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## Access

### Setting up multi-factor authentication (MFA)

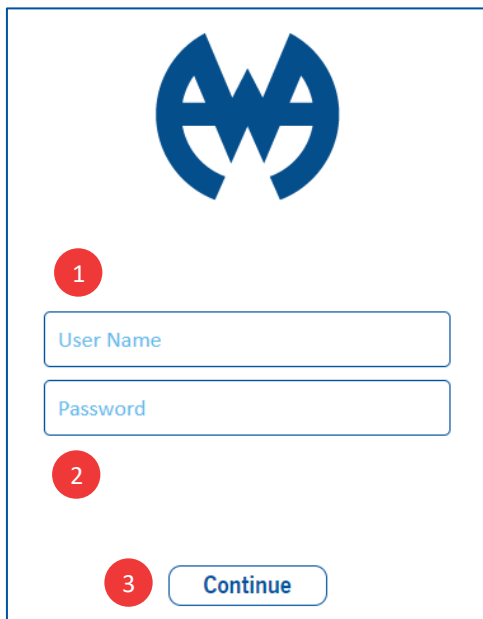
At first use of the portal it is necessary to setup multi-factor authentication (MFA). MFA adds an additional layer of security by asking a user to enter an extra identification key in addition to a password. You can read [here](#) more about the multi-factor (or two-factor) authentication process in general.

The portal supports the two most used authenticator apps: Microsoft Authenticator and Google Authenticator. Other authenticator apps might work as well but AWA only provides helpdesk support for the two mentioned authenticators. Follow the steps described further [below](#) to download, install and setup Microsoft or Google authenticator.

### Access the AWA Client Area

The AWA Client Area (ACA) can be reached via <https://clientarea.awa.com>. Once your MFA is setup and you have logged on for the first time, only the following steps apply thereafter:

1. Enter the **user name** (1) and **password** (2) AWA has provided you with and click the '**Continue**' button (3).



2. Enter the one-time password code, displayed for your AWA Client Area account in your authenticator, in the **verification code field** (1) and click **'Submit'** (2):

The screenshot displays the AWA Client Area login interface. At the top, the AWA logo and 'ClientArea' text are on the left, and 'AWA.com' is on the right. The main content area features the AWA logo in the center. To the left is a 'Microsoft Authenticator' app interface showing 'AWA Client Area User name' and a one-time password code '552 454' highlighted with a red box. To the right is a 'Google Authenticator' app interface showing 'AWA Client Area: User name' and a one-time password code '553 010' highlighted with a red box. A red circle with the number '1' points to a 'Verification Code' input field. A red circle with the number '2' points to a 'Submit' button. Below the input field and button are links for 'CHANGE PASSWORD', 'FORGOT PASSWORD?', and 'LOGIN ISSUES?'. At the bottom, there are social media icons for Facebook, LinkedIn, Twitter, and Instagram, followed by a disclaimer: 'Disclaimer | General Terms and Conditions | Copyright © 2024 AWA. All Rights Reserved'.

Please refer to the chapter '[Technical Support](#)' if you experience issues with logging in.

Clicking the '**Continue**' button as described in the first step above, triggers the MFA logon sequence, provided that you have first completed the MFA setup correctly. If you don't have an authenticator app setup on your phone then please follow the steps described further below for setting up Microsoft Authenticator or [Google Authenticator](#).

## MFA Setup

### Microsoft Authenticator

If you would like to use the Microsoft Authenticator app but you don't have it installed on your phone then please follow the steps outlined [here](#) before continuing.



Basically, you will have to go to your Android Play Store or Apple App Store and install Microsoft Authenticator.




*If during installation the application asks you if you want to allow notifications, answer 'yes'.*

Once installed you can follow the steps mentioned in the onboarding mail we sent you and as outlined in detail below..

1. Go the [AWA Client Area](#) in your browser
2. Enter the login details we provided you with and click 'Continue'

AWA ClientArea 




1


2


3


Continue

[CHANGE PASSWORD](#) | [FORGOT PASSWORD?](#) | [LOGIN ISSUES?](#)

  
Facebook

  
LinkedIn

  
Twitter


  
Instagram

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The first time you login to the AWA Client Area you will be redirected to the MFA setup page:

AWA ClientArea

AWA.com



Install Microsoft or Google Authenticator or skip this step if already installed

Open the app and tap on the '+' button to add a (work) account


Scan the QR code shown here above


Enter the verification code below and click 'Submit'


Submit


[LOGIN ISSUES?](#)

MFA not setup! Please follow the steps above

  
Facebook

  
LinkedIn

  
Twitter

  
Instagram

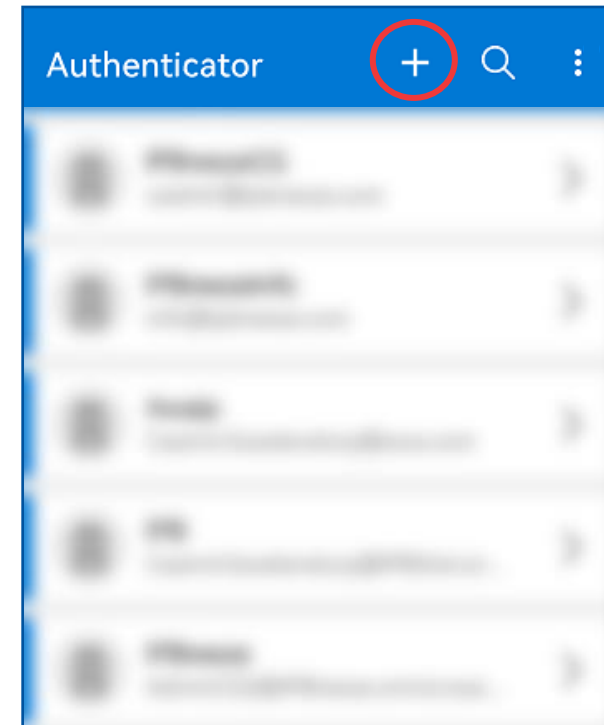
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*The following screenshots were taken with an Android phone and may vary if you are using an iPhone.*

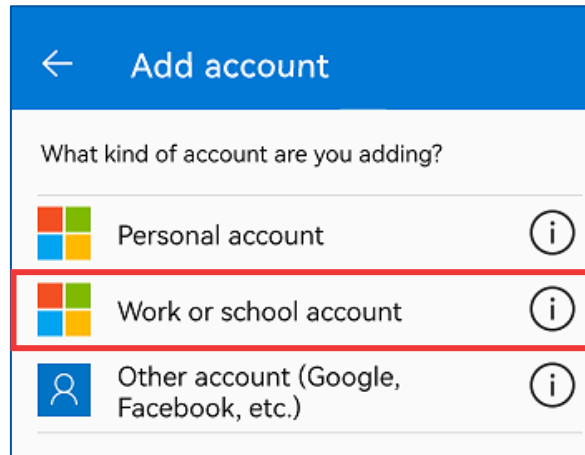
3. Open Microsoft Authenticator on your phone:



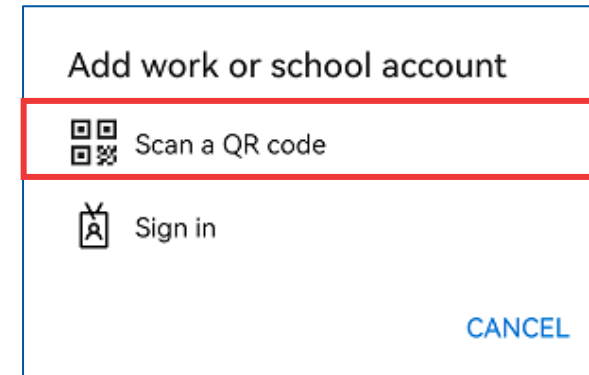
4. Tap on the '+' icon at the right top to add an account:



5. Tap **'Work or school account'**:



6. Tap **'Scan QR code'**:





7. Point your smartphone's camera at the MFA setup screen of the AWA Client Area and **scan the displayed QR code**:



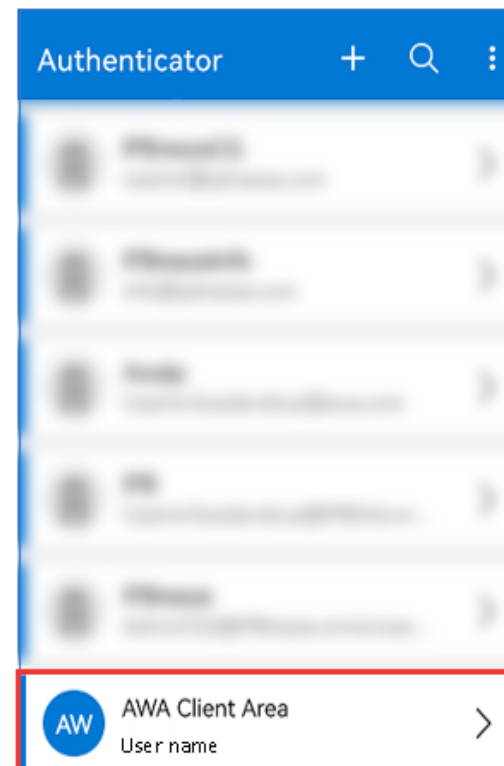
Install Microsoft or Google Authenticator or skip this step if already installed

Open the app and tap on the '+' button to add a (work) account

Scan the QR code shown here above

Enter the verification code below and click 'Submit'

8. An entry should now appear on your smartphone identifying the AWA Client Area with your e-mail address:



9. Tap on the AWA Client Area account you just created and enter the one-time password code in the **Verification Code field** (1) and click **'Submit'** (2).

**AWA Client Area** [AWA.com](#)

*Microsoft Authenticator*

AWA Client Area  
User name

One-time passwords enabled  
You can use the one-time password codes generated by this app to verify your sign-ins

One-time password code  
21 **552 454**

Install Microsoft or Google Authenticator or skip this step if already installed  
Open the app and tap on the '+' button to add a (work) account  
Scan the QR code shown here above  
Enter the verification code below and click 'Submit'

Verification Code 1

Submit 2

LOGIN ISSUES?

MFA not setup! Please follow the steps above

Facebook LinkedIn Twitter Instagram

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10. If the process has been completed successfully, a message will appear showing that MFA setup is successful and you will be redirected to the portal.

AWA ClientArea [AWA.com](#)

Install Microsoft or Google Authenticator or skip this step if already installed  
Open the app and tap on the '+' button to add a (work) account  
Scan the QR code shown here above  
Enter the verification code below and click 'Submit'

Submit

[LOGIN ISSUES?](#)

Verification successful! You will be redirected to the login page

Facebook LinkedIn Twitter Instagram

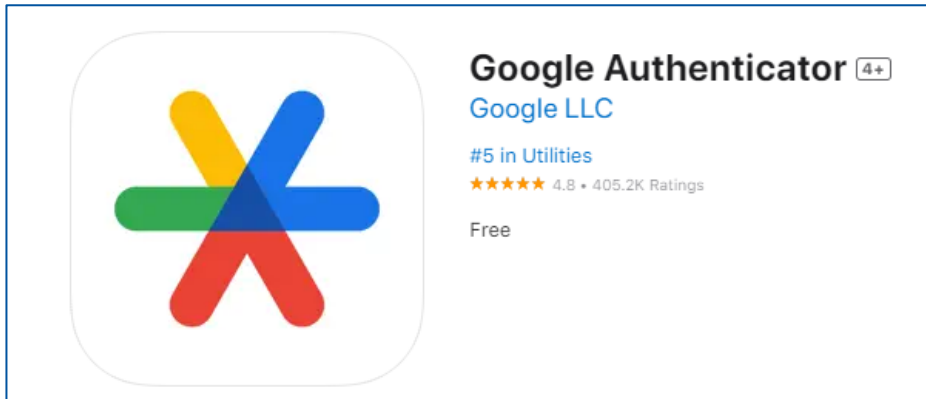
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Please refer to the chapter '[Technical Support](#)' if you still experience issues with logging in after following this setup.

### Google Authenticator

If you would like to use the Google Authenticator app but you don't have it installed on your phone then please follow the steps described [here](#) before continuing..


Basically, you have to go to your Android Play Store or Apple App Store and install Google Authenticator




*If during installation the application asks you if you want to allow notifications, answer 'yes'.*

Once installed you can follow the steps mentioned in the onboarding mail we sent you and as detailed below..

1. Go the [AWA Client Area](#) in your browser
2. Enter the login details we provided you with and click 'Continue'

AWA ClientArea→ AWA.com




1


2


3


Continue

[CHANGE PASSWORD](#) | [FORGOT PASSWORD?](#) | [LOGIN ISSUES?](#)

  
Facebook

  
LinkedIn

  
Twitter


  
Instagram

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The first time you login to the AWA Client Area you will be redirected to the MFA setup page:

AWA ClientArea

AWA.com



Install Microsoft or Google Authenticator or skip this step if already installed


Open the app and tap on the '+' button to add a (work) account


Scan the QR code shown here above


Enter the verification code below and click 'Submit'


[LOGIN ISSUES?](#)

MFA not setup! Please follow the steps above

  
Facebook

  
LinkedIn

  
Twitter

  
Instagram

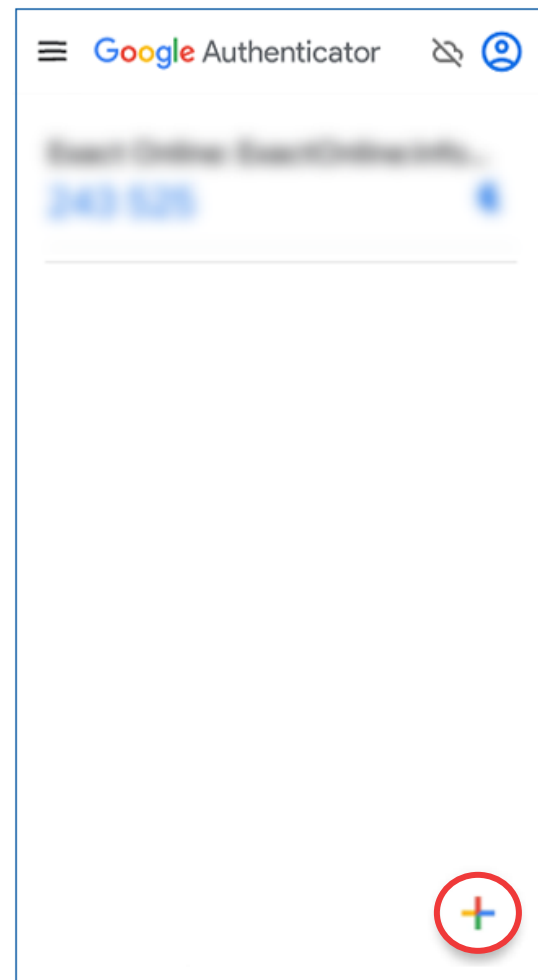
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*The following screenshots were taken with an Android phone and may vary if you are using an iPhone.*

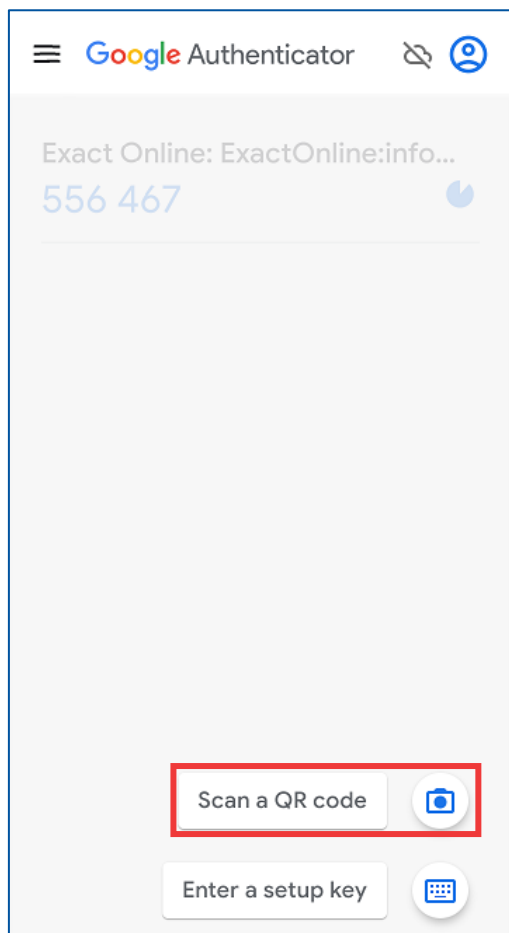
3. Open Microsoft Authenticator on your phone:



4. Tap on the '+' icon at the right bottom to add an account:



5. Tap 'Scan a QR code':



6. Point your smartphone's camera at the MFA setup screen of the AWA Client Area and **scan the displayed QR code**:



Install Microsoft or Google Authenticator or skip this step if already installed

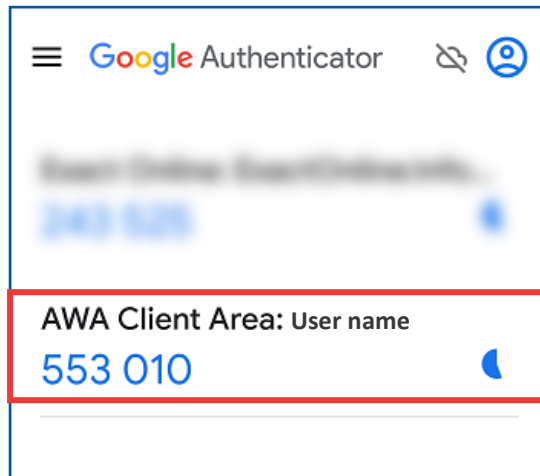
Open the app and tap on the '+' button to add a (work) account

Scan the QR code shown here above

Enter the verification code below and click 'Submit'



7. Once you have scanned the QR code, an entry should now appear on your smartphone:



8. Enter the one-time password code, displayed on the AWA Client Area entry, in the **Verification Code field** (1) and click **'Submit'** (2).

AWA ClientArea [AWA.com](#)

*Google Authenticator*

Install Microsoft or Google Authenticator or skip this step if already installed

Open the app and tap on the '+' button to add a (work) account

Scan the QR code shown here above

Enter the verification code below and click 'Submit'

Verification Code 1

Submit 2

LOGIN ISSUES?

MFA not setup! Please follow the steps above

Facebook LinkedIn Twitter Instagram

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9. If the process has been completed successfully, a message will appear showing that MFA setup is successful and you will be redirected to the portal..

AWA ClientArea [AWA.com](#)

Install Microsoft or Google Authenticator or skip this step if already installed  
Open the app and tap on the '+' button to add a (work) account  
Scan the QR code shown here above  
Enter the verification code below and click 'Submit'

Submit

[LOGIN ISSUES?](#)

Verification successful! You will be redirected to the login page

[Facebook](#) [LinkedIn](#) [Twitter](#) [Instagram](#)

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Please refer to the chapter '[Technical Support](#)' if you still experience issues with logging in after following this setup.

## Technical Support

### Login Issues

Via the '**Login Issues**' link on the login page you can find more information about the login process, or [contact us](#) in case you experience login issues.

[CHANGE PASSWORD](#) | [FORGOT PASSWORD?](#) | [LOGIN ISSUES?](#)

### Lost Your Phone/Reset MFA

Please [contact us](#) if you have lost your phone or would like us to reset your MFA setup.