



MULTI-FACTOR AUTHENTICATION (MFA) – iA PRIVATE WEALTH MOBILE APP



Voice Call Authentication Method
Installation Guide



VOICE CALL AUTHENTICATION METHOD

When you first log into the iA Private Wealth mobile app, you will be prompted to set up multi-factor authentication (MFA).

SET-UP TAKES JUST A FEW MINUTES

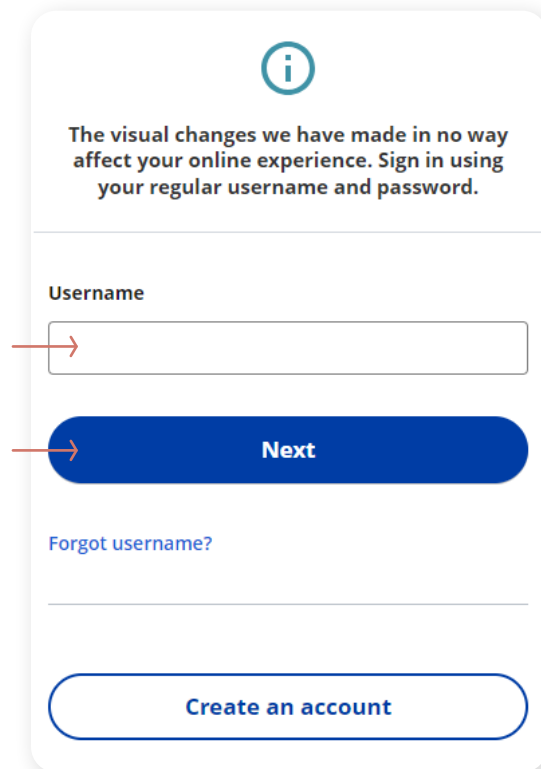
Step 1

Open the iA Private Wealth mobile app and click on **Login**.



Step 2

Enter your username, then click **Next**.



Step 3

Enter your **password**, then click **Next**.

The screenshot shows a user interface for 'IAPWClient_Mfa2'. At the top, there is a user icon and the text 'IAPWClient_Mfa2'. Below this is a 'Password' label and a text input field. A red arrow points to the input field. Below the input field is a blue button labeled 'Next', with another red arrow pointing to it. At the bottom, there are two links: 'Forgot password?' and 'Back to sign in'.

Step 4

Click on the **Select** button in the Phone section.

The screenshot shows a user interface for Multi-Factor Authentication (MFA). At the top, there is a user icon and the text 'IAPWClient_Mfa2'. Below this is a message: 'You must enable one or more Multi-Factor Authentication (MFA) to add an additional layer of security when logging into your account.' Below the message are two options. The first is 'Okta Verify', with a checkmark icon and a description: 'Okta Verify is an authenticator app, installed on your phone, used to prove your identity.' Below this is a blue button labeled 'Select'. The second option is 'Phone', with a phone icon and a description: 'Verify with a code sent to your phone.' Below this is a blue button labeled 'Select', which is highlighted with a red box and a red arrow pointing to it.

Step 5

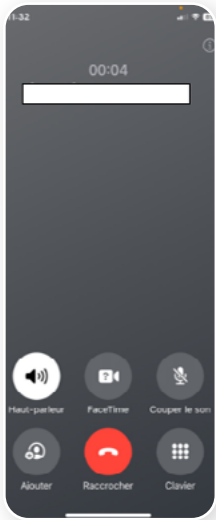
You have the option to receive a voice call or SMS (text message) to set up Multi-Factor Authentication. Select voice call, select your country, and enter your phone number. **Click Receive a code via voice call.**

Note: A voice call can be received via mobile phone or landline.

The screenshot shows a user interface for entering a phone number. At the top, there is a user icon and the text 'IAPWClient_Mfa2'. Below this is a message: 'Enter your phone number to receive a verification code via voice call.' Below the message are two radio buttons: 'SMS' and 'Voice call'. The 'Voice call' option is selected. Below the radio buttons is a 'Country' label and a dropdown menu showing 'Canada'. A red arrow points to the dropdown menu. Below the dropdown menu are two input fields: 'Phone number' and 'Extension'. The 'Phone number' field contains '+1'. A red arrow points to the '+1' field. Below the input fields is a blue button labeled 'Receive a code via voice call', with a red arrow pointing to it. At the bottom, there is a white button labeled 'Back'.

Step 6

You will receive a code via voice call.



Enter the code and click on **Next**.

IAPWClient_Mfa2

Calling your phone . Enter the code below to verify.
Carrier messaging charges may apply.

Enter Code

Next

Back

Step 7

After setting up the voice call authentication, you may set up a second authentication method (optional).

You will be asked if you want the system to remember your multi-factor authentication preference by selecting "**Don't ask me for a verification code**" or "**Ask me for a code at each login**". If you select "**Ask me for a code at each login**", the multi-factor authentication method you selected will appear each time and you will be asked to authenticate before you can log in.

IAPWClient_Mfa2

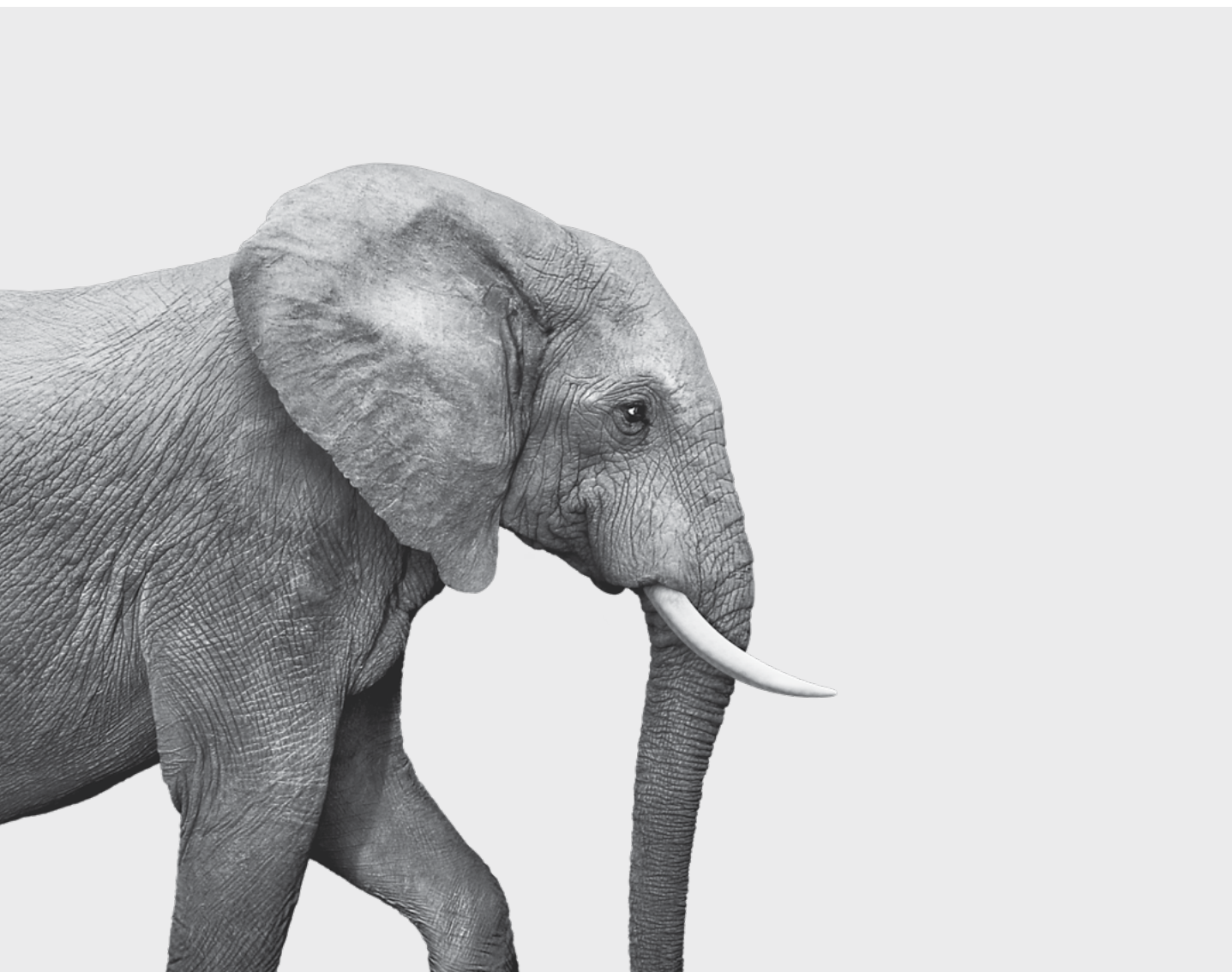
REMEMBER MY MULTI-FACTOR AUTHENTICATION PREFERENCE: Please note that your MFA preference will be saved for 30 days. You will have the option to change your selection next time you are prompted.

Don't ask me for a verification code

Ask me for a code at each login



Going forward, when you log into the iA Private Wealth mobile app, you may be **prompted to provide a unique security code**, which will be sent through voice call.



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