Multifactor Authentication (MFA) eGuide
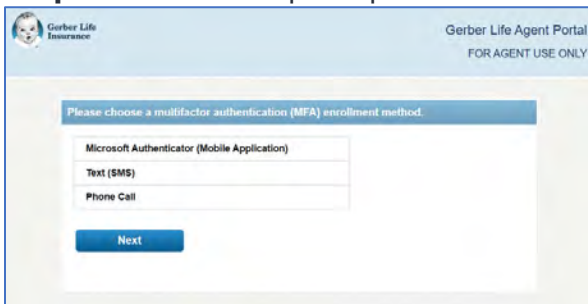
Contents

Initial Login and Multifactor Authentication (MFA) Enrollment

Step 1: Log into the Agent Portal with User ID and Password. (Your password will be the first eight letters of your last name.) After completing your MFA enrollment, you will be required to update your password.

Step 2: You will be prompted to choose an MFA enrollment method:

For Microsoft Authenticator:

Step 1: Select "Microsoft Authenticator" and click "Next."

Step 2: Create a device name. Be sure to name it something that is easy to identify from all other devices. You can edit this name within the Agent Portal.

Step 3: You will need to download the Microsoft Authenticator mobile application if you do not already have it installed. There is an easy to follow walk-through and an application QR code for both Android and iOS provided on this screen.

Step 4: Once the mobile application is installed, add an account by clicking the "+" button in the upper right-hand corner and choose "Work or school account" option.
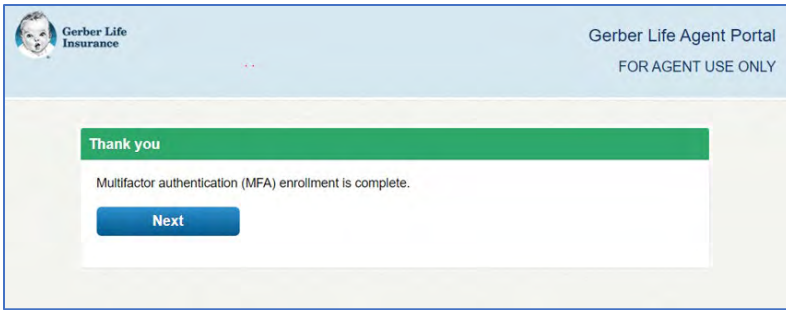
Step 5: Choose the option to scan the QR code presented on the screen.

Step 6: If the app displays a six-digit code, choose "Next."

Step 7: Enter the one-time password code found in the app and click "Next."

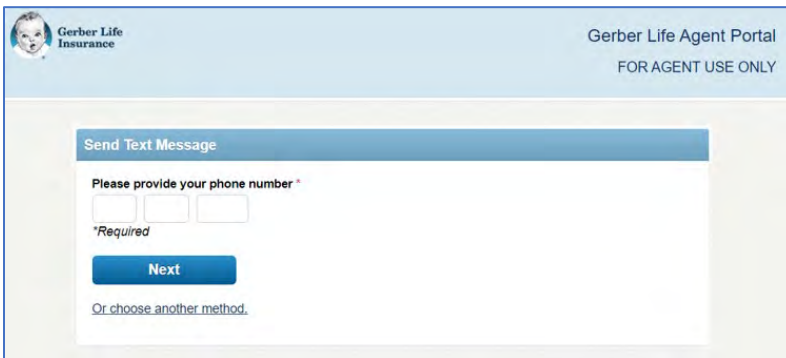**Step 8:** On the "Thank You" page, click "Next."

Step 9: You will be logged into the Agent Portal and prompted to update your password.

For Text:

Step 1: Select "Text (SMS)" and click "Next."
Step 2: Input your mobile phone number and click "Next."

Step 3: Once received, enter the one-time passcode code, and click "Next."
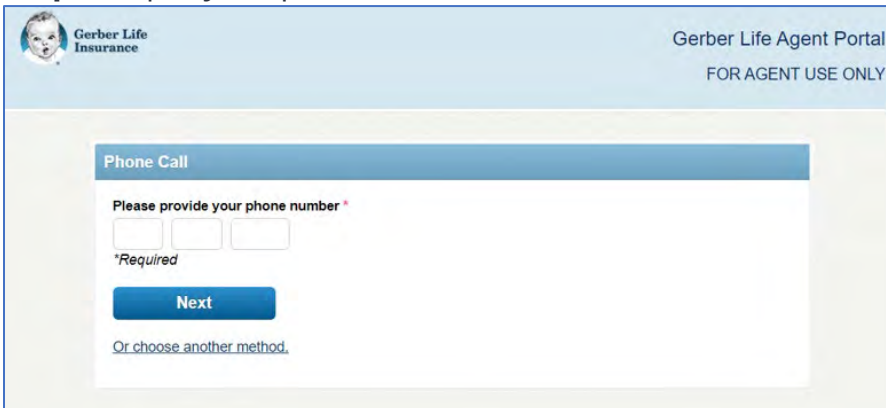**Step 4:** On the "Thank You" page, click "Next."
Step 5: You will be logged into the Agent Portal and prompted to change your password.

For Phone Call:

Step 1: Select "Phone Call" and click "Next."
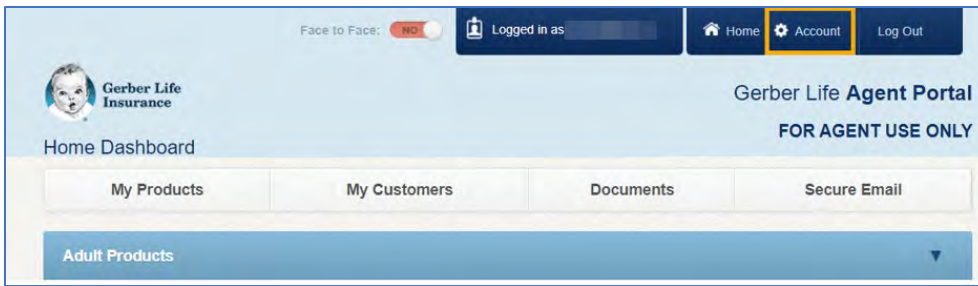**Step 2:** Input your phone number and click "Next."

Step 3: Once received, enter the one-time passcode code, and click "Next."
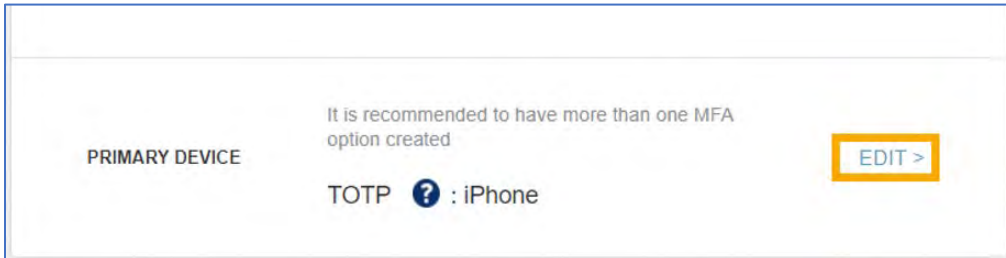**Step 4:** On the "Thank You" page, click "Next."
Step 5: You will be logged into the Agent Portal and prompted to change your password.

Adding and Editing Devices

Step 1: You can add and edit your MFA devices from the Account Screen.

Step 2: Find the section labeled "Primary Device" and click "Edit."

Step 3: From this screen, you can add another MFA device, select a default device, or remove a device from enrollment. We recommend having at least two MFA devices.

Adding a Device:

Step 1: Click "Add Device."

Step 2: Choose an MFA enrollment method and click "Next."
Step 3: Follow the prompts on the screen to enroll the device. The steps are the same as the initial enrollment.
**Step 4:** Once enrollment is complete, a message "Device has been added" will display. Click "Next."
Step 5: You will be directed back to the MFA devices screen where the newly added device will be displayed.

Selecting a Default Device:

The initial MFA device you enroll with will automatically become the default device.
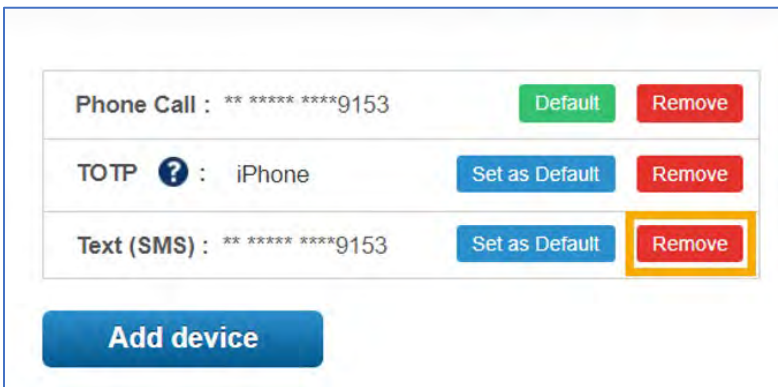**Step 1:** To change it, on the MFA devices screen, select "Set as Default" next to the device you want to use as your default method.
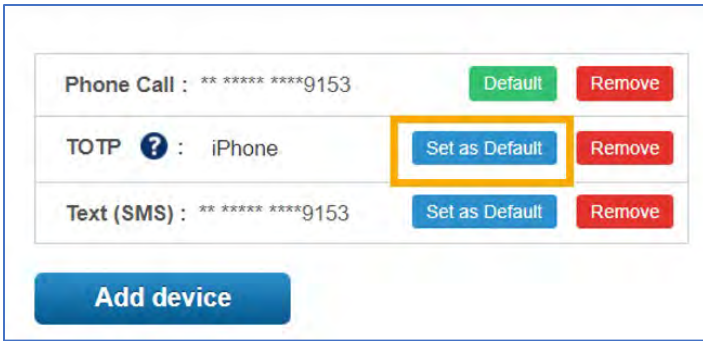
The screen will load, and the new default device will be listed first.

Removing a Device:

Step 1: On the MFA devices screen, select "Remove" next to the device you want to remove from enrollment.
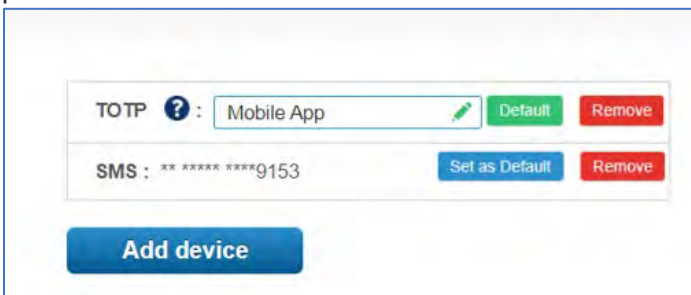

Step 2: A pop-up box will display asking you to confirm device removal. Click "Remove Device."
**Step 3:** The screen will load, and the device will be removed from your list.

Renaming the TOTP (Microsoft Authenticator) Device:

Step 1: On the MFA devices screen, hover over the TOTP device name. A field will appear with a pencil icon. Click in the field.

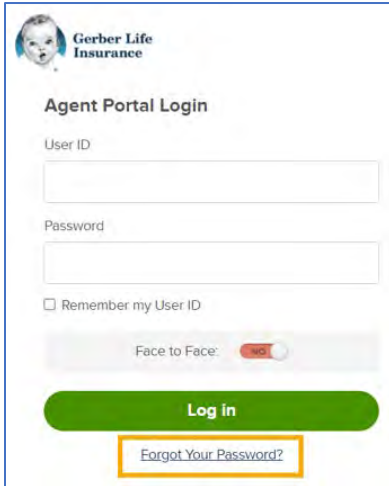**Step 2:** Delete the current name and type in the new name. You cannot leave this field blank.
Step 3: Once the field is filled in, click the check mark to complete the process. The screen will load, and the new name will appear in the field.
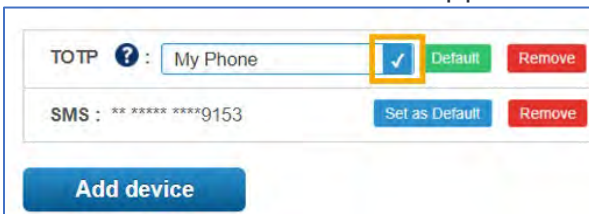
Step 4: This process can only be completed with the TOTP method. Text and phone call will display the last four digits of the phone number you selected.
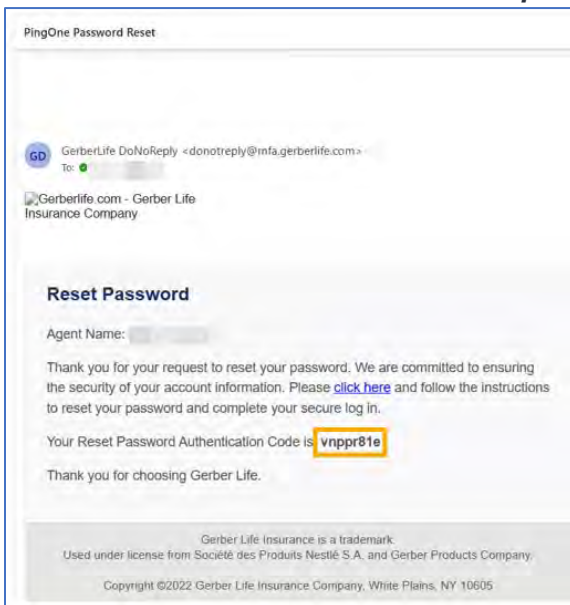
Password Reset

Step 1: On the Agent Portal log in screen, click the "Forgot Your Password" link.

Step 2: Enter your User ID (your Agent ID number) and your last name in the applicable fields. An email will be sent to the primary and secondary email addresses listed on your account.

Step 3: Retrieve the reset password authentication code from the email.
NOTE: You do NOT need to click the link provided in the email.

Step 4: Return to the "Reset Your Password" page.

Step 5: Enter the code in the "Authentication Code" field.

Step 6: Enter a password that meets the stated requirements.

Step 7: Confirm the new password.

Step 8: Click "Submit."

Step 9: Upon successfully updating your password, you will be redirected to the Agent Portal log in screen.

Note: If the new password does not meet the requirements, an error message will be displayed and you will need to choose a different password.