



MULTI-FACTOR AUTHENTICATION (MFA)



Okta Verify App
Set-up Guide



OKTA VERIFY 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 Okta Verify 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

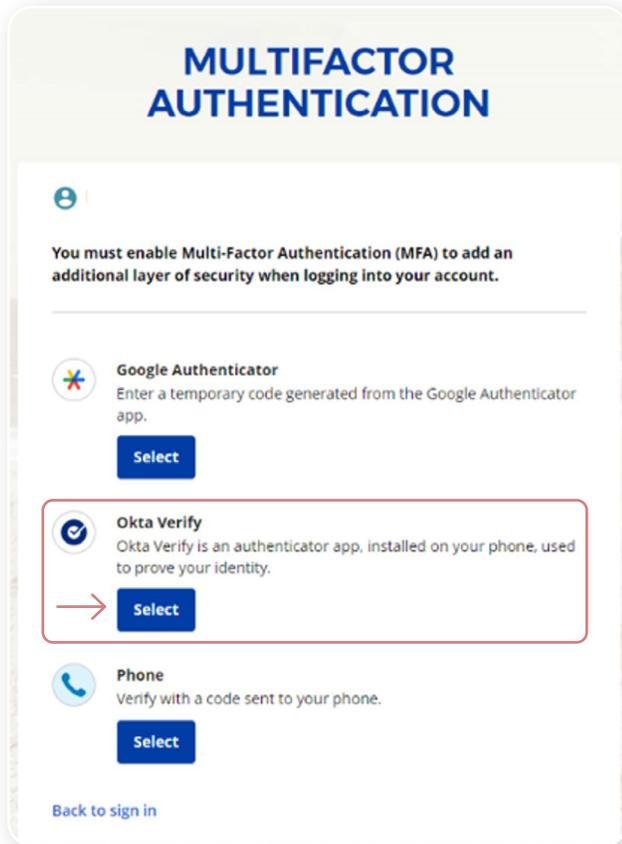
Next

Forgot password?

Back to sign in

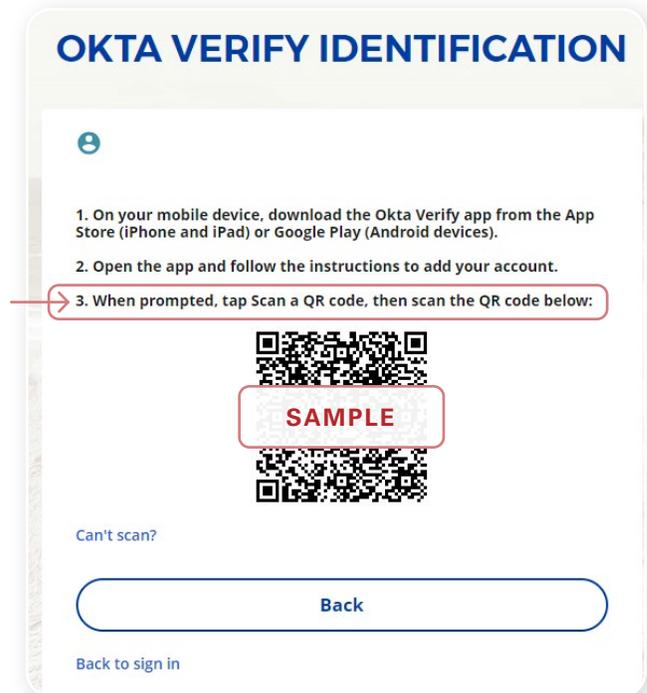
Step 2

Click on the **Select** button under the Okta Verify option.



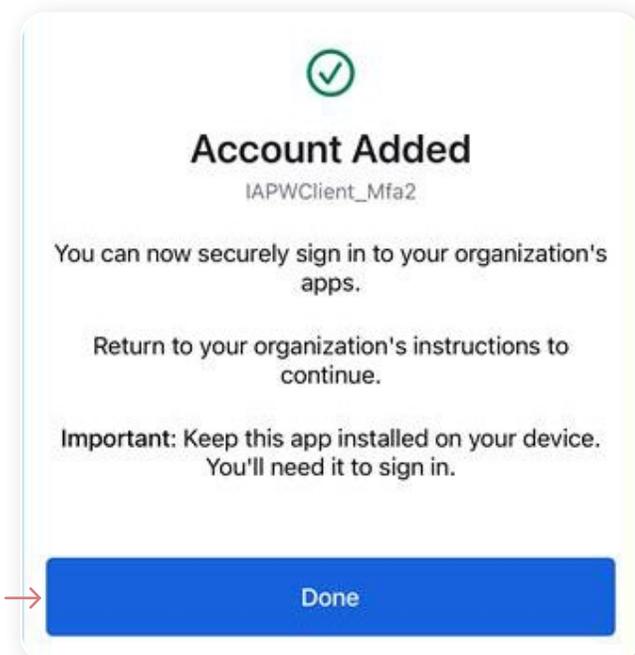
Step 3

You will be asked to open the Okta Verify app on your mobile device and scan the QR code. Follow the prompts to complete the setup.



Step 4

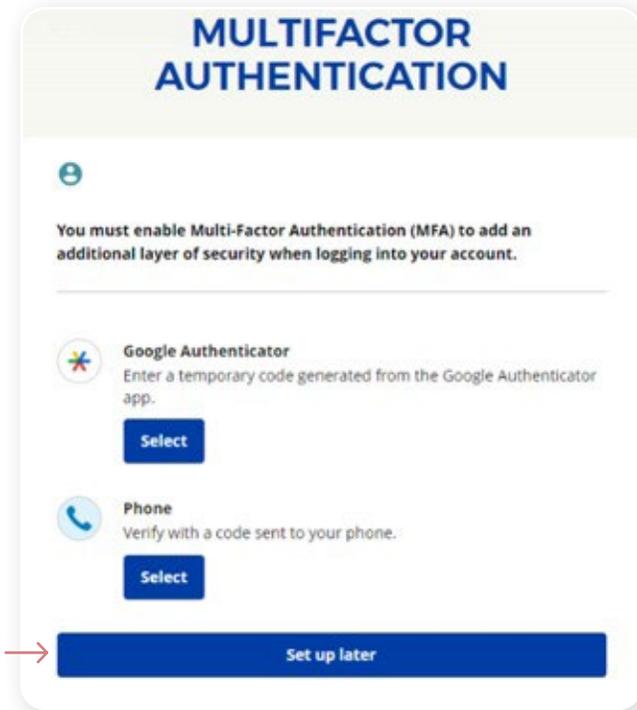
You will see a confirmation message that the account has been added. Click on **Done** to proceed.



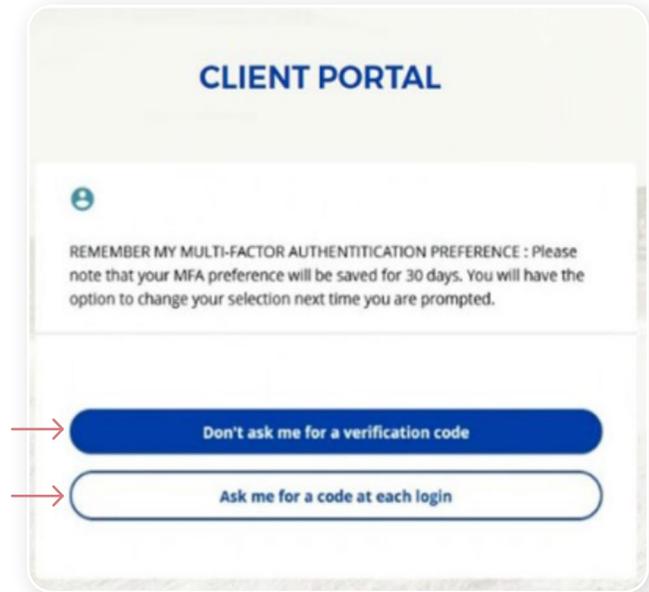
Step 5

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

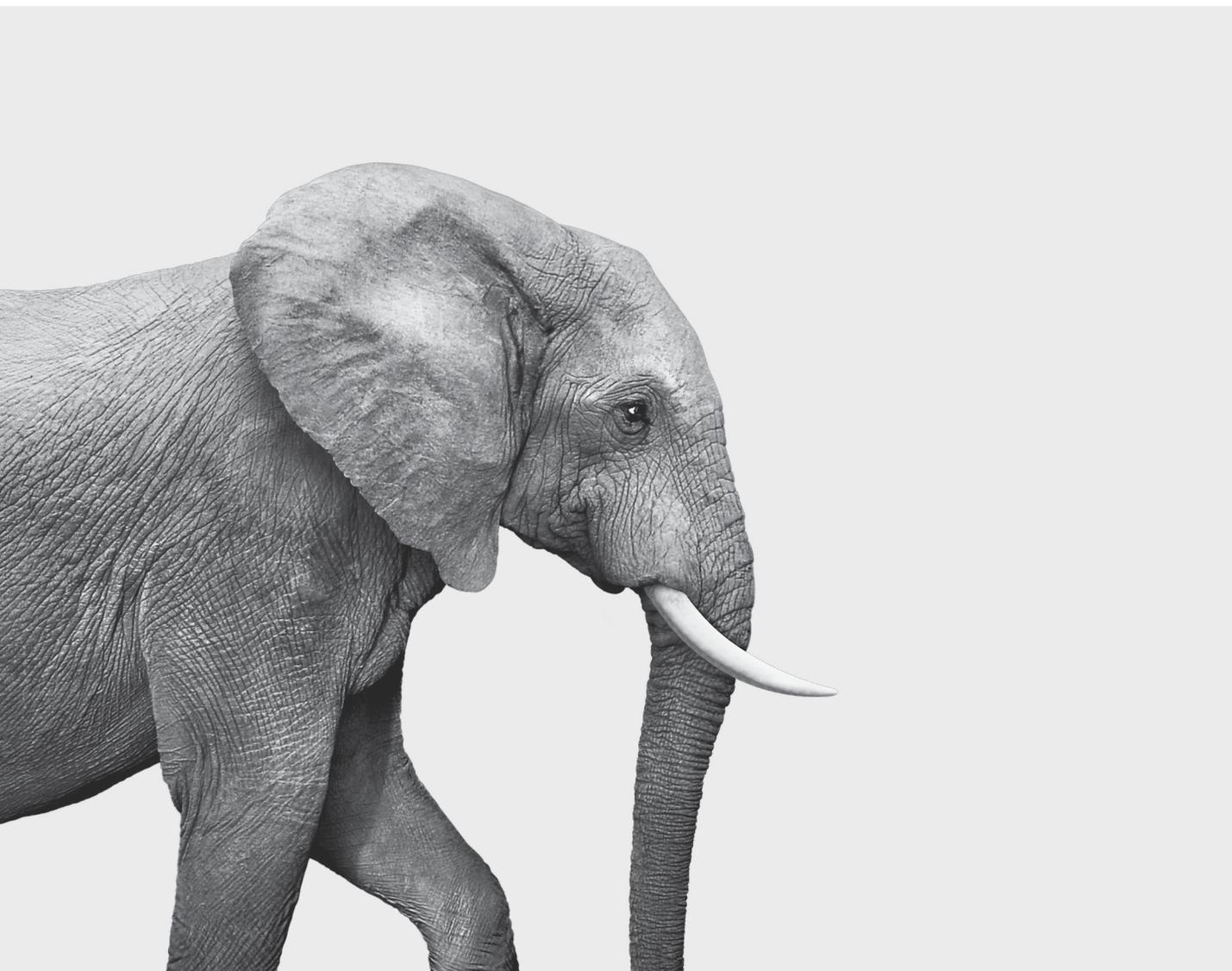
You can choose to set up an additional MFA method; or click on **Set up later** to continue to your Client Portal.



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 Okta Verify 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 Okta Verify app.



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