



# MULTI-FACTOR AUTHENTICATION – MY CLIENT SPACE



Google Authenticator App  
Set-up Guide

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

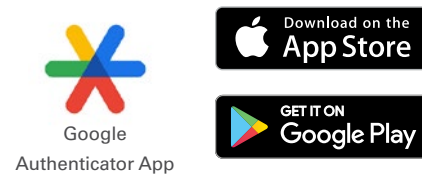
- Multi-factor authentication has just been enabled for your account
- Your account has just been created
- Your multi-factor authentication settings have been reset

**i** Activation takes just a few minutes.

## MY CLIENT SPACE MULTI-FACTOR AUTHENTICATION SET-UP

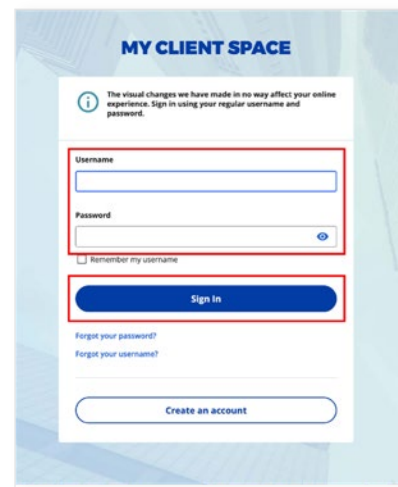
### Step 1

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



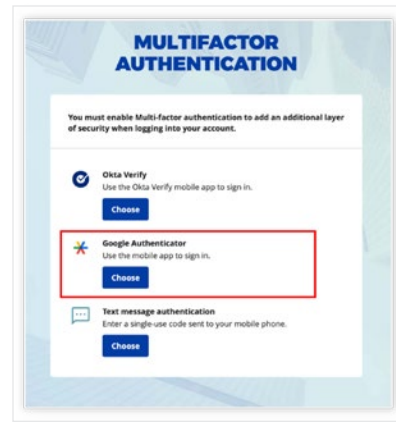
### Step 2

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



### Step 3

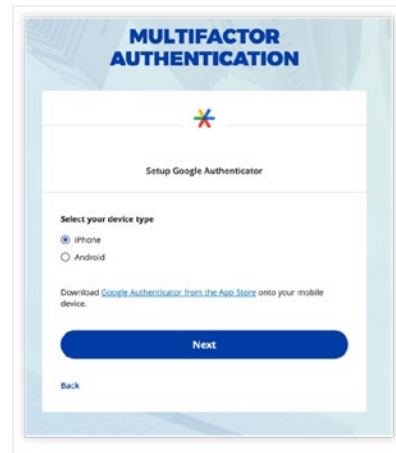
Click on the **Choose** button in the **Google Authenticator** section.



### Step 4

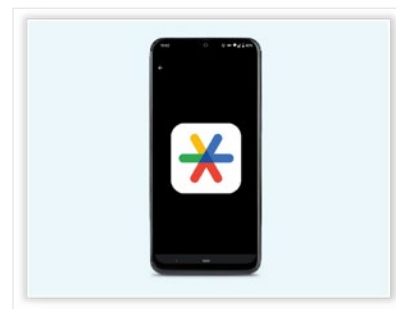
Select your device type (**iPhone** or **Android**). Then, select **Next**.

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



### Step 5

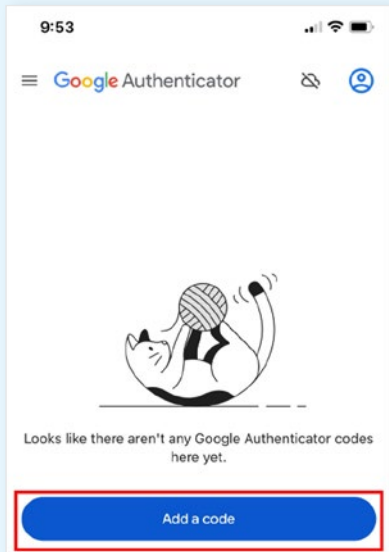
On your mobile device, launch the **Google Authenticator** app.



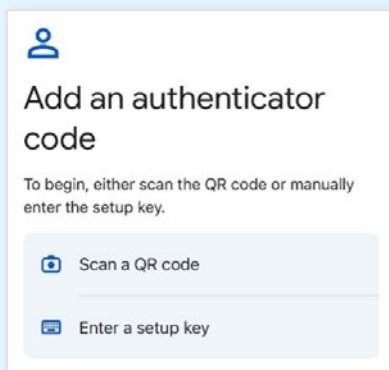
Choose one of the options below.

### New Google Authenticator App user

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

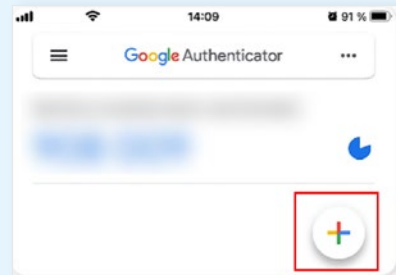


2. Then, tap on **Scan a QR code**.

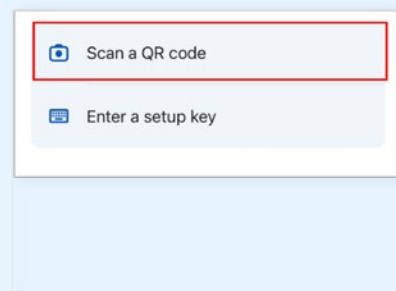


### Already a Google Authenticator App user

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



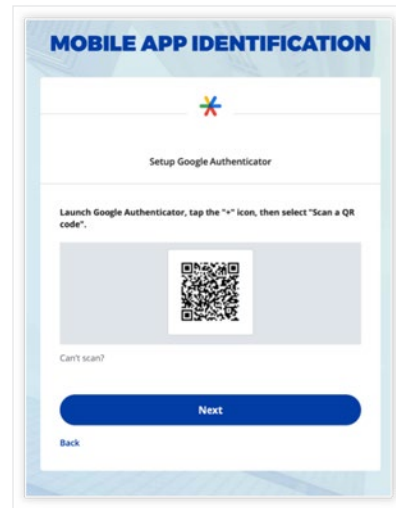
2. Then, tap on **Scan a QR code**.



## Step 6

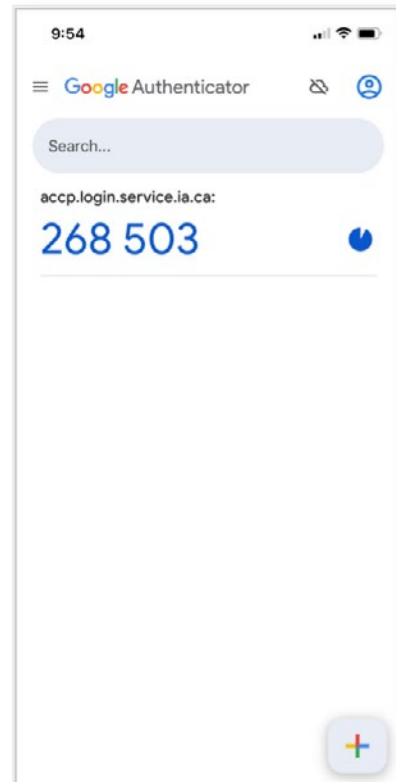
On your mobile device, **scan the QR** code that is displayed on your computer screen, then click **Next**.

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

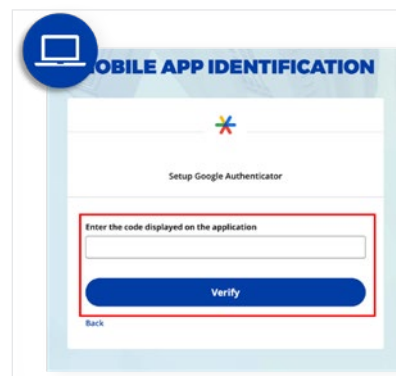


## Step 7

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



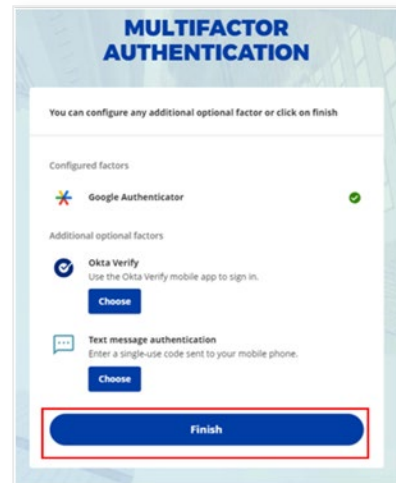
2. On your computer, **enter the code displayed on the application** in the authentication screen in My Client Space, then click on **Verify**.



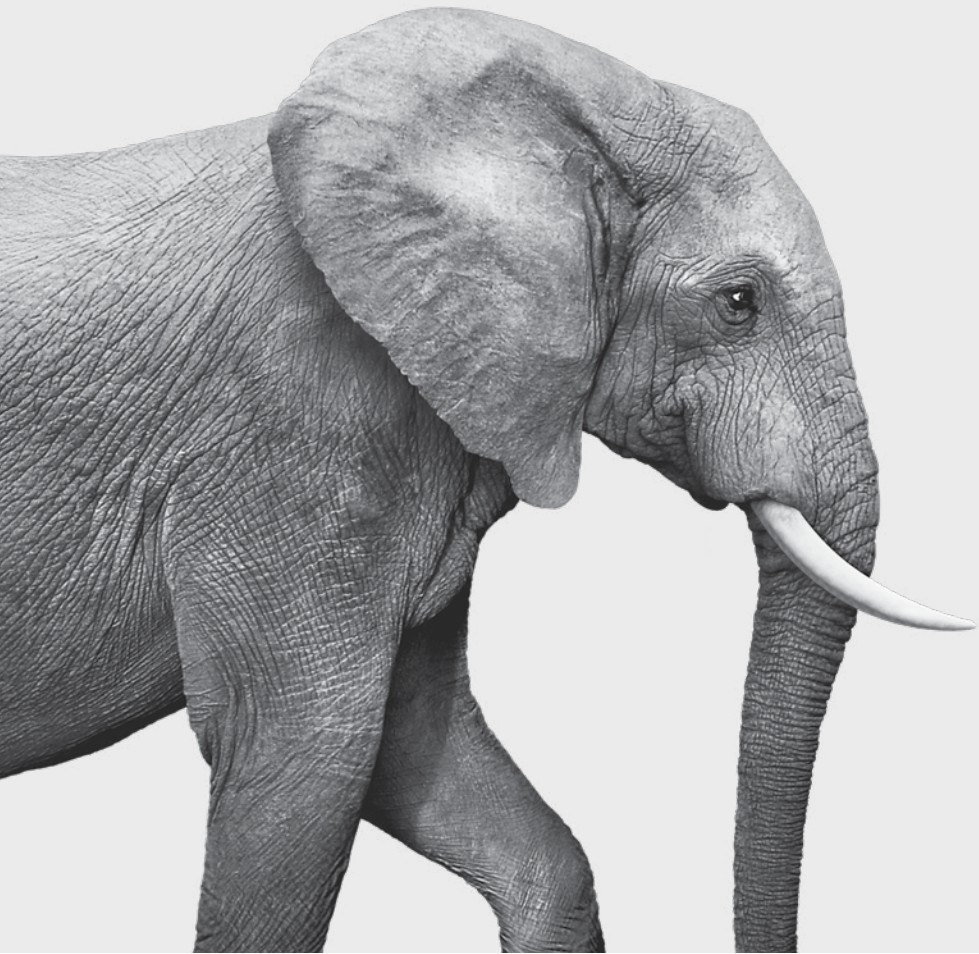
## Step 8

You have now completed the Google Authenticator set-up 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.



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