

What is MFA?

Multi-Factor Authentication is an extra security measure to help protect your data from hackers and criminals. MFA is simply a requirement to have more than one method to identify yourself to gain access to a resource or website. For example, a web site may require you to have another method in addition to your username and password to login.

Our Client Hub uses an Authenticator app installed on your preferred mobile device to provide a frequently refreshing security code. When you login with your username and password, you will be required to type in the current security code displayed in the app.

Congratulations! You are taking a big step towards a more secure Client Hub experience.

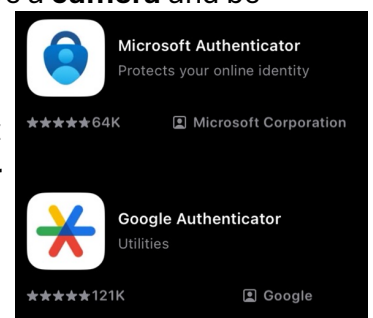
3-Step guide

Step 1 - Download an Authenticator app to your mobile device

Select a **mobile device** to use to register for MFA. The device needs to have a **camera** and be compatible with the Authenticator App you choose to use.

Visit the App Store or Google Play, type **Authenticator** in the Search. A list of Authenticator apps will appear. We recommend **Google Authenticator** or **Microsoft Authenticator**

The two apps shown (right hand side) are FREE and provided by reputable sources.



Step 2 - Scan the QR code

Go to your **Client Hub login page**. If you are new to Client hub, you may need to first set a new password. If you have logged in before simply enter your username and password as you have done previously.



Once you have entered the correct username and password and clicked **Login**, you should be presented with a **QR code** prompting you to enrol for MFA.

Open the **Authenticator App** you downloaded. Depending on the app, click on the link or icon to scan and capture a new QR code. Hold your device up with the camera pointing to the QR code. It should automatically register and display a **6 digit code**.

✓ Step 3 - Enter the code

Enter the **6 digit verification code**. You should notice that the code in your app changes at regular intervals. Enter the code prior to it expiring.

Click **Verify and Save**.



You have completed the registration for MFA!

When you are prompted again for a verification code, open the app and enter the current code. You should see a **Remember for 30 days check box** on the page. If you leave this turned on, you will not be required to enter a code again for 30 days. In future, you will only need to enter the code displayed in the app to login. You will not need to perform Steps 1 and 2, unless you wish to register a new device.

