



MULTI-FACTOR AUTHENTICATION (MFA) – ADVISOR APPLICATIONS



Google Authenticator App
Installation Guide



GOOGLE AUTHENTICATOR APP

When you first log into the Advisor Centre, you will be prompted to set up multi-factor authentication (MFA).

To set up this authentication method, you will need to download the Google Authenticator app on your mobile device. Once downloaded follow the steps below.



SET-UP TAKES JUST A FEW MINUTES

Step 1

When you click on the Advisor Centre link, you will be redirected to the login page, where you will be asked to enter your **username**.

ADVISOR CENTRE

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

Username

Next

[Forgot your username?](#)

[Create an account](#)

Step 2

Enter your **password**.

ADVISOR CENTRE

Password

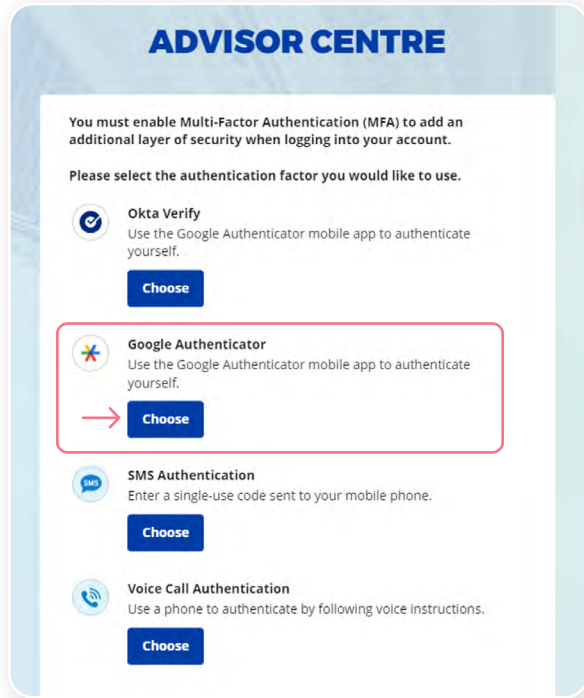
Next

[Forgot your password?](#)

[Back to login page](#)

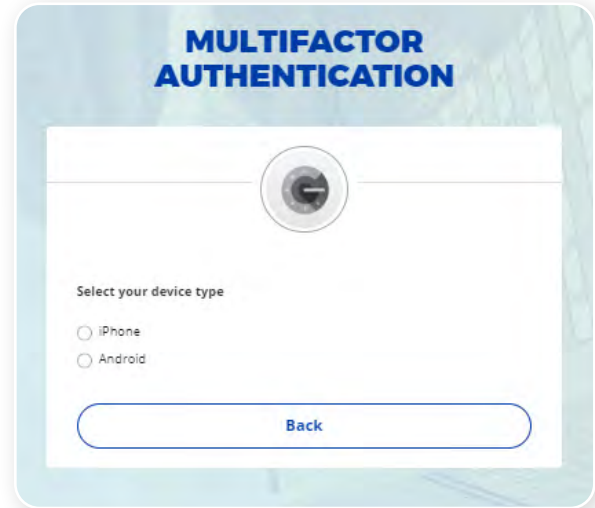
Step 3

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



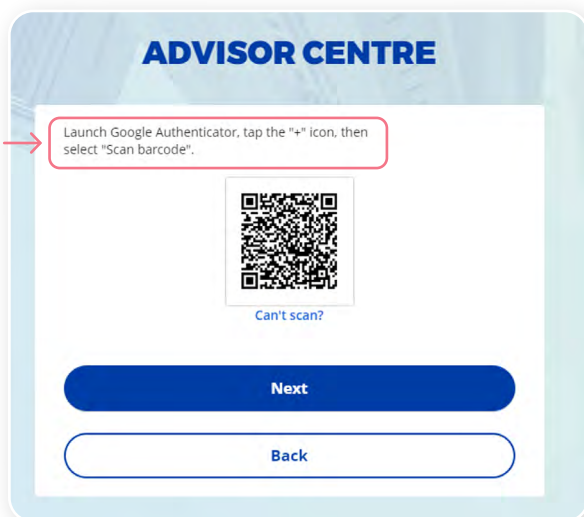
Step 4

Select your device type.



Step 5

You will be asked to launch the Google Authenticator app on your mobile device to add an account.



Step 6

On your mobile device, launch the Google Authenticator app and set up an account for the Advisor Centre.

New Google Authenticator App user

Click on the **Get started** button



Stronger security with Google Authenticator

Get verification codes for all your accounts using 2-Step Verification

Get started

Then, select **Scan a QR code**



Set up your first account

Use the QR code or setup key in your 2FA settings (by Google or third-party service). If you're having trouble, go to g.co/2sv

Scan a QR code

Next, **scan the QR code** that is displayed on your computer screen.



Can't scan?

If you are unable to scan the QR code, or if you are using a mobile device for configuration, click on **Can't scan?** and enter your **secret key** manually.

ADVISOR CENTRE

Can't scan QR Code?

To set up manually enter your Account username and then input the following in the Secret Key Field

GVI7B2WTEELVYAMO

Next

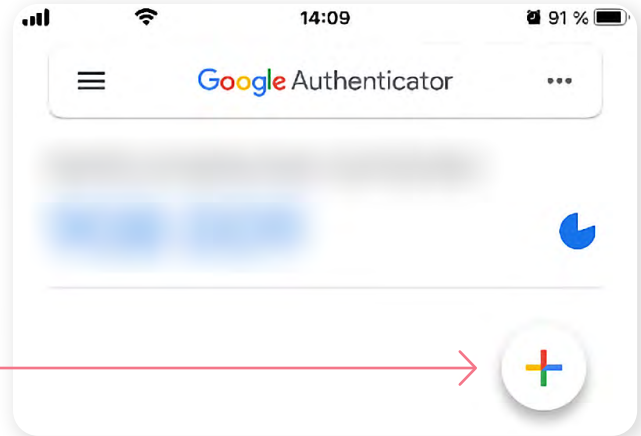
Back

Scan QR Code

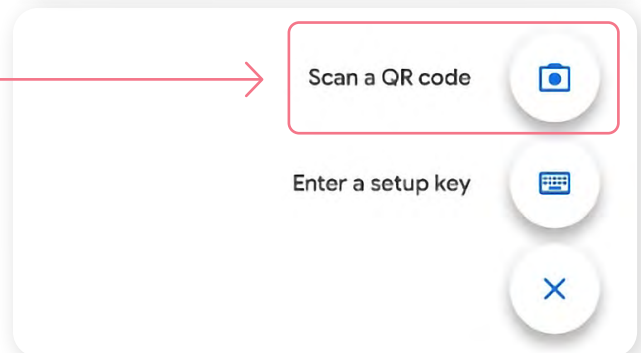
*This screen may appear differently depending on whether you are using the iOS or Android App

Already a Google Authenticator App user

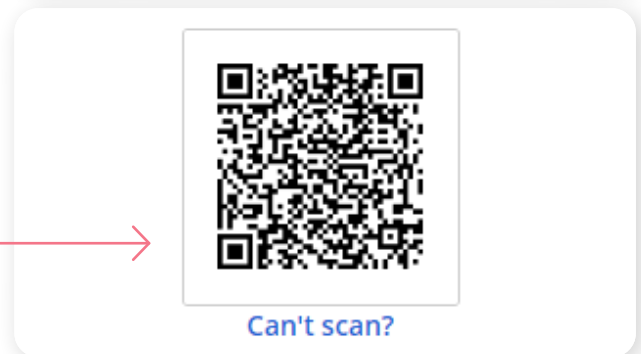
Click on the '+' sign button in the bottom right corner of your device.



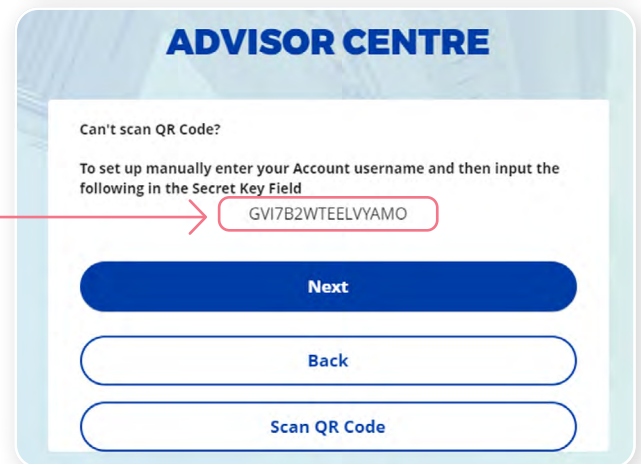
Then, select **Scan a QR code**



Next, **scan the QR code** that is displayed on your computer screen.



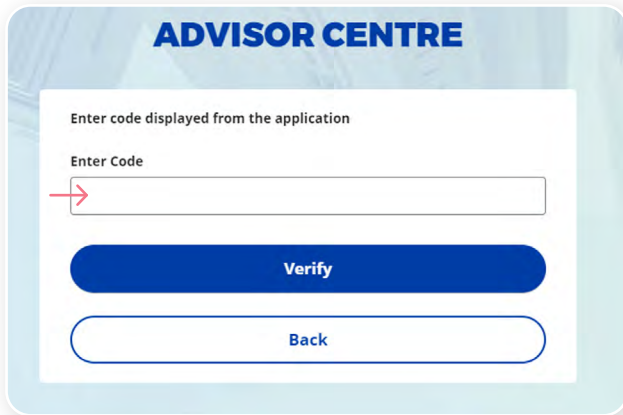
If you are unable to scan the QR code, or if you are using a mobile device for configuration, click on **Can't scan?** and enter your **secret key** manually.



*This screen may appear differently depending on whether you are using the iOS or Android App

Step 7

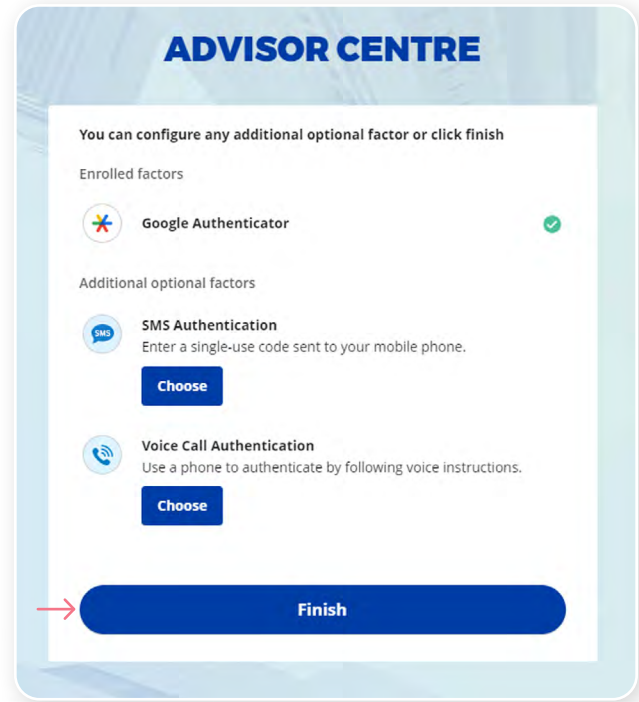
After scanning the QR code, enter the **code** displayed in the application.



The screenshot shows the 'ADVISOR CENTRE' interface. At the top, it says 'Enter code displayed from the application'. Below this is a text input field labeled 'Enter Code' with a red arrow pointing to it. Underneath the input field are two buttons: a blue 'Verify' button and a white 'Back' button with a blue border.

Step 8

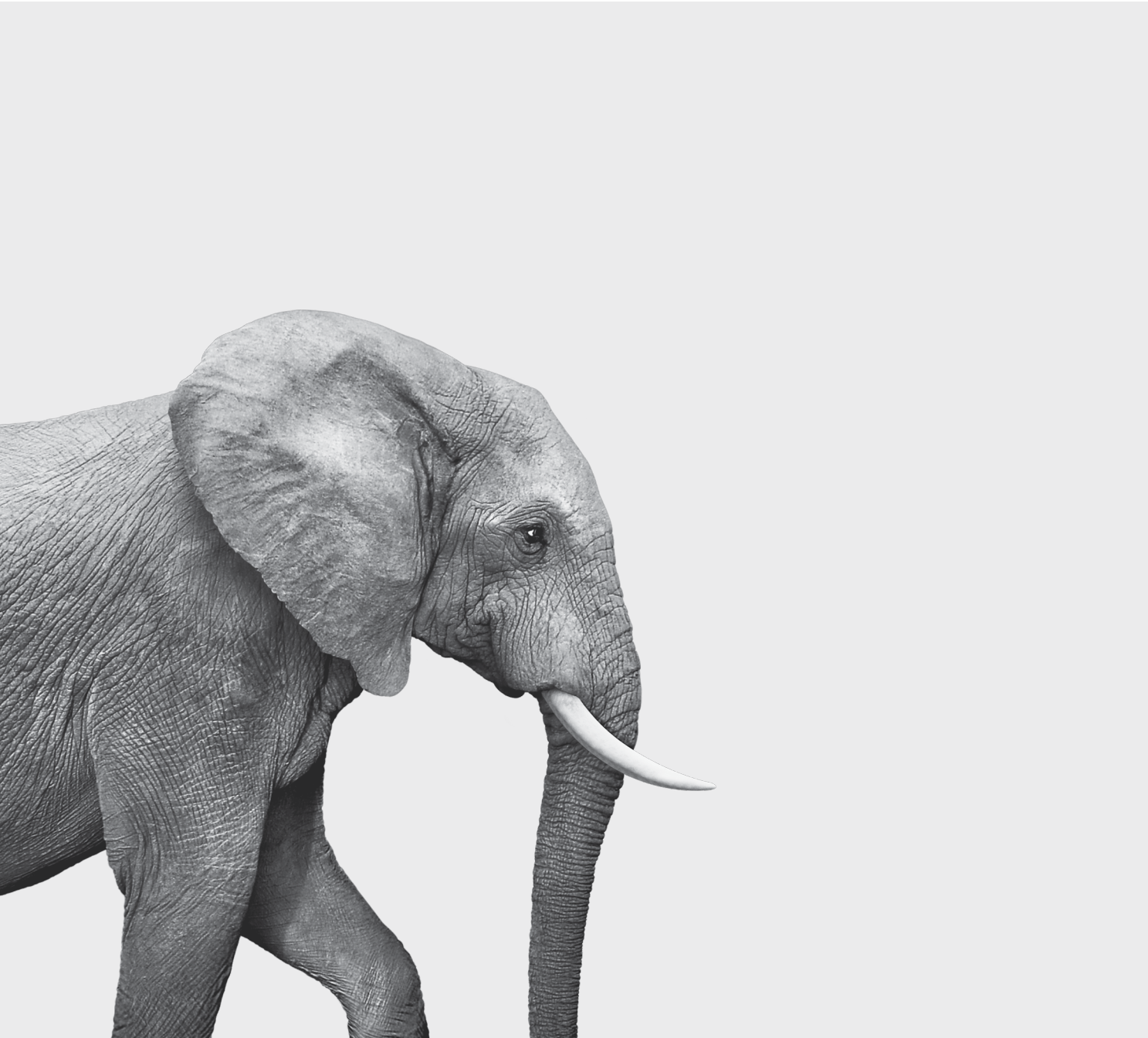
You have now completed the Google Authenticator set-up and will be taken back to the configuration page. You can choose to set up an additional MFA method or click on **Finish** to continue to your Advisor Centre.



The screenshot shows the 'ADVISOR CENTRE' configuration page. At the top, it says 'You can configure any additional optional factor or click finish'. Below this is a section titled 'Enrolled factors' with a 'Google Authenticator' entry, which has a green checkmark. Underneath is a section titled 'Additional optional factors' with two entries: 'SMS Authentication' (with a 'Choose' button) and 'Voice Call Authentication' (with a 'Choose' button'). At the bottom of the page is a large blue 'Finish' button with a red arrow pointing to it.



You must keep the Google Authenticator app on your mobile device for future logins into the Advisor Centre, as you may be prompted to provide a unique security code which will be generated in the Google Authenticator app.



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