



MULTI-FACTOR AUTHENTICATION – MY CLIENT SPACE



Text Message
Set-up Guide

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

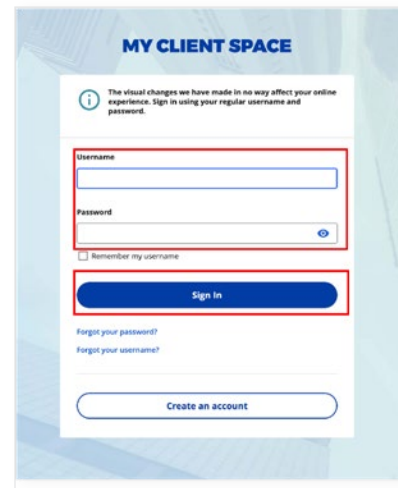
- Multi-factor authentication has just been enabled for your account
- Your account has just been created
- Your multi-factor authentication settings have been reset

i Set-up takes just a few minutes.

MY CLIENT SPACE MULTI-FACTOR AUTHENTICATION SET-UP

Step 1

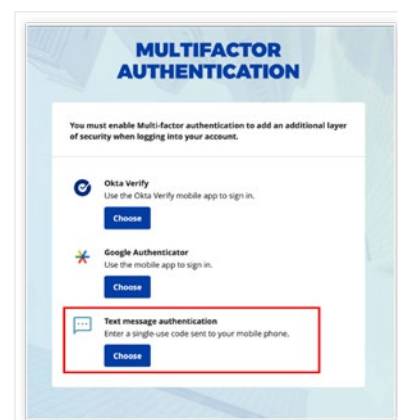
Go to My Client Space on your computer and enter your **Username** and **Password**. Then click on **Sign In**.



The screenshot shows the 'MY CLIENT SPACE' login interface. At the top, there is a notification: 'The visual changes we have made in no way affect your online experience. Sign in using your regular username and password.' Below this are two input fields: 'Username' and 'Password'. A 'Remember my username' checkbox is located below the password field. A blue 'Sign In' button is positioned below the input fields. At the bottom, there are links for 'Forgot your password?' and 'Forgot your username?', and a 'Create an account' button.

Step 2

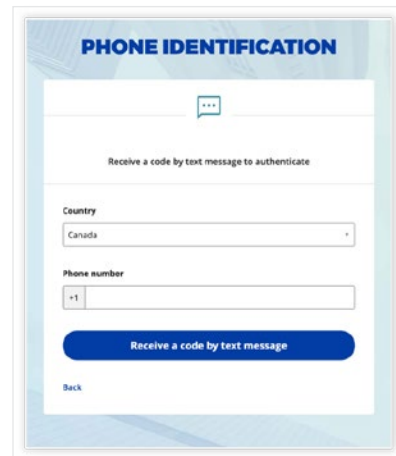
Click on the **Choose** button in the **Text message authentication** section.



The screenshot shows the 'MULTIFACTOR AUTHENTICATION' selection page. A message at the top states: 'You must enable Multi-factor authentication to add an additional layer of security when logging into your account.' Three authentication methods are listed, each with a 'Choose' button: 'Okta Verify' (Use the Okta Verify mobile app to sign in.), 'Google Authenticator' (Use the mobile app to sign in.), and 'Text message authentication' (Enter a single-use code sent to your mobile phone.). The 'Text message authentication' option and its 'Choose' button are highlighted with a red box.

Step 3

1. Select your **Country**.
2. Enter the **Phone number** where you wish to receive your verification codes.
3. Click on **Receive a code by text message**.

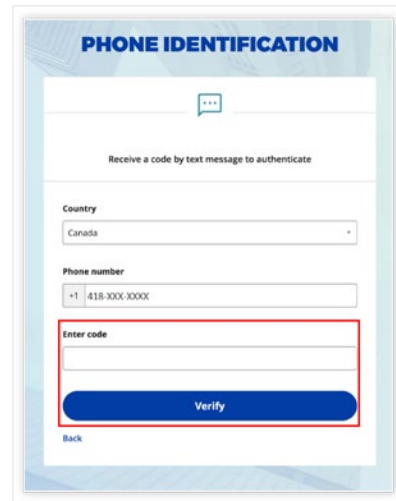


The screenshot shows a mobile application interface titled "PHONE IDENTIFICATION". At the top, there is a blue header with the title. Below the header, there is a sub-header "Receive a code by text message to authenticate". The main content area contains two input fields: "Country" with a dropdown menu showing "Canada" and "Phone number" with a text input field containing "+1". Below these fields is a large blue button labeled "Receive a code by text message" and a smaller "Back" link at the bottom left.

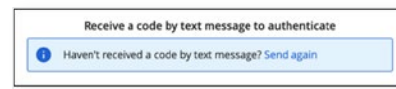
Step 4

Enter the code received on your mobile device by text message and click **Verify**.

If you haven't received a code by text message, after some time a box will appear at the top of the screen, giving you the option to click on **Send again**.



The screenshot shows the same "PHONE IDENTIFICATION" screen as in Step 3. The "Phone number" field now contains "+1 418-XXX-XXXX". Below the phone number field is a new "Enter code" field with a red border. Below the code field is a large blue button labeled "Verify" and a smaller "Back" link at the bottom left.

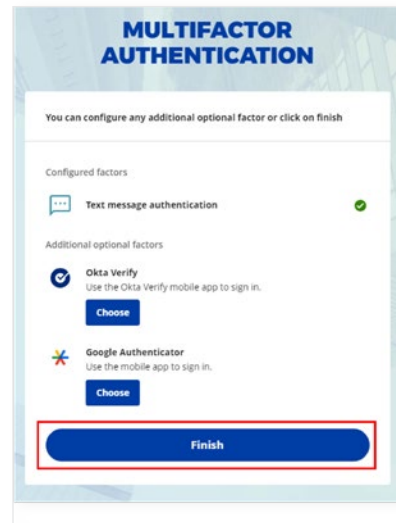


The screenshot shows a notification box with the title "Receive a code by text message to authenticate". Inside the box, there is a blue circular icon with an exclamation mark, followed by the text "Haven't received a code by text message? [Send again](#)".

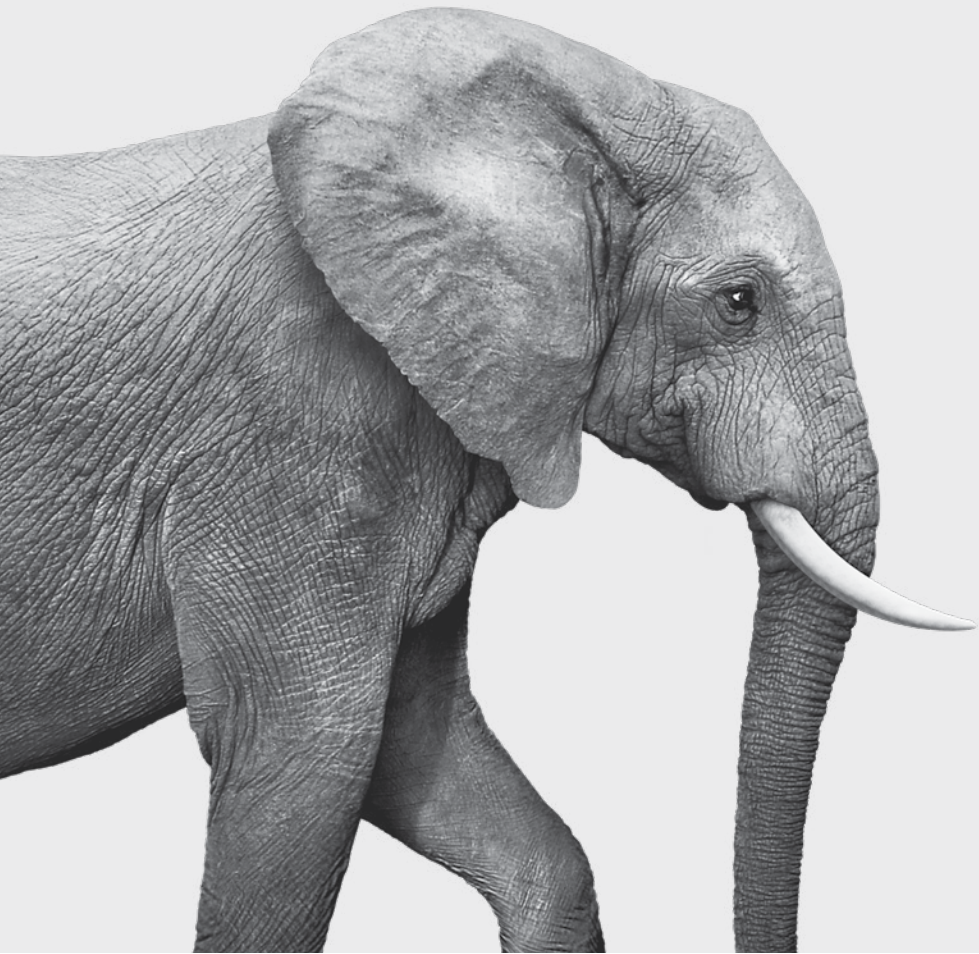
Step 5

You have now completed the text message activation 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.



Going forward, when you log into My Client Space, you may be prompted to provide a unique verification code, which will be sent through text message.



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