# Multifactor Authentication (MFA) eGuide

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# 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.

erber Life surance	Gerber Life Agent P
	FOR AGENT USE
Create device name to be enrolled.	
Work iPhone	
*Required	
Next	

**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."

Gerber Life Insurance	Gerber Life Agent FOR AGENT US
Multifactor Verification	
Please enter your one-une password code	
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.

Gerber Life Insurance	Gerber Life Agent Port FOR AGENT USE ON
Thank you Multifactor authentication (MFA) enror	pliment is complete.
Next	

#### For Text:

**Step 1:** Select "Text (SMS)" and click "Next."

**Step 2:** Input your mobile phone number and click "Next."

Gerber Life Insurance	Gerber Life Agent Porta FOR AGENT USE ONL
	TORNOLITI DE OIL
Send Text Message	
Please provide your phone number *	
*Required	
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."

insurance	FOR AGENT U
Phone Call	
Phone Call	
Please provide your phone number *	
*Required	
ricquireu	
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.

Gerber Life Insurance			Gerber Life Agent Po FOR AGENT USE O
My Products	My Customers	Documents	Secure Email
Adult Products			
Adult Products <b>p 2:</b> Find the set	ction labeled "Pr	imary 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."

< BACK	MFA devices
TOTP 2: iPhone	Default Remove
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.

Phone Call : ** ***** ****9153	Default	Remov
TOTP 🕜 : iPhone	Set as Default	Remove
Text (SMS) : ** ***** ****9153	Set as Default	Remov

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.

TOTP ():	Mobile App	n Default	Remo
SMS : ** ****	** ****9153	Set as Default	Remo

**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.

TOTP 🕜 : My Phone	1	Default	Remov
SMS: ** ***** ****9153	Set	as Default	Remov
Add device			

**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.

Agent F	Portal Login	
User ID		
Password		
C Remem	ber my User ID	
	Face to Face:	
	1 martin	

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.

2ingOne Password Reset		
GD	GerberLife DoNoReply «donotreply@mfa.gerberlife.com» To: ●	
_Ge nsur	berlife com - Gerber Life Ince Company	
F	leset Password	
A	gent Name:	
tr tr	hank you for your request to reset your password. We are committed to ensuring e security of your account information. Please <u>click here</u> and follow the instructions reset your password and complete your secure log in.	
Y	our Reset Password Authentication Code is vnppr81e	
т	nank you for choosing Gerber Life.	
	Gerber Life Insurance is a trademark Used under license from Société des Produits Nestlé S.A. and Gerber Products Company.	
	Constant and Control 1 of Jacobian Constants United Diright No. 107 10000	

**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."

eset Your Password		
assword Reset		
Please confirm your account by providing your password must be at least 12 characters, conta one digit, on special character, and will be case store it in a safe place. When complete, you will a safe place.	last name, then reset your password. The new in at least one uppercase letter, one lowercase letter, sensitive. Piesse make sure you write it down and i be logged into the Agent Portal.	
User ID		
Authenticaton Code vnppr81e	Must be at least 12 characters long Must contain an uppercase letter	
New Password	Must contain a lowercase letter Must contain a digit Must contain a special character	
Confirm New Password	-1@#\$%^&*()=+[[() :<>/?	

**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.

The password is not valid. Passwo must contain at least one uppercas special character, and cannot cont.	ords must be at least 12 characters long, se letter, one lowercase letter, one digit, one ain the User ID for the account.
Please confirm your account by providing your assword must be at least 12 characters, conta one digit, on special character, and will be case store it in a safe place. When complete, you will User ID	last name, then reset your password. The new ain at least one uppercase letter, one lowercase letter e-sensitive. Please make sure you write it down and ill be logged into the Agent Portal.
Authenticaton Code n7slwnx9 New Password	Must be at least 12 characters long Must contain an uppercase letter Must contain a lowercase letter Must contain a digit Must contain a concile character
	wust contain a special character
Confirm New Password	~1@#\$%^&*()=+1(();,<>/?