

How to Enable Multi-Factor Authentication

November 2023

As part of our commitment to keeping our systems and data secure and in accordance with tightening state regulations requiring multifactor authentication for access to non-public information of financial and insurance services organizations, we are enhancing the security of our client-facing applications, including our Client Portal.

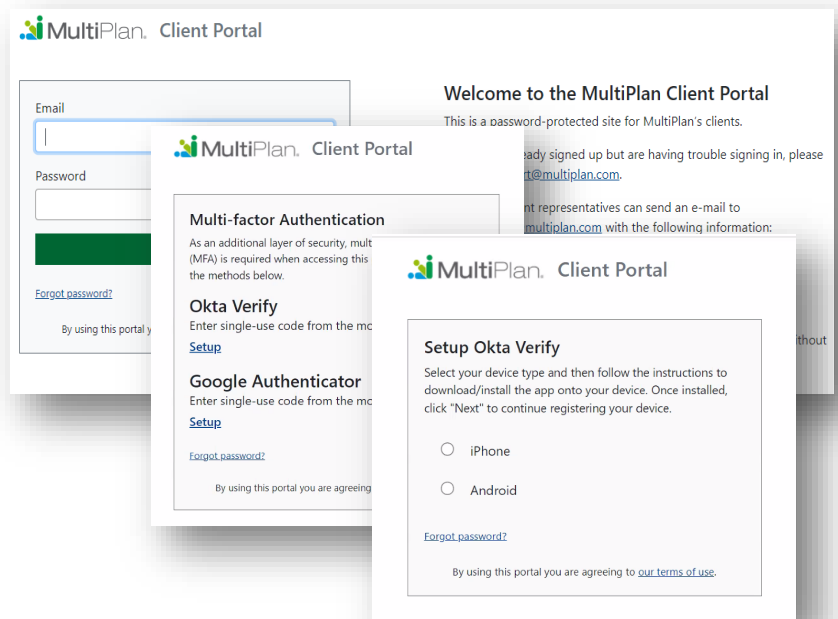
Multifactor authentication (MFA), sometimes referred to as two-step verification, requires users to log in to a system with another factor in addition to their username and password.

MFA setup initiation

When you log in to the Client Portal on or after your MFA setup date, you will be prompted to set up MFA.

Select "Setup" below either option (Okta Verify or Google Authenticator). Both of these options are free to download from either the Google Play store for Android devices or the App Store for Apple devices.

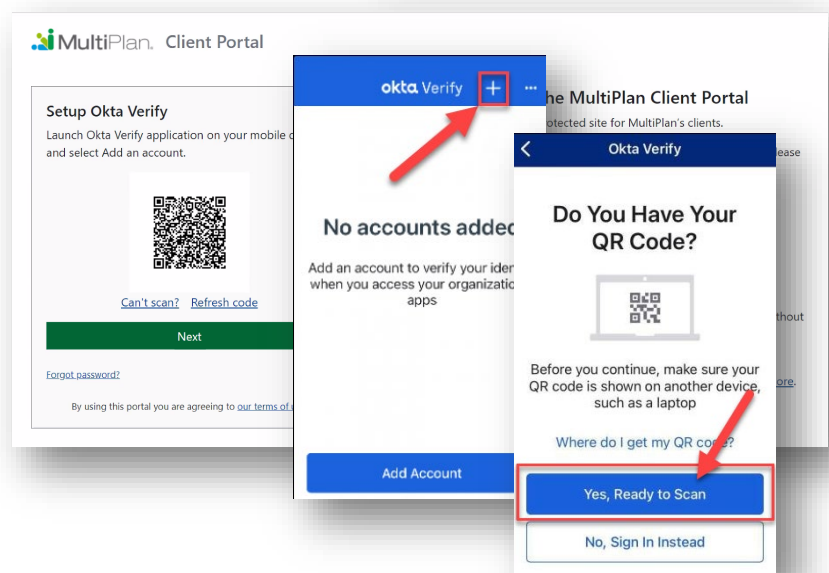
Select your device type and select "Next". The example at right selects the Okta Verify app for Android. Once you've downloaded your chosen app, follow its instructions below.



For the Okta Verify app

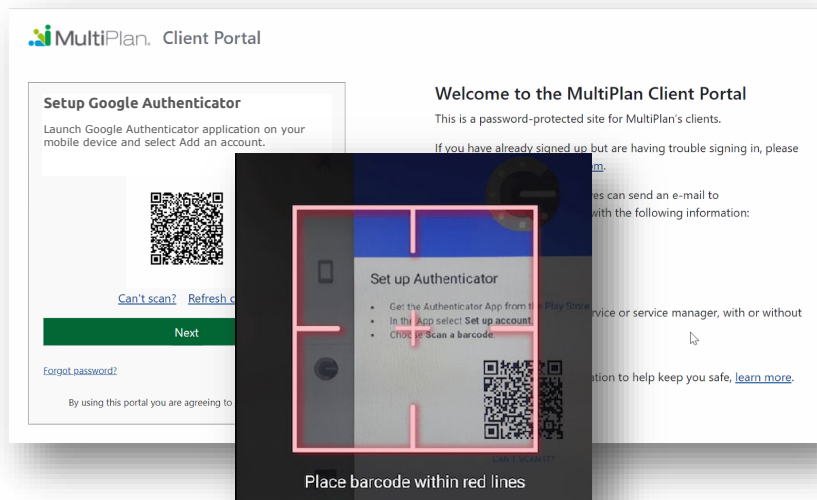


- Open the app if not already opened
- Select the plus (+) sign in the upper right to add an account
- Select "Organization (Work, School, Company)"
- When prompted to add an account from another device, select "Skip"
- Select "Yes, Ready to Scan"
- Scan the QR code displayed on the Client Portal browser window
- Select "Done"



For the Google Authenticator app

- Open the app if not already opened
- Select the plus (+) sign in the lower right to add a code
- Select "Scan a QR code" and enable camera if needed
- Scan the QR code displayed on the Client Portal browser window
- Select "Next"



Entering a daily, secure code

Enter the code displayed – without spaces - on the chosen app for the recently added account. You will have 30 seconds to enter the code. Every 30 seconds, the app will display a newly-generated code. Once your setup is complete, you'll be prompted to enter a code during login every 24 hours per MultiPlan's security policy.

