Setting Up Multi Factor Authentication (MFA)
Client Portal – Quick Steps
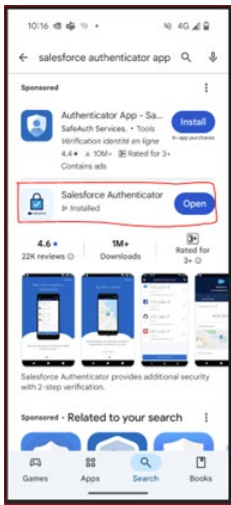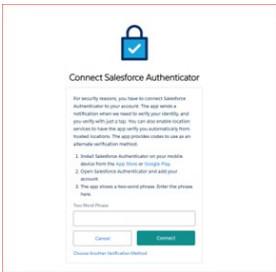
1 Go to the login page of the Valuation Services Client Portal.

2 Enter your username and password and click the 'Log in' button.

3 Follow the instructions to download the Salesforce Authenticator App.

4 Follow the prompts on the Authenticator set up and enter the two-word phrase displayed on your computer device.

5 Complete the connection to your Client Portal account by following the prompts on the Authenticator.

2 You will be logged in to the Client Portal.

★ When you login next time you will be prompted to click Approve on the Salesforce Authenticator App.

Setting Up Multi Factor Authentication (MFA)
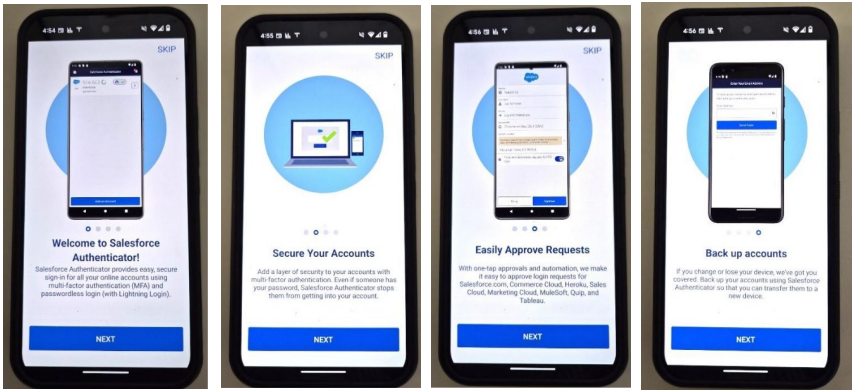# Client Portal – Detailed Instructions

1 **Go to the login page** of the Valuation Services Client Portal using the below link https://val.clientportal.landgate.wa.gov.au/.

2 **Enter your username and password** and click the 'Log in' button.

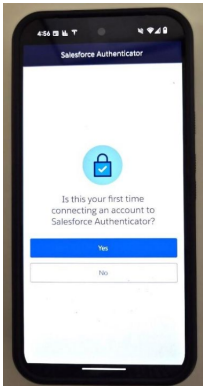**3** Follow the instructions to **download the Salesforce Authenticator App** in your phone.

Note: You may choose to use another Authenticator App e.g. Google Authenticator, Microsoft Authenticator. Click on the link "Choose Another Verification Method" at the bottom of the screen and follow the prompts as provided by those applications.
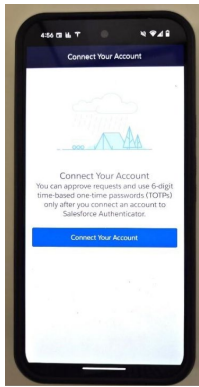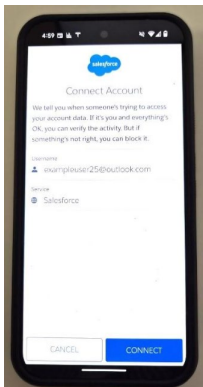

4 **Open the Authenticator App and click 'Next'** for the next four screens after reading the information in the screens.
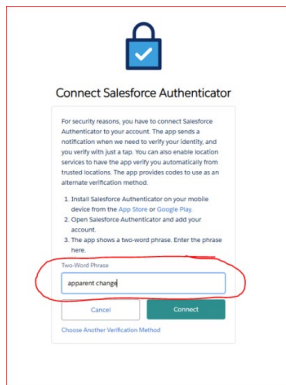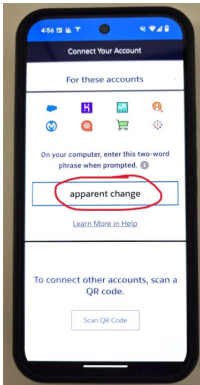
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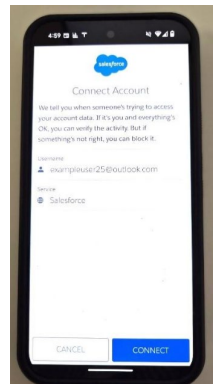
5 Click 'Yes'.

6 Click '**Connect Your Account'**.

7 **Enter the two-word phrase** shown on your Authenticator App into the field on the Client Portal screen on your computer device.
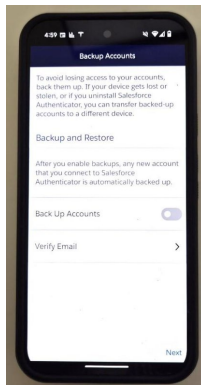**Note:** The word phrase is case sensitive

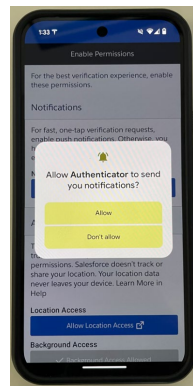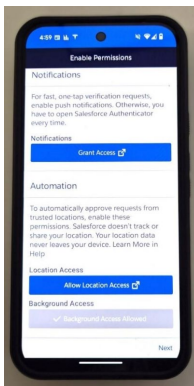**Click 'Connect'**. This will connect the Authenticator to your Valuation Services Client Portal account. **8**
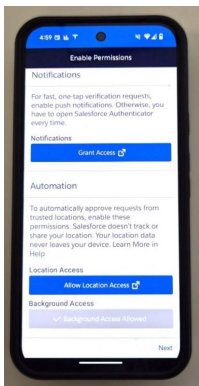
9 **Click 'Next'** at the bottom right of the screen.

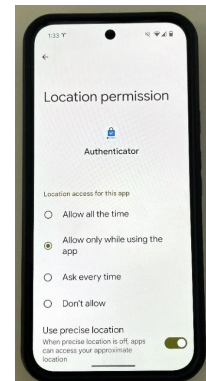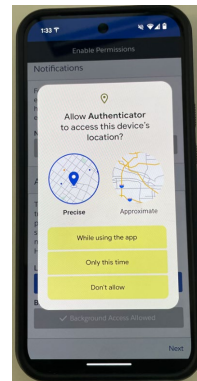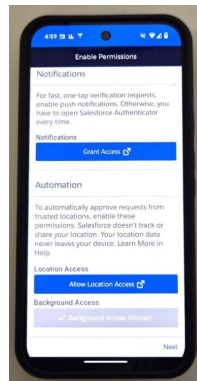**10** **Click 'Grant Access'** and then **click 'Allow'**

Note: If notifications are not allowed, authenticator may not work as described in this document when you try to login to client portal.

Allow location permissions:
1. **Click 'Allow Location Services'**
2. **Click 'While using the app'**
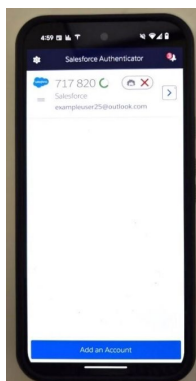3. **Click "Allow only while using the app"**

Then click on the back arrow at the top left of the screen.

11

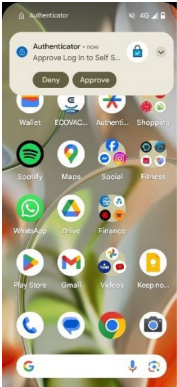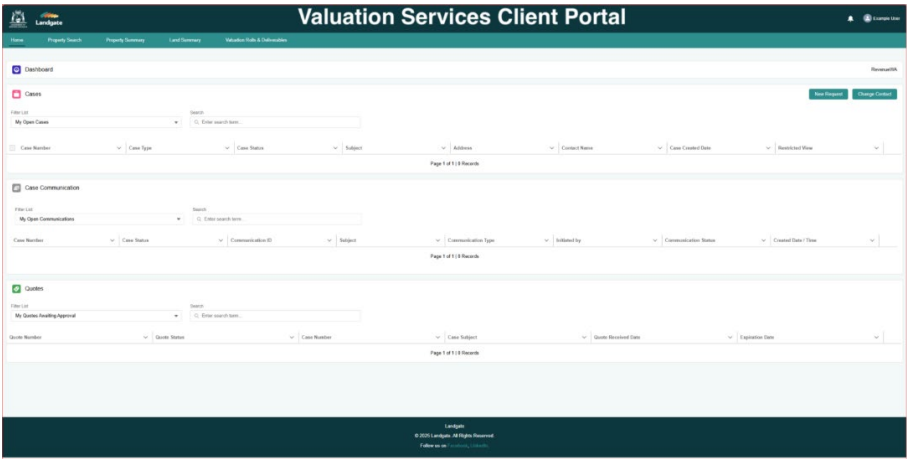**12** Your **set up of MFA is now complete**. You can now close your Authenticator App.

You are now logged into Valuation Services Client Portal.

(13)

When you login next time – click on Approve button on the Salesforce Authenticator App.