

**Welcome to our secure client portal! It's an easy and secure way to send your important and private information directly to our firm, without worrying about your data being compromised.**

What follows is a guide for portal users.

1. The portal invitation you receive in your email will look like this:

Click the highlighted link in **Step 1** to register

**Step 1: Register for Portal**

**Please note this link expires after 6 days.** Click on the following link to register:

Please [click here](#) to register on the portal

**Step 2: Bookmark the link below**

The above link will only work once. After registration, please use the link below to access your portal :

<https://murphychung.cchifirm.ca/3/clientportal/#/>

If you have any questions, please reach out to our administrative team, who will be happy to assist you.

The screenshot shows the registration page with the following elements: Murphy & Chung logo, language selection (English/Français), a heading 'To complete your registration you must create a password.', an 'Email' field with 'igmail.com', a 'Create Password' field with a 'Show' icon, a 'Tell Me More' link, a 'Register' button, and social media icons for Facebook and Google.

2. You will be taken directly to the log in page, where you will be asked to create a password. Your email will pre-populate, and all you need to do is enter a secure password.

3. A secure password will turn the indicator bar **GREEN**, as in the illustration to the left.

4. Select "Register" once you are happy with your password.

5. If we have your mobile phone number in our system, you will

This close-up shows the 'Create Password' field with a 'Show' icon. Below the field is a green indicator bar, and a red arrow points to it. Below the indicator bar is a 'Tell Me More' link and a 'Register' button.

## Setting up your secure portal



have the option of sending a multi-factor authentication code to either your email or your mobile phone. In this example, there is no mobile number, so we have selected to send the code via email. Click “Proceed” to send the code via whichever method is best.

6. Within a few minutes, you should receive another email from CCH iFirm with the authentication code. Enter it on the following page.

You have now successfully set up your client portal. In it, you can send us files (even huge bookkeeping files), review files we have sent you, sign your documents, and even update your personal information. Please refer to our FAQ for more details.

A screenshot of a web form titled "Multi-Factor Authentication" from Murphy & Chung. The form asks the user to select how they want to receive the authentication code. There are two options: "Google Authenticator" and "E-mail to". The "E-mail to" option is selected with a blue radio button. Below it, there is a text field containing a redacted email address followed by "@gm0000000". A "Text message to" option is also present but unselected. At the bottom of the form is a blue "Proceed" button.

**Murphy & Chung**

### Multi-Factor Authentication

Select how you want to receive the authentication code:

Google Authenticator

The Google Authenticator app needs to be installed on your mobile device so that you can generate an authentication code. To link your Google Authenticator app to Client Portal, you need to login and, in your My Profile section, go to the MFA tab.

E-mail to

You will receive the authentication code by e-mail to this registered e-mail address.

Text message to

You will receive the authentication code by text message to this registered mobile number.

[Proceed](#)

**Please note:** while you will receive an email notification for each portal you are invited to, as long as the email is the same in each profile, you will only need to register **once**. You will have access to the additional portal(s) upon your next log-in.