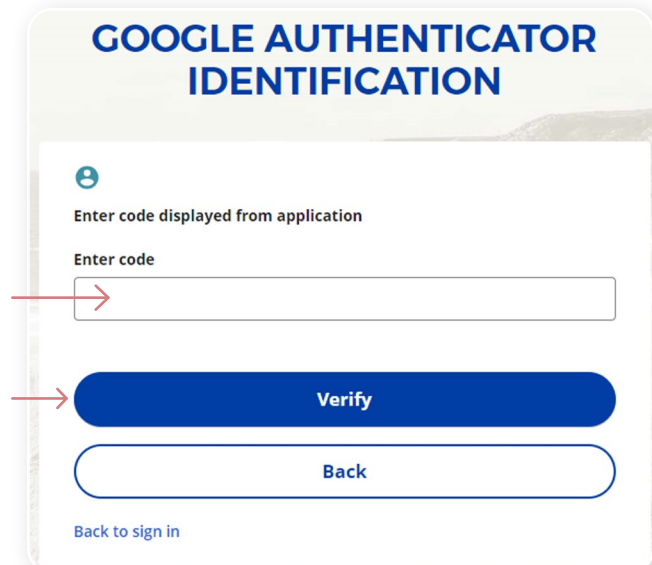
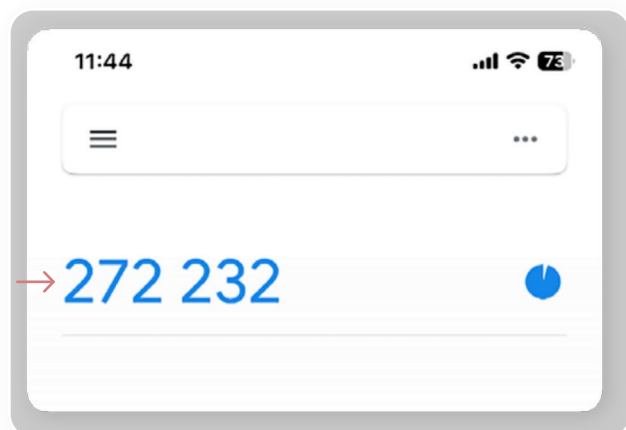
On your mobile device, launch the Google Authenticator app and scan the QR code. Note: if you do not have the Google Authenticator App downloaded onto your phone, you will need to download the app from the App Store (iPhone and iPad) or Google Play (Android devices).

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



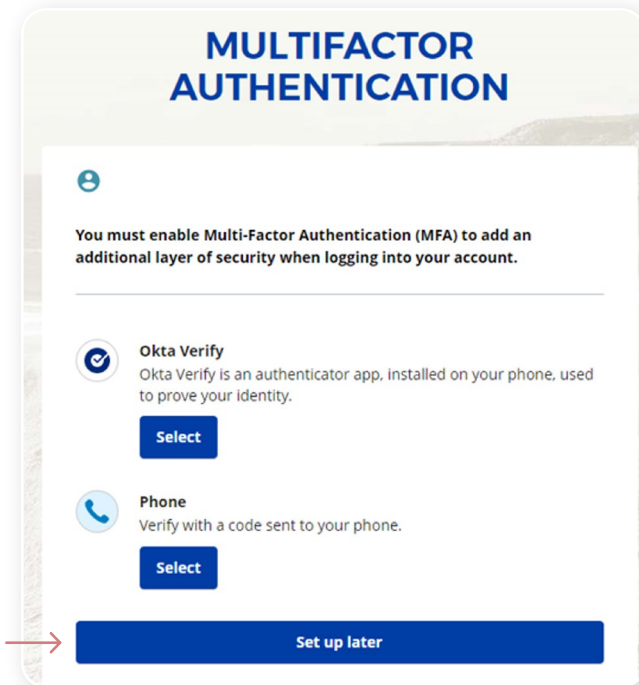
## Step 4

You will see a temporary **6-digit code** which you will need to enter in the Authentication screen in the Client Portal. Then, click **Verify**.

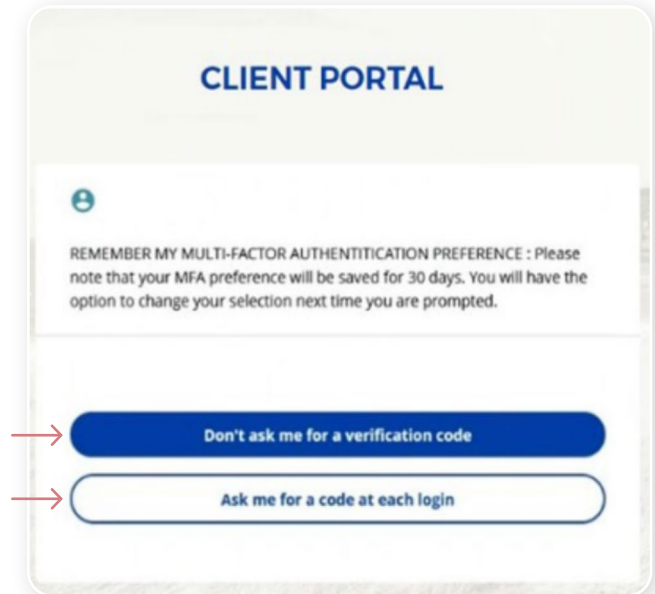


## Step 5

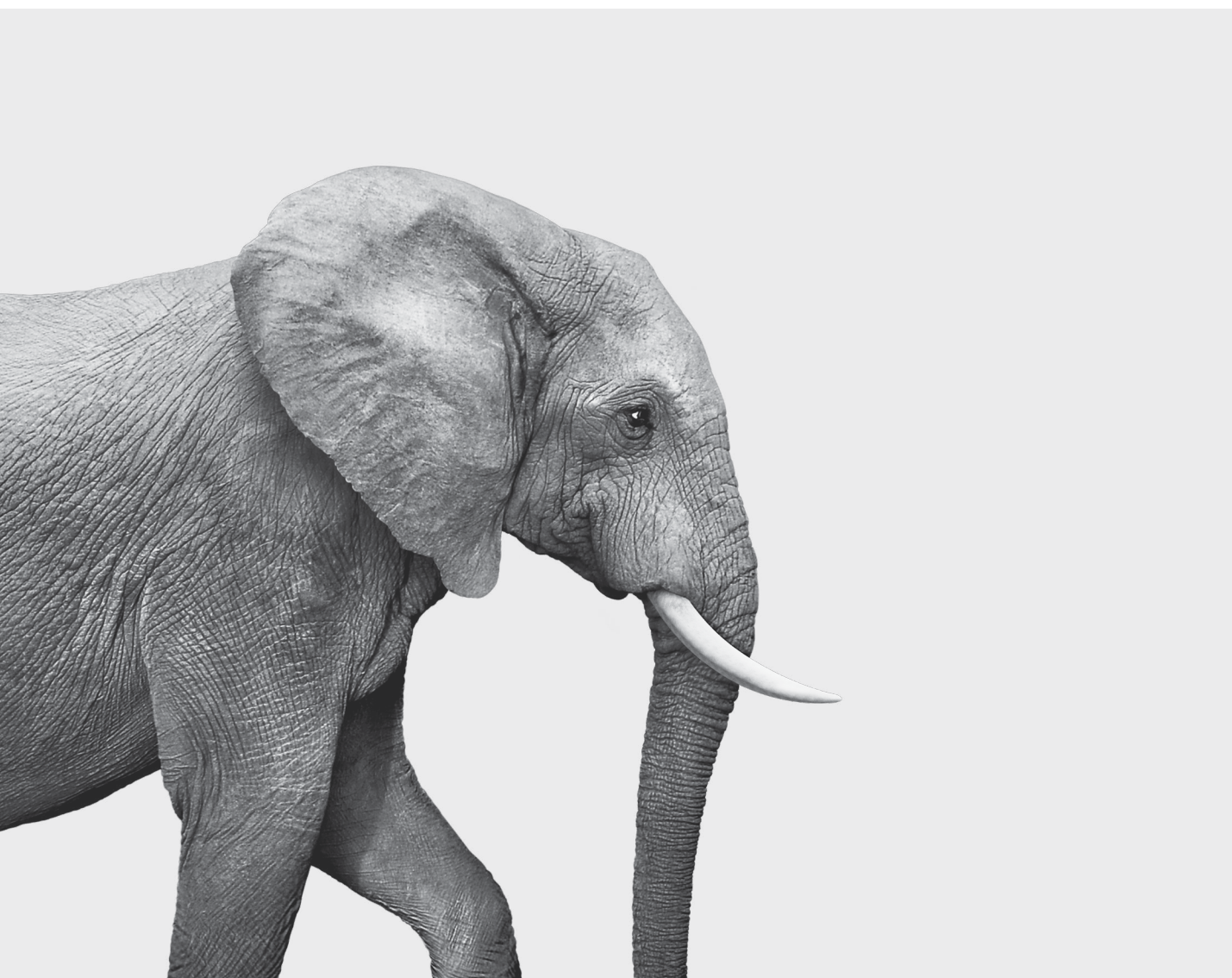
You have now completed the Google Authenticator set-up and will be taken back to the configuration page. You can choose to set up an additional MFA method or click on **Set up** later to continue to your Client Portal.



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.



**You must keep the Google Authenticator 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 Google Authenticator app.



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