



Secure Access Made Simple



**How to Enable Multi-Factor
Authentication (MFA) on the
CG Member Portal**

How to Enable Multi-Factor Authentication (MFA) on the CG Member Portal


1

Log into your account

Visit hellocgi.com to log in with your email address & password.

2

Access Two-Factor Authentication

After accessing the dashboard, click on Settings under your name (upper right corner). A new menu titled “Two-Factor Authentication” will appear on the left, which is turned off by default for all users.

3

Choose Your Security Option

For improved security, choose between:

- **Email Verification Code:** Receive a code via your registered email.
- **Time-Based One-Time Passcode (TOTP):** Use an authenticator app for a time-sensitive code.

Email Verification Code:

- If you enable email verification, the box will turn green once saved.
- On your next login, you'll receive an email with a verification code.
- Enter the code on the Two-Factor Verification screen and click Submit to access the CG member portal.
- A new email and verification code is sent every time you log in.

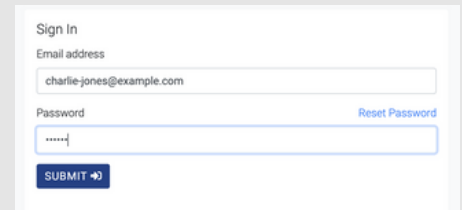
Authenticator App Option:

- If you choose Two-Factor Authentication with an authenticator app, select this option and use an app like Google Authenticator App, or Microsoft Authenticator (see recommended authenticator apps on next page)
- For this example we chose to use Google's Authenticator app.

1. Scan the QR code

2. Name the device

3. Provide code for device verification



Sign In

Email address
charlie-jones@example.com

Password

[Reset Password](#)

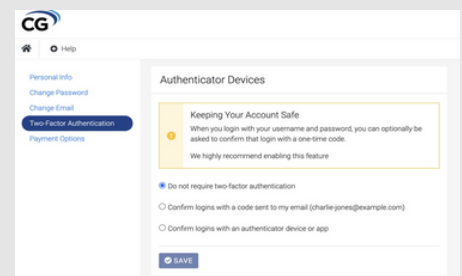
SUBMIT



Accounts

Account Settings

Settings



Authenticator Devices

Keeping Your Account Safe

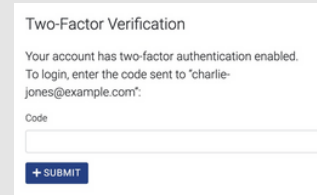
When you login with your username and password, you can optionally be added to confirm that login with a one-time code. We highly recommend enabling this feature.

☒ Do not require two-factor authentication

☐ Confirm login with a code sent to my email (charlie-jones@example.com)

☐ Confirm login with an authenticator device or app

SAVE

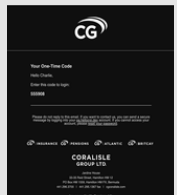
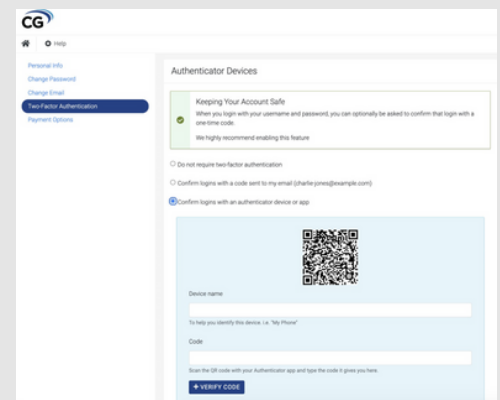


Two-Factor Verification

Your account has two-factor authentication enabled. To login, enter the code sent to 'charlie-jones@example.com':

Code

+ SUBMIT

Authenticator Devices

Keeping Your Account Safe

When you login with your username and password, you can optionally be added to confirm that login with a one-time code. We highly recommend enabling this feature.

☐ Do not require two-factor authentication

☐ Confirm login with a code sent to my email (charlie-jones@example.com)

☒ Confirm login with an authenticator device or app

Device name

To help you identify this device, i.e. "My iPhone"

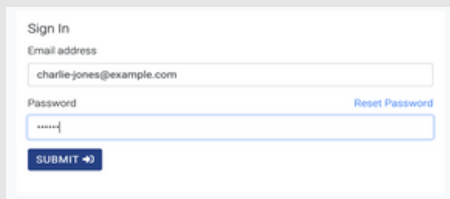
Code

Scan the QR code with your authenticator app and type the code it gives you here.

+ VERIFY CODE

Authenticator App Option - Logging In

- When you log in again, you'll be asked to enter a Two-Factor Verification code from your authenticator app.
- Open your app, find the current code, enter it in the verification field and click Submit to access your dashboard.



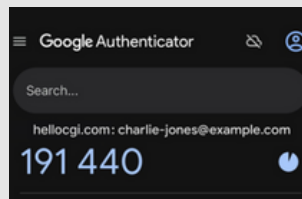
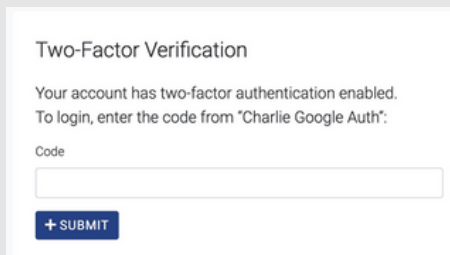
Sign In

Email address
charlie-jones@example.com

Password

[Reset Password](#)

SUBMIT

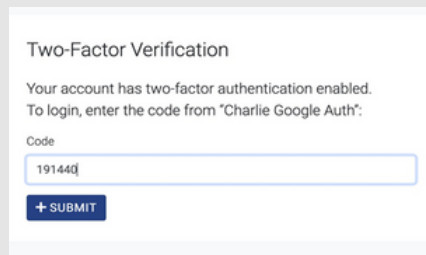



Two-Factor Verification

Your account has two-factor authentication enabled. To login, enter the code from "Charlie Google Auth":

Code

+ SUBMIT



Two-Factor Verification

Your account has two-factor authentication enabled. To login, enter the code from "Charlie Google Auth":

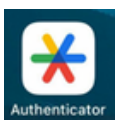
Code

191440

+ SUBMIT

4 Recommended Authenticator Apps

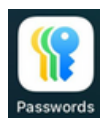
Choose one of these trusted apps to securely verify your login.



Google
Authenticator



Watch Setup Video



iOS 18 Passwords App
& Authenticator



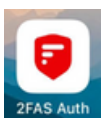
Watch Setup Video



Okta Verify



Watch Setup Video



2FAS Auth



Watch Setup Video



Microsoft Authenticator



Watch Setup Video



**Thanks for securing
your account!**

**Need additional help?
Contact us at 296-3200.**

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