



MULTI-FACTOR AUTHENTICATION – MY CLIENT SPACE

Google Authenticator - Setup Guide

You may need to use these steps to set up multi-factor authentication for My Client Space if:

- Multi-factor authentication has just been enabled for your account;
- Your account has just been created;
- Your multi-factor authentication settings have been reset.

 Activation takes just a few minutes.

My Client Space multi-factor authentication setup

There are two authentication methods with Google. Follow the steps for one method or the other by clicking on the link corresponding to the method chosen:

- **Option 1:** Download the **Google Authenticator app** on your **mobile device**;
- **Option 2:** Install the **Authenticator Extension** on the Google Chrome browser of your **computer**.

Option 1: Authentication with the Google Authenticator app on your mobile device

Step 1

To set up this authentication method, you will first need to **download the Google Authenticator app on your mobile device**.

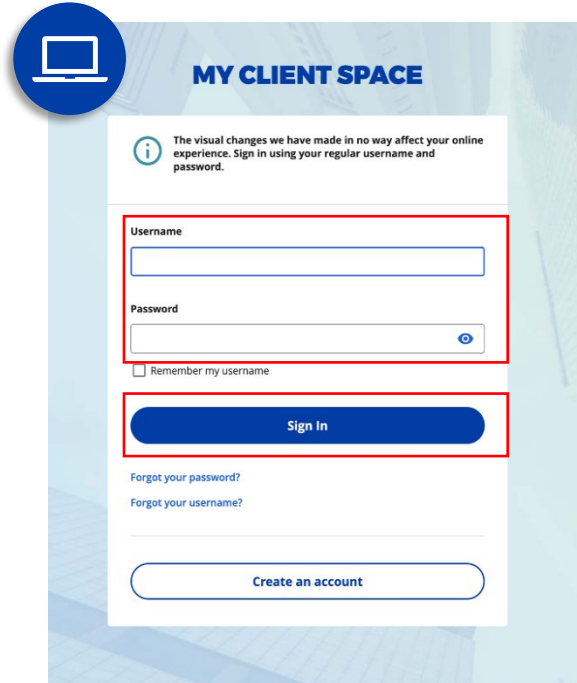


GOOGLE
AUTHENTICATOR
APP



Step 2

On your computer, go to **My Client Space** and enter your **Username** and **Password**. Then click on **Sign In**.



MY CLIENT SPACE

i The visual changes we have made in no way affect your online experience. Sign in using your regular username and password.

Username

Password

Remember my username

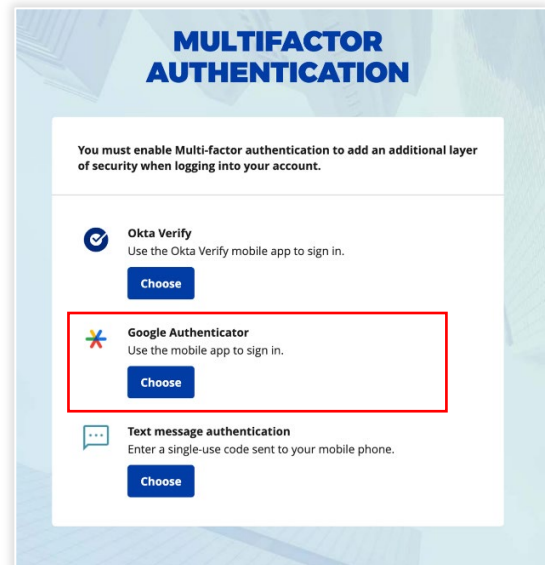
Sign In

[Forgot your password?](#)
[Forgot your username?](#)

Create an account

Step 3

Click on the **Choose** button in the **Google Authenticator** section.



MULTIFACTOR AUTHENTICATION

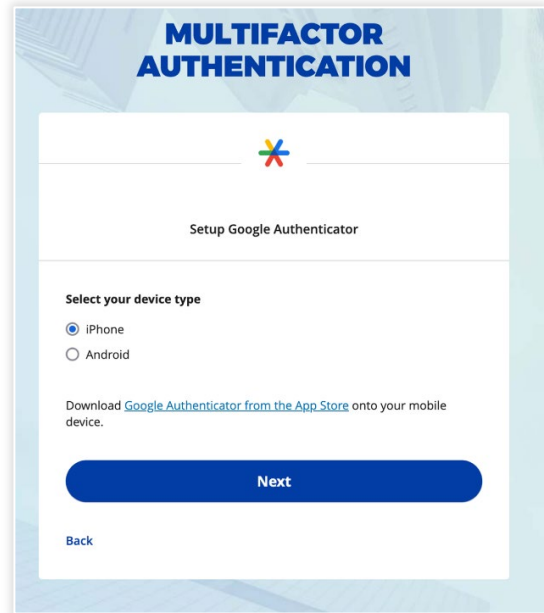
You must enable Multi-factor authentication to add an additional layer of security when logging into your account.

- Okta Verify**
Use the Okta Verify mobile app to sign in.
Choose
- Google Authenticator**
Use the mobile app to sign in.
Choose
- Text message authentication**
Enter a single-use code sent to your mobile phone.
Choose

Step 4

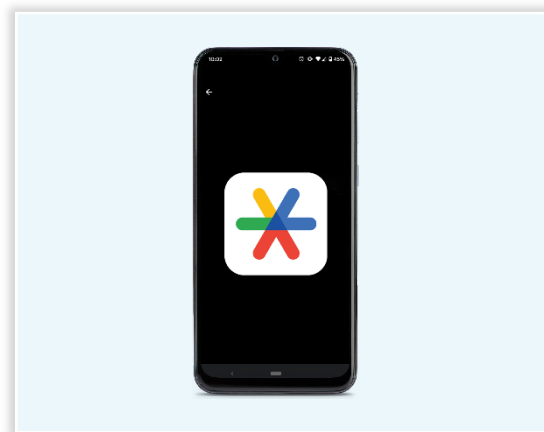
Select your device type (**iPhone** or **Android**). Then, select **Next**.

A QR code will be displayed on your screen. Keep this page open to scan it later in the process.



Step 5

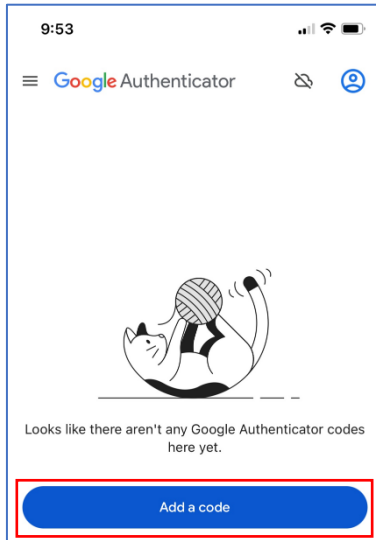
On your mobile device, launch the **Google Authenticator** app.



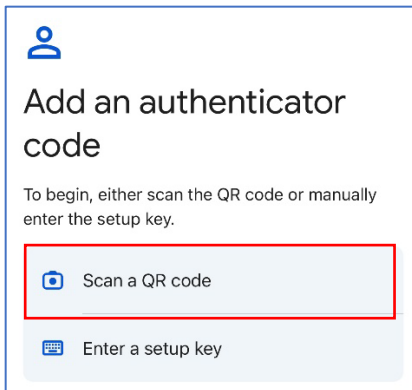
Choose one of the options below.

New Google Authenticator App user

1. Tap on the **Add a code** button.

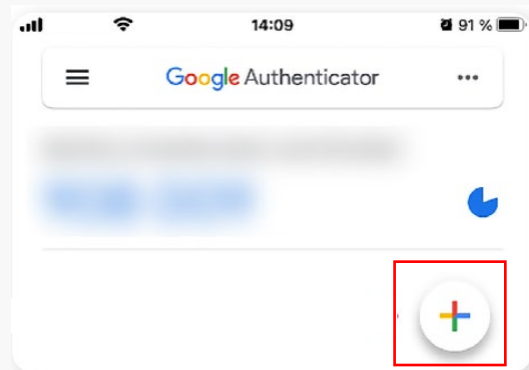


2. Then, tap on **Scan a QR code**.

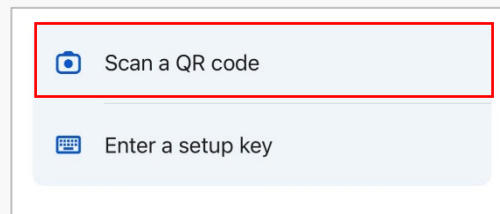


Already a Google Authenticator App user

1. Tap on the '+' sign button in the bottom right corner of your device.



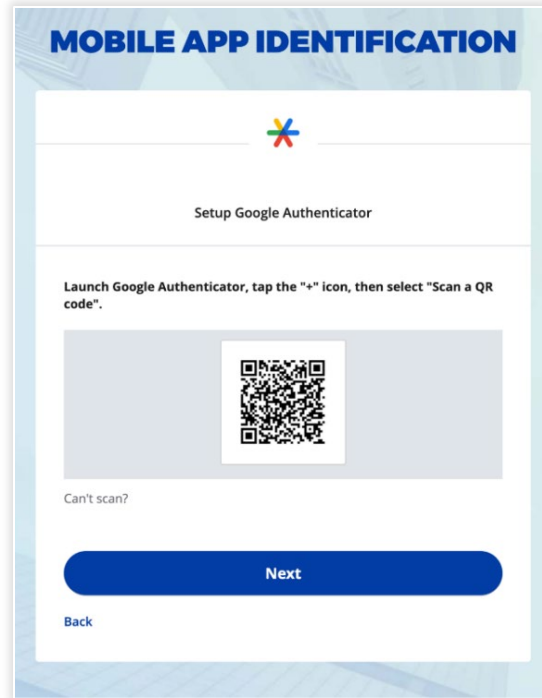
2. Then, tap on **Scan a QR code**.



Step 6

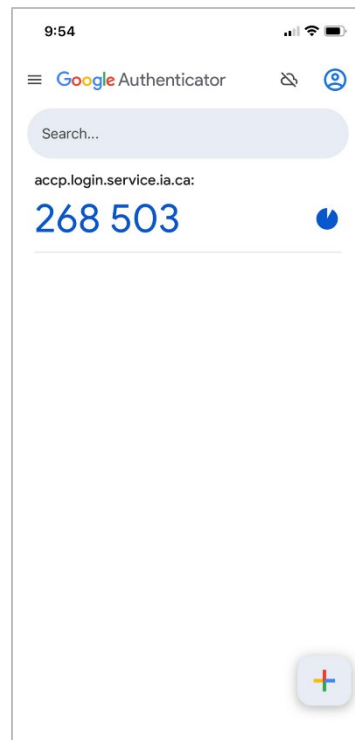
On your mobile device, **scan the QR code** that is displayed on your computer screen, then click **Next**.

If you are unable to scan the QR code, click on **Can't scan?** then enter the information manually.

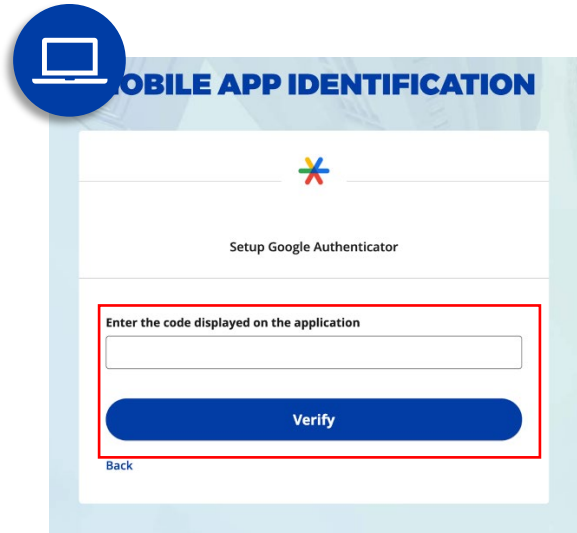


Step 7

1. In the Google Authenticator app, a **6-digit code** will appear.



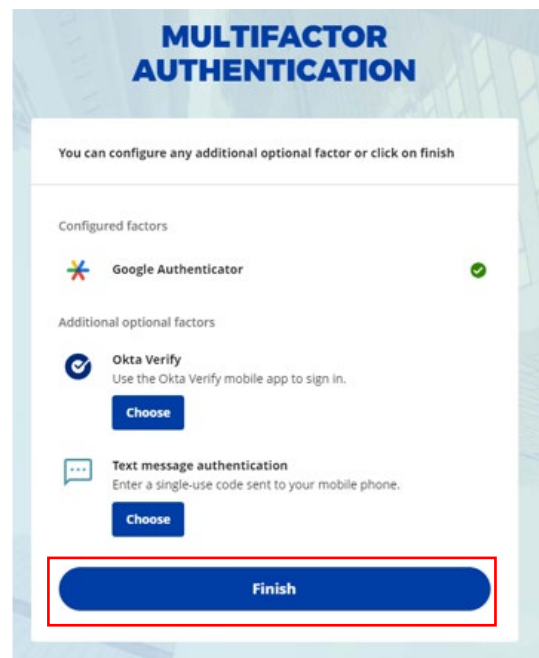
2. On your computer, enter the code displayed on the application in the authentication screen in My Client Space, then click on **Verify**.



Step 8

You have now completed the Google Authenticator setup and will be taken back to the configuration page.

You can choose to set up an additional multi-factor method or click on **Finish** to continue to My Client Space.



You must keep the Google Authenticator app on your mobile device to log into My Client Space in the future, as you may be prompted to provide a unique verification code which will be generated in the app.

Option 2: Install the Authenticator Extension on your Computer

Step 1

To set up this authentication method, you will first need to install the **Authenticator Extension** on the Google Chrome browser of your computer.

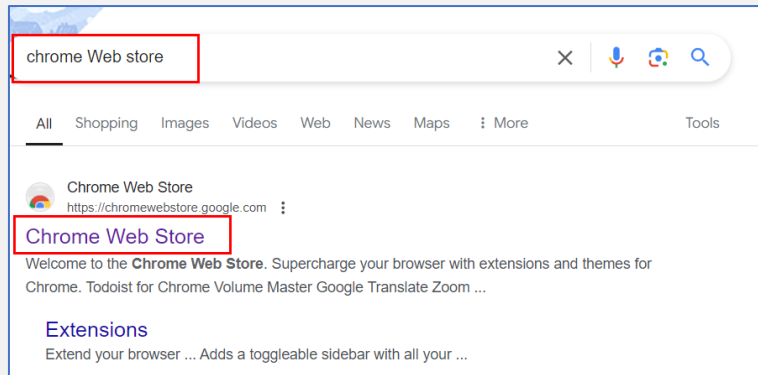
1. Open this link in your Google Chrome browser: [Authenticator](#)

If the link doesn't open in your Google Chrome browser, you can copy and paste it in your Google Chrome browser or follow the next steps:

- Open your Google Chrome Web browser.

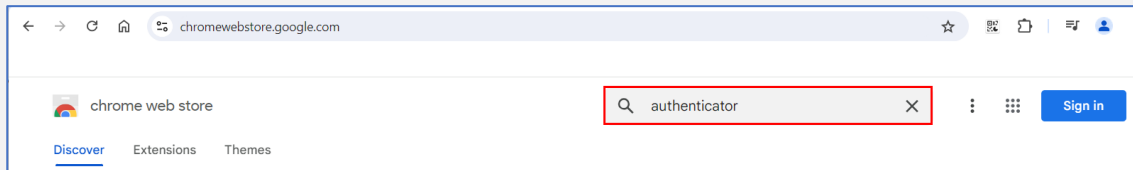


- In the search bar, type **'Chrome Web Store'**, then press **Enter**.

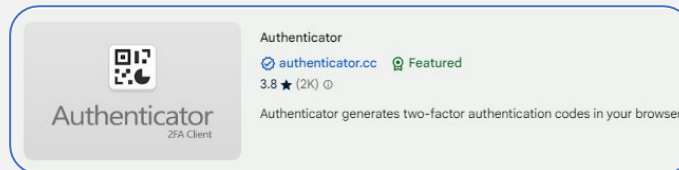


- In the results, click on the **Chrome Web Store** link.

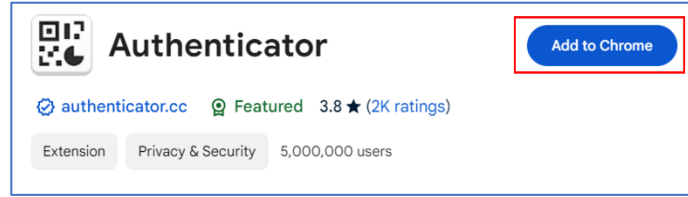
- In the Chrome Web Store search bar, type **'authenticator'**, then press **Enter**.



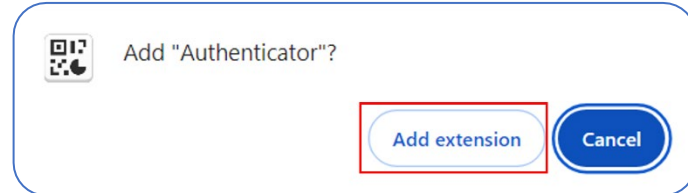
- In the search results, select the **Authenticator** app.



2. In the Authenticator page, click **Add to Chrome**.

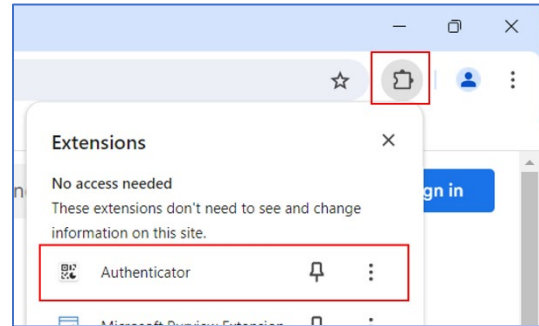


3. A pop-up window will appear at the top of your screen, click **Add extension**.



4. Once the installation is finished, click on the **puzzle piece** in the top right-hand corner of the screen to see the **Authenticator** extension.

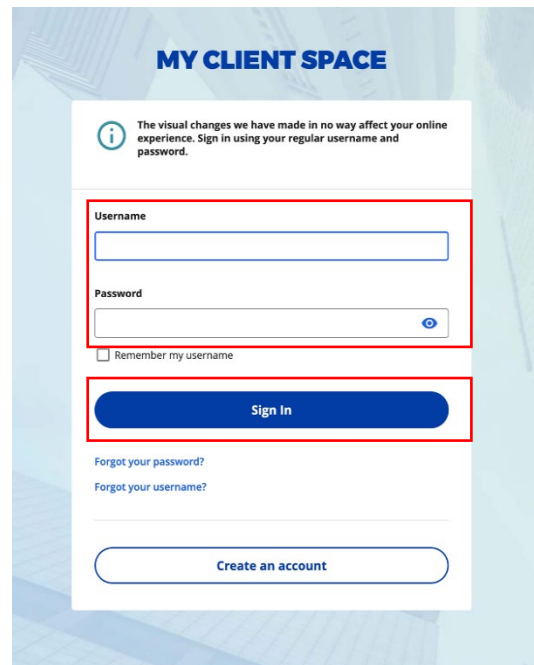
You can click on the **pin** next to **Authenticator** to keep it easily accessible for future connections.



Step 2

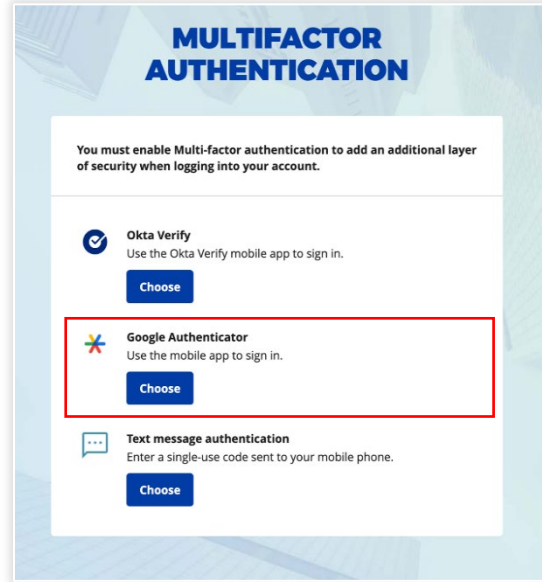
Go to **My Client Space** and enter your **Username** and **Password**.

Then click on **Sign In**.



Step 3

Click on the **Choose** button in the **Google Authenticator** section.

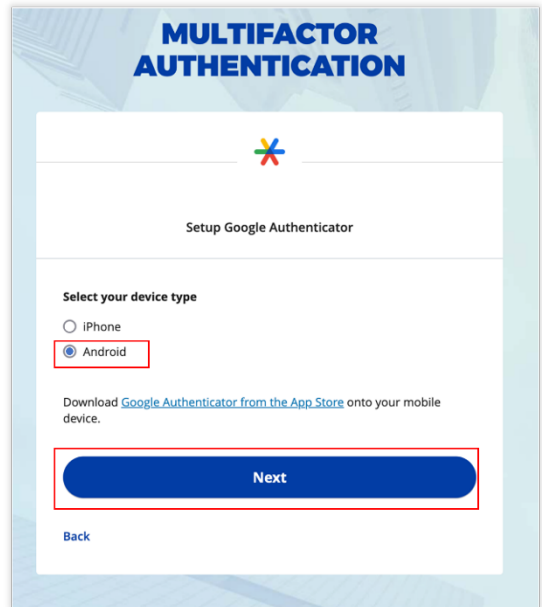


Step 4

Select the device type **Android** no matter what type of device you use.

Then, select **Next**.

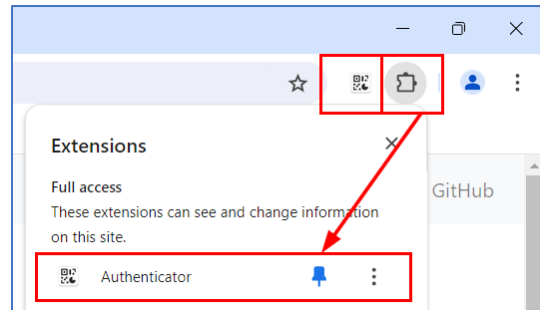
A QR code will be displayed on your screen. Keep this page open to scan it later in the process.



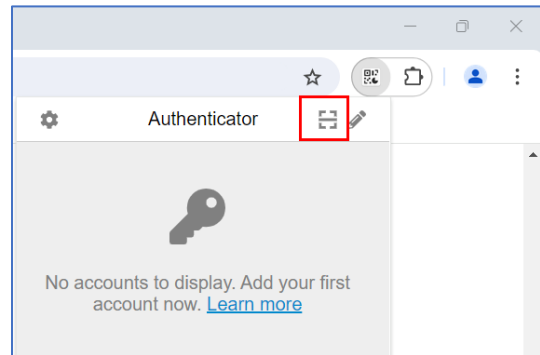
Step 5

1. Click the **extension icon** (puzzle piece) at the top right corner of the webpage, then select **Authenticator**.

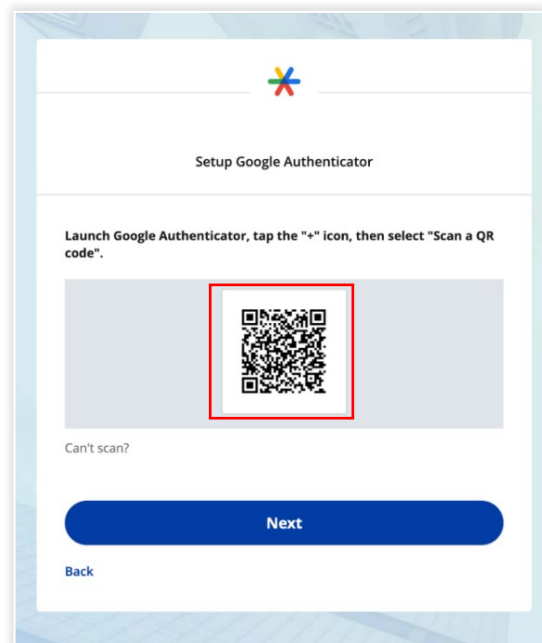
Or, if you pinned the extension, click directly on the **QR code icon**.



2. In the pop-up window, click the **Scan QR Code** icon.

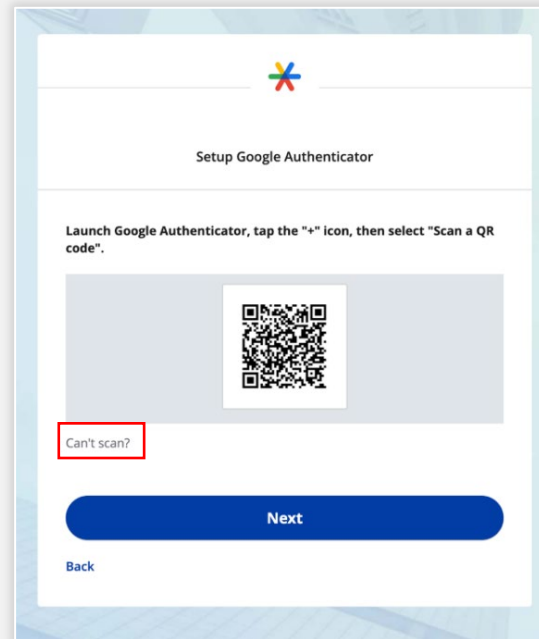


3. Click and drag to **draw a square** that completely covers the QR code displayed on the window.

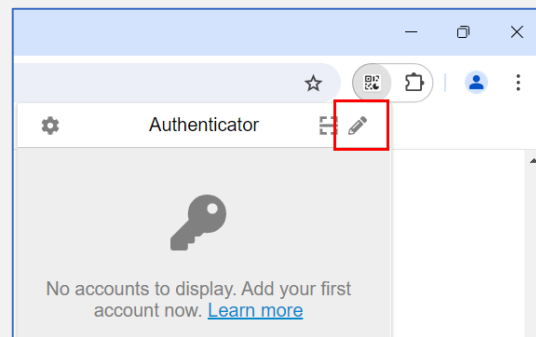


If you are unable to scan the QR code with the extension:

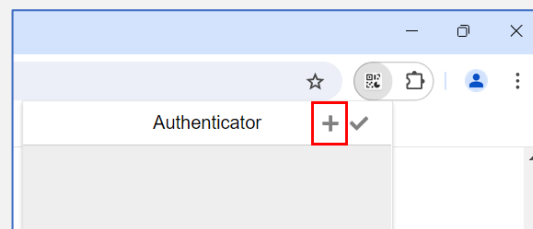
1. In My Client Space, under the QR Code, click **Can't scan?** to generate a code.



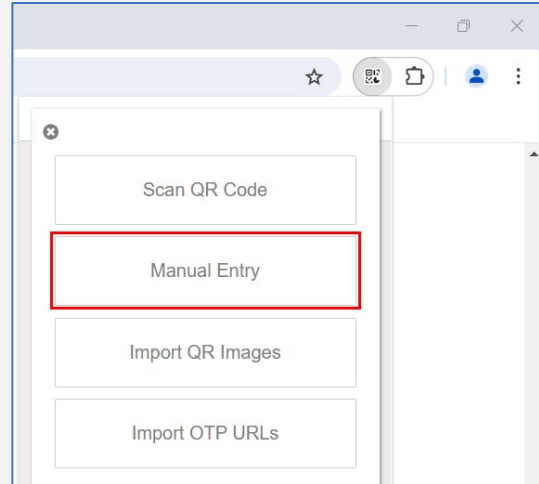
2. In the **Authenticator Extension**, click the **pencil** icon at the top right corner of the window.



3. Then, click the + button.



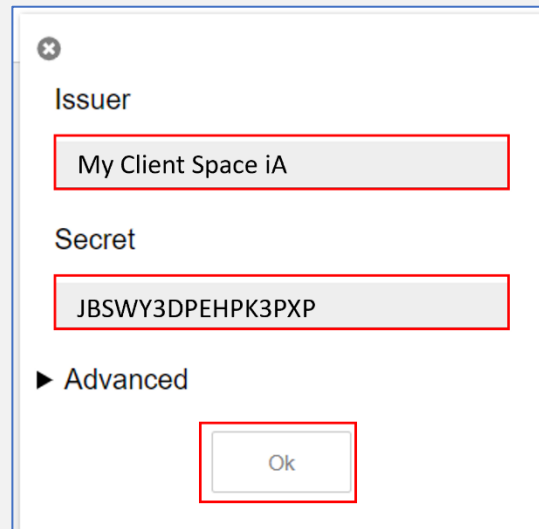
4. Select **Manual Entry**.



5. Fill out the fields.

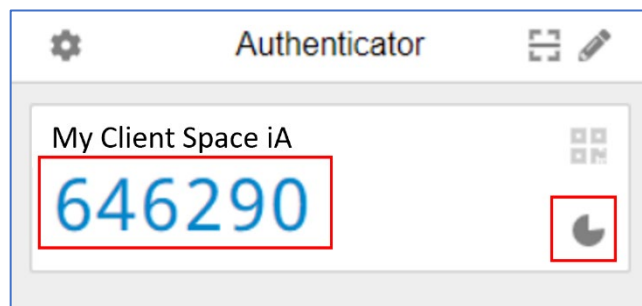
- **Issuer:** Input My Client Space iA.
- **Secret:** Enter the code generated instead of the QR code.

Then, click **Ok**.



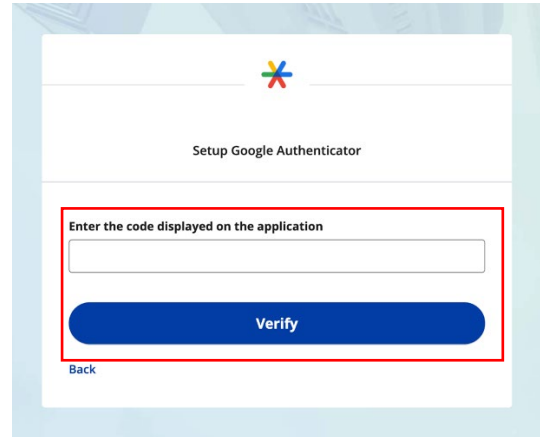
4. After the new account is added, you will see a new entry in the window.

- The **6-digit number** is your current one-time password.
- The **circle** at bottom right corner tells you how much time is left for the current password.



Step 6

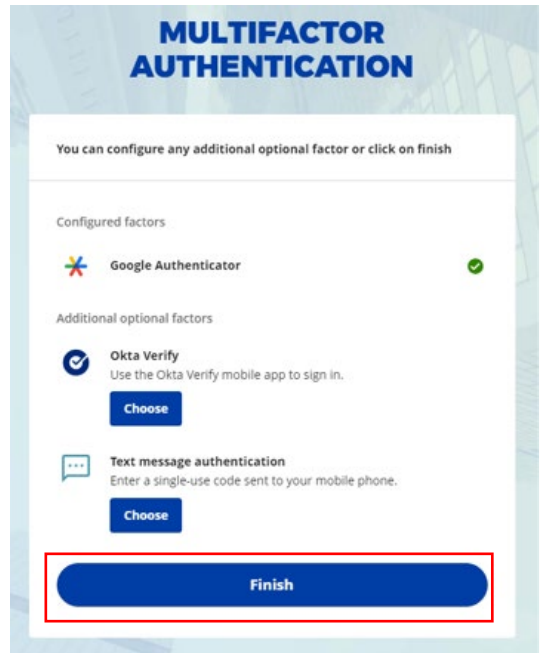
Enter the 6-digit code displayed in the authentication screen in My Client Space, then click on **Verify**.



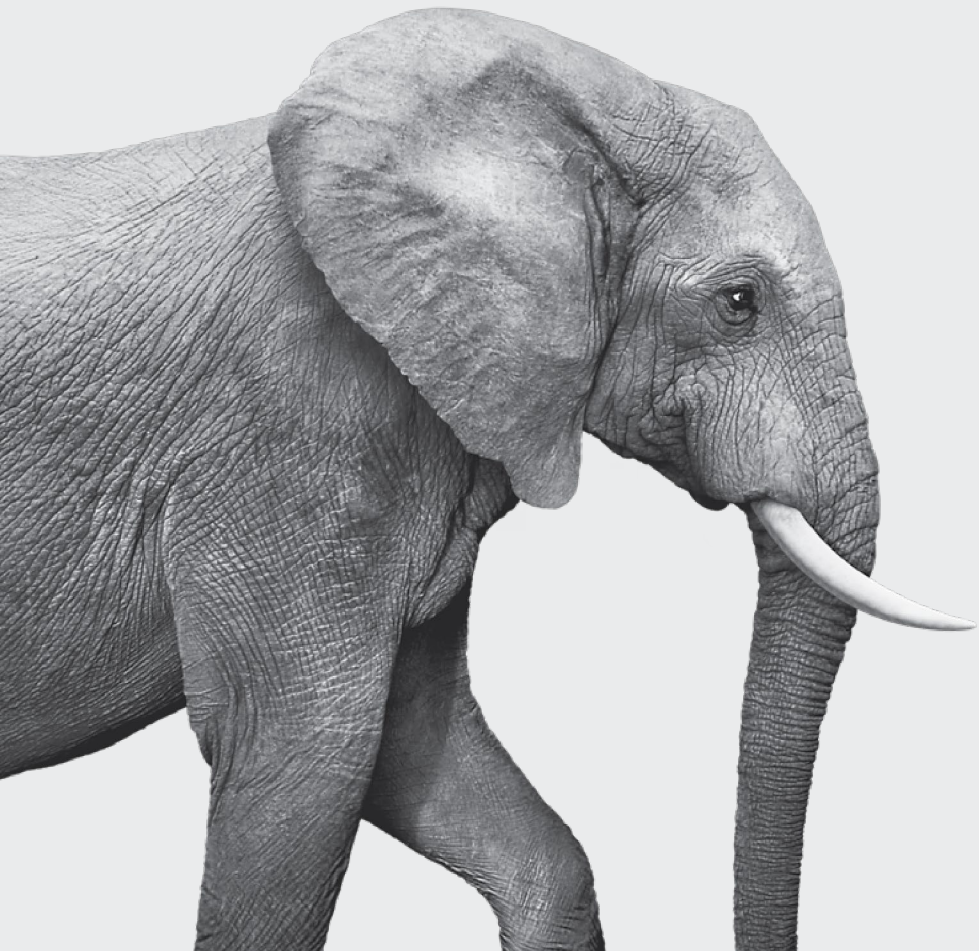
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