MULTI-FACTOR AUTHENTICATION – MY CLIENT SPACE

Okta Verify App
Set-up Guide

iA
Financial Group

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 SET-UP

Step 1

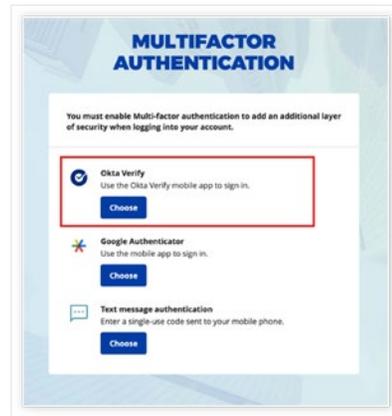To set up this authentication method, you will first need to **download the Okta Verify app on your mobile device**.

Okta Verify

Step 2

Go to My Client Space on your computer and enter your **Username** and **Password**. Then click on **Sign In**.
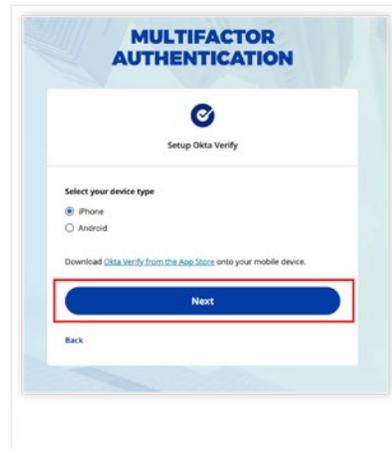
Step 3

Click on the **Choose** button in the **Okta Verify** 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.

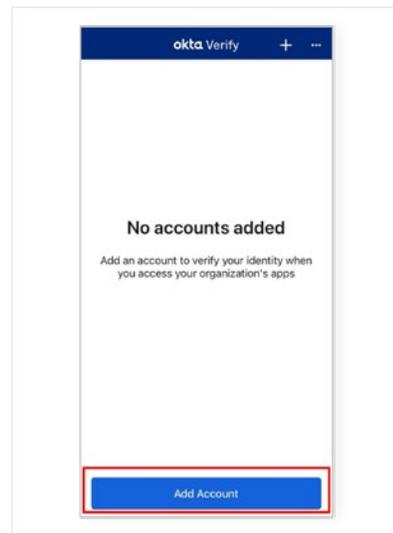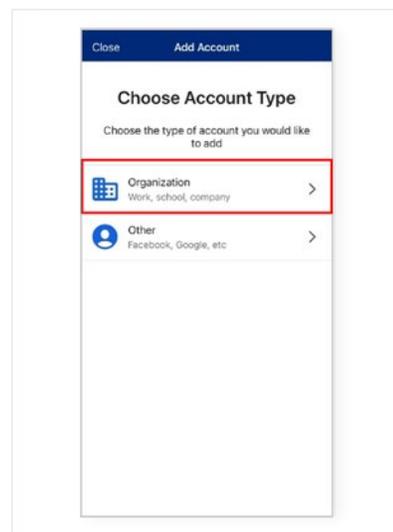

Step 5
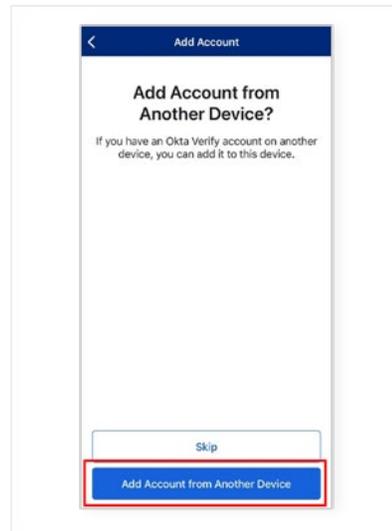
On your mobile device, launch the Okta Verify app.

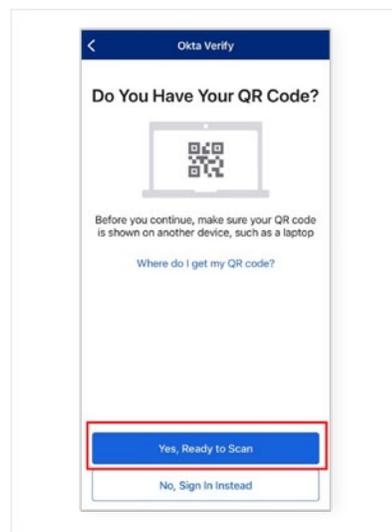1. Press the **Add Account** button on your mobile device.

2. Select Organization.
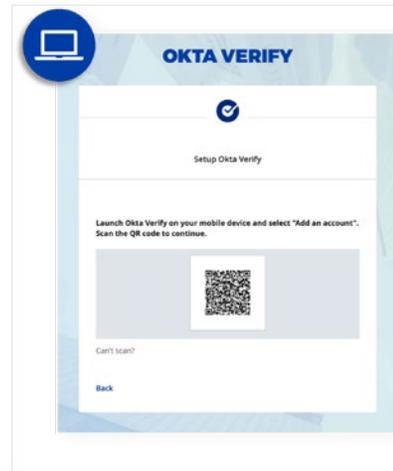
3. Click on **Add Account from Another Device**.
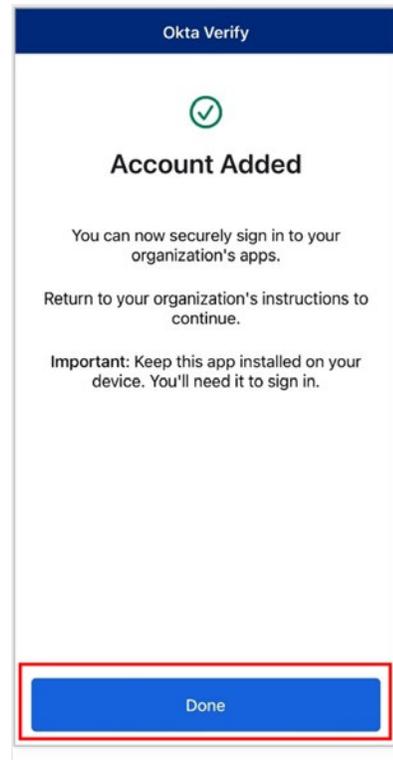

4.Press on **Yes, Ready to Scan**.

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 **Can't scan?** then enter the information manually.
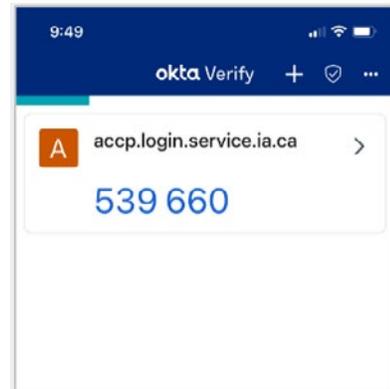

Step 7

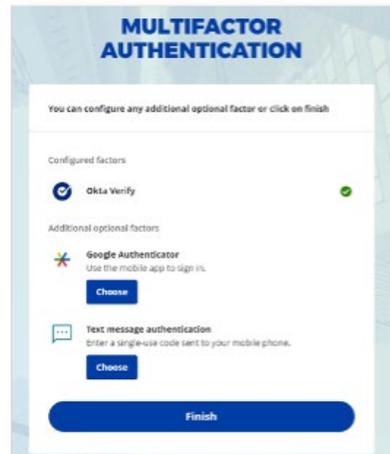Press **Done** on your mobile device.

Step 8

In the Okta Verify application, **a 6-digit code** will appear. You will not have to enter the code in the authentication page of My Client Space. You have now completed the Okta Verify set-up and you will be taken back to the configuration page.
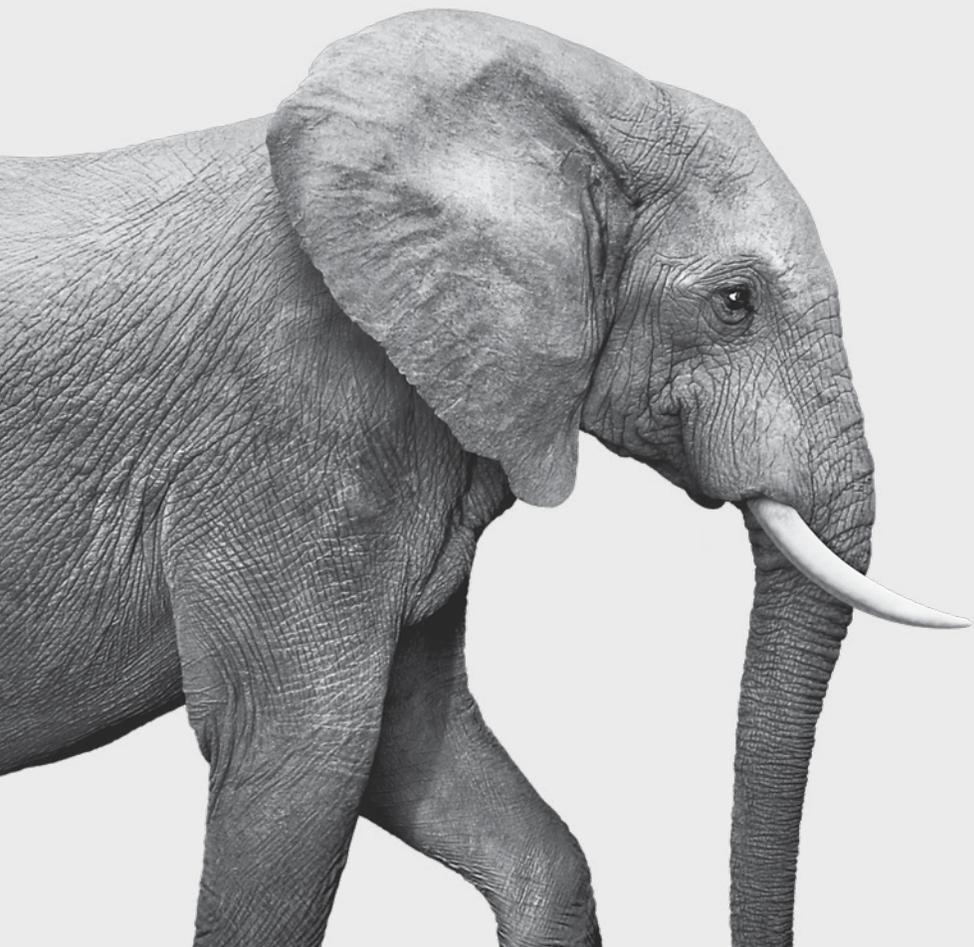

Step 9

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

You must keep the Okta Verify 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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