



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).

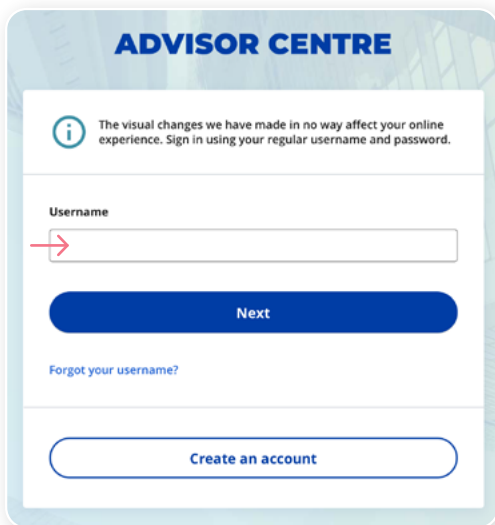
To set up this authentication method, you will need to download the Google Authenticator app on your mobile device. Once downloaded follow the steps below.



SET-UP TAKES JUST A FEW MINUTES

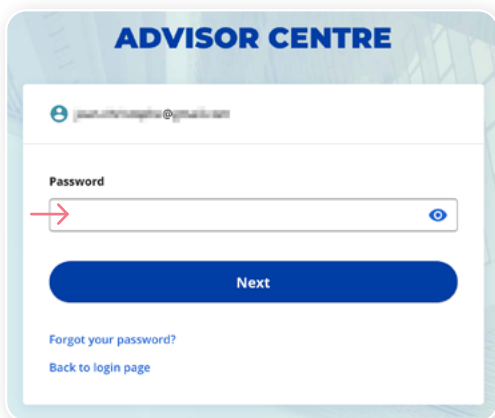
Step 1

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**.



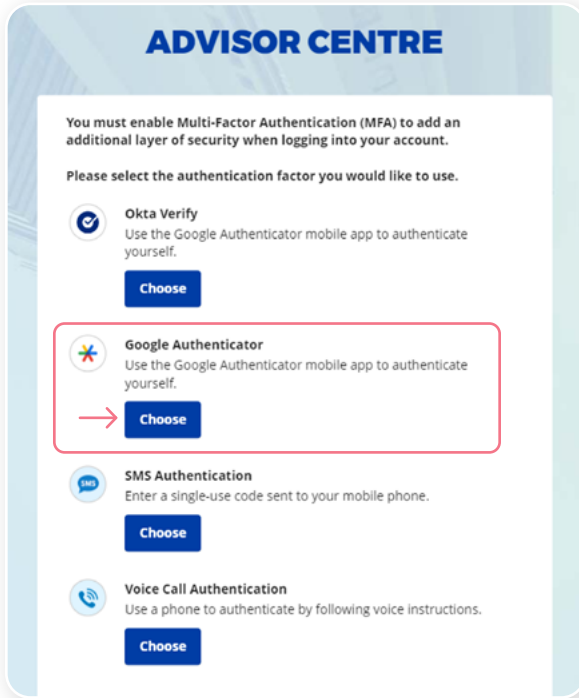
Step 2

Enter your **password**.



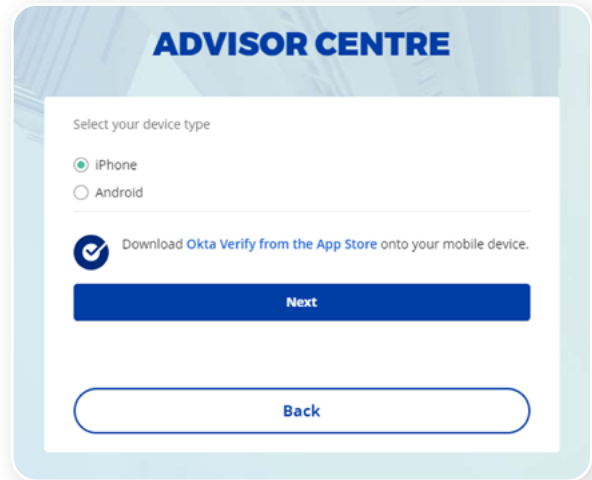
Step 3

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



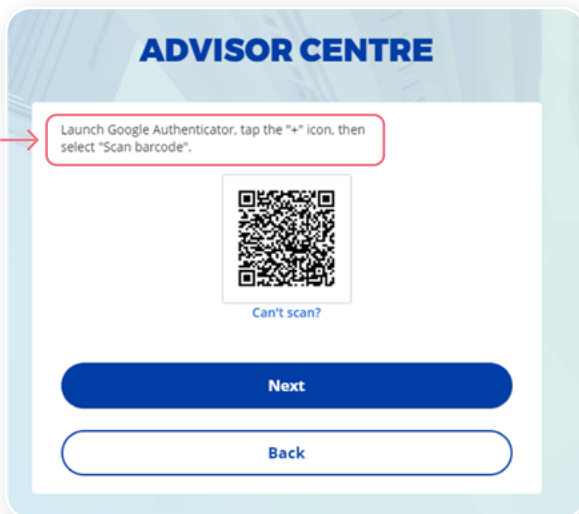
Step 4

Select your device type.



Step 5

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

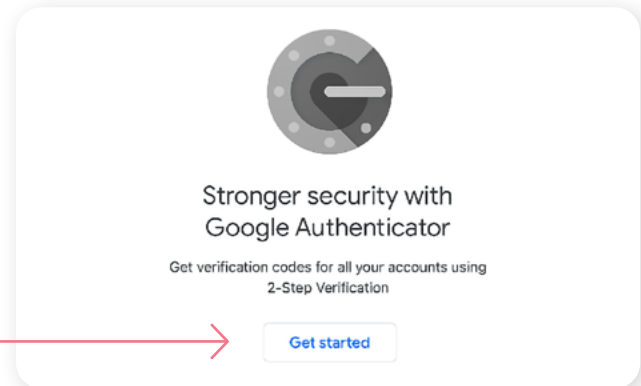


Step 6

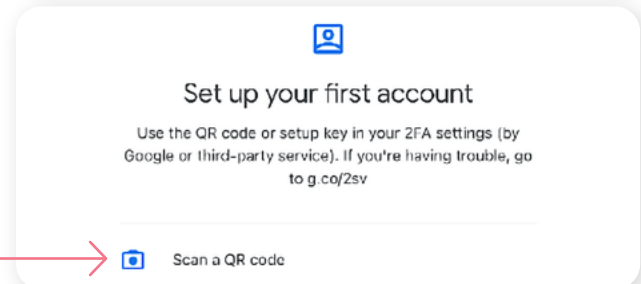
On your mobile device, launch the Google Authenticator app and set up an account for the Advisor Centre.

New Google Authenticator App user

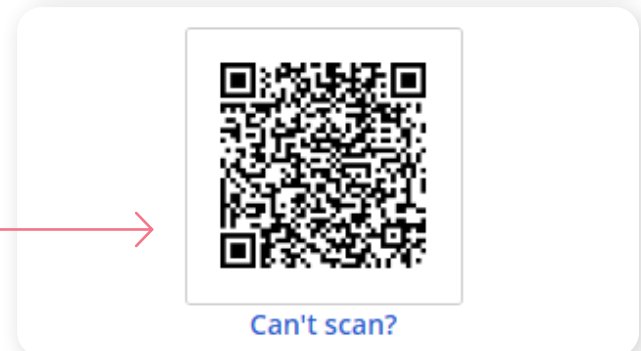
Click on the **Get started** button



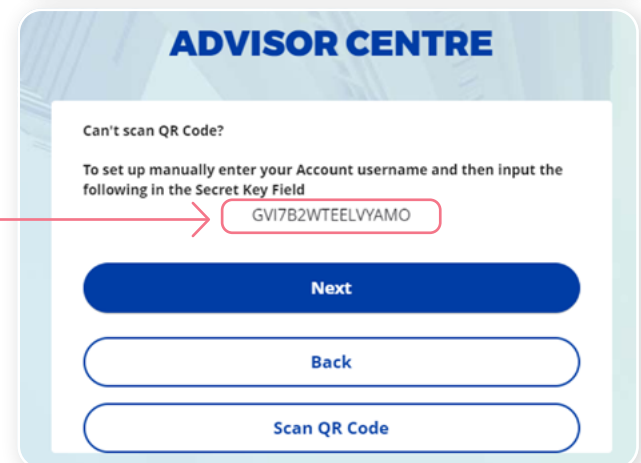
Then, select **Scan a QR code**



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



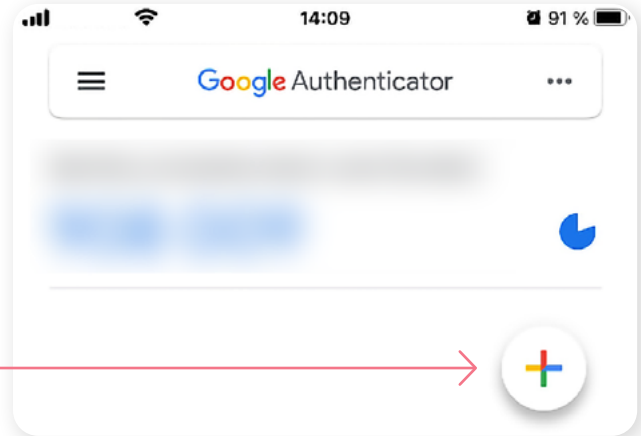
If you are unable to scan the QR code, or if you are using a mobile device for configuration, click on **Can't scan?** and enter your **secret key** manually.



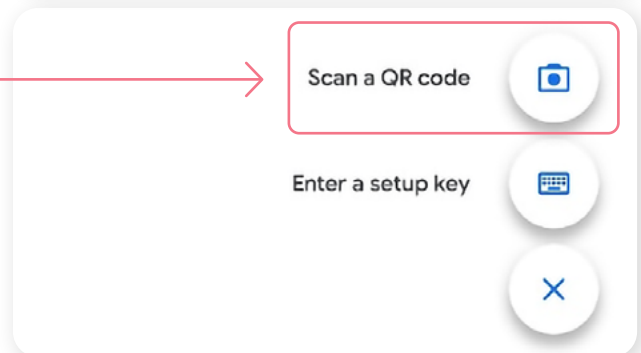
*This screen may appear differently depending on whether you are using the iOS or Android App

Already a Google Authenticator App user

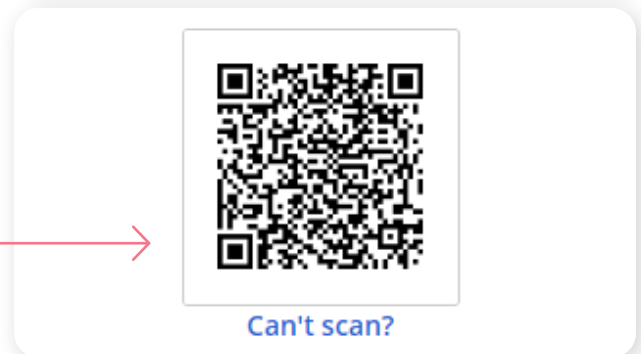
Click on the '+' sign button in the bottom right corner of your device.



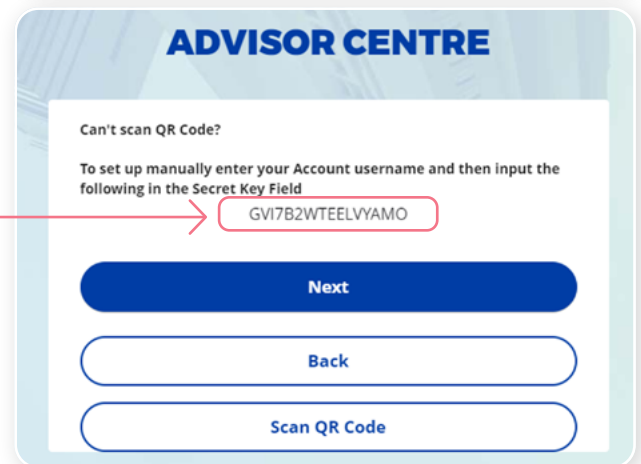
Then, select **Scan a QR code**



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



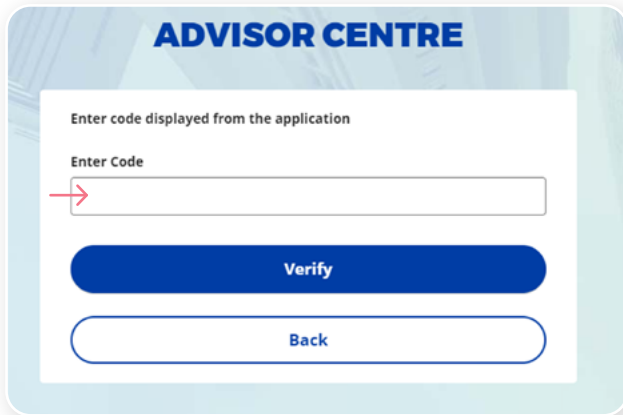
If you are unable to scan the QR code, or if you are using a mobile device for configuration, click on **Can't scan?** and enter your **secret key** manually.



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

Step 7

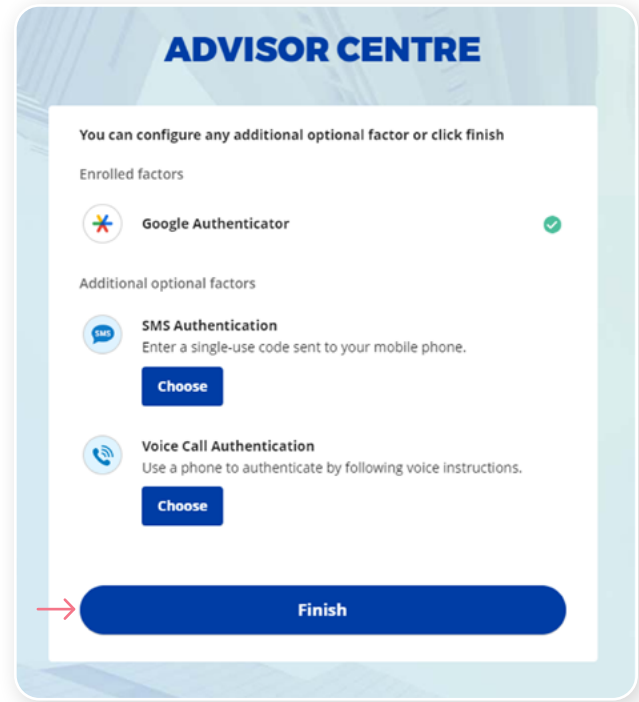
After scanning the QR code, enter the **code** displayed in the application.



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

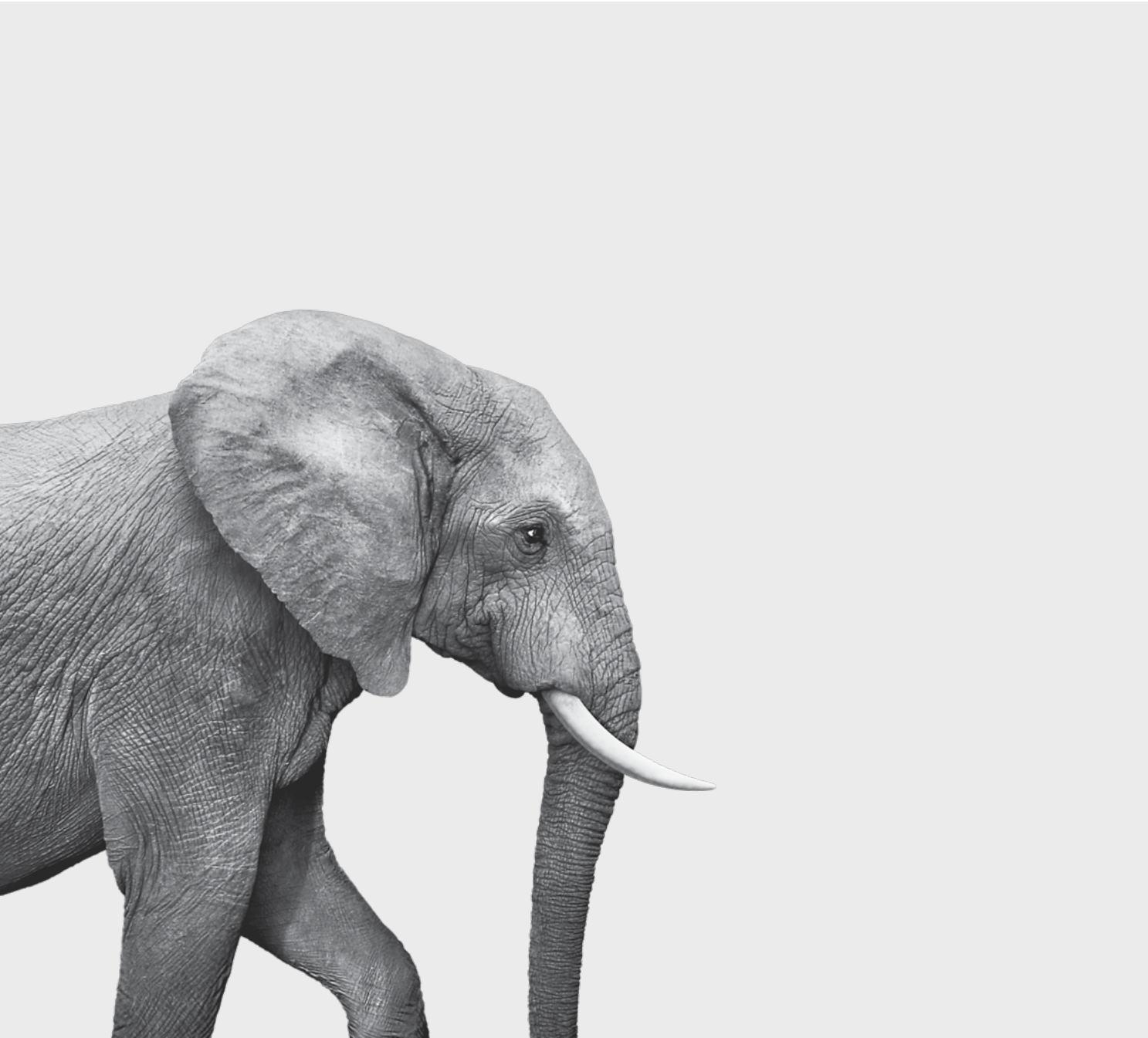
You have now completed the Google Authenticator set-up and will be taken back to the configuration page. You can choose to set up an additional MFA method or click on **Finish** to continue to your Advisor Centre.



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 marked with 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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