User Guide Multi Factor Authentication (MFA)

March 2022

CLAIMSPORTALLTD

Table of Contents

Administrators: How to add MFA details for Users

Before a User can access the Portal, the Administrator needs to ensure that the Multi Factor Authentication Contacts are up to date.

Once logged on to the Admin console, update Multi Factor contacts for User

Organisation	* MIBMFA-MIB test MFA
Branch	* 001 - MFA Test
	☑ COMP Administrator
	[+] COMP Claim Dispatcher
	[+] COMP Branch Claim Dispatcher
Profiles	[+] COMP Branch Claim Handler
	[+] COMP Claim Handler
	[+] COMP Claim Handler Team Leader
	☐ ADVANCED USER Delete Claims
	☐ Search Archived Claims User
User ID	* MFA_cpltest
Password	* ••••••
Confirm Password	* ••••••
First name	* CPL test user
Second name	
Surname	* Test
Email address	cpltest@mib.org.uk
Telephone number	+44-01-2345-6789
Expiry Date	* 13/03/2024
Password Expiry Date	13/03/2022
Enabled	☑
Active	☑

Multi Factor Authentication Contacts:

Email address MFA	* cpltest@mib.org.uk
Mobile number MFA	+44 (GB)

Confirm Back

Enter email address and mobile number of User

User next steps:

Once the Administrator has confirmed the User's email address, the User will have to verify their email address

An email is sent from noreply@rapidclaimsettlement.org.uk to prompt the User to validate their email address:

From: noreply@rapidclaimsettlement.org.uk <noreply@rapidclaimsettlement.org.uk>
Sent: 13 March 2022 08:44
To: @mib.org.uk>
Subject: Claims Portal – Please confirm your email address

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear CPL test user Test,

You or an Administrator on behalf of your Organisation has requested the activation of the email Multi Factor Authentication for web access to Claims Portal to your email address.

In order to complete the verification, please click on this link or copy and paste the URL into your browser within the next 24 hours:
https://piptestcr.crif.com/SystemLogin.aspx?vet=9848bae7-d3aa-4702-876f-1065d4757369

If you need further information, please contact your Administrator or refer to https://www.claimsportal.org.uk/.

Regards,
Claims Portal Support

User next steps:

When the User logs on to the Portal, they will be prompted to click 'get email token' to receive a token

Token Verification

Hello **CPL test user Test**,

this additional verification form is needed to verify your identity.

1. Click on the get token button below to receive your token.
Please wait 5 minutes before requesting a new token. You can request 1 email or 1 SMS at a time.

Get Email Token

2. Enter the token in the form below, then press OK button. Token expires after 5 minutes, if not used.

Enter the token then press OK | **Ok**

Back to Login

User next steps:

An email is sent from noreply@rapidclaimsettlement.org.uk with a token which expires after 5 minutes

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From: noreply@rapidclaimsettlement.org.uk <noreply@rapidclaimsettlement.org.uk>
Sent: 13 March 2022 08:50
To: @mib.org.uk>|
Subject: Claims Portal on demand token code

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender

Dear CPL test user Test,

Claims Portal on demand token code for web access is:

163345

Token expires after 5 minutes.

If you need further information, please contact your Administrator or refer to https://www.claimsportal.org.uk/.

Regards,
Claims Portal Support

User next steps:

User enters the token and clicks OK and can access the Portal.

Administrator set up User Mobile:

If a User would prefer to receive the MFA token via SMS text message, they will need to verify their mobile number, Administrators need to click on Verify MFA Mobile

User next steps:

Once the Administrator has confirmed the Mobile number, the User will receive an SMS text from C.Portal and have 24 hours to validate their mobile number:

QWVFTXG6 is the code to verify your mobile number. Log into Claims Portal and follow directions. Code Expires after 24hrs.

When the User logs on to the Portal they will see the below screen, User should enter the code received in the text message and click Continue

Multi Factor Mobile Verification

You have a mobile number verification process pending; in order to proceed please enter the code you received by SMS in the form below and click "Continue" button.

[Continue] [Skip the verification and continue]

User next steps:

The next time the User logs on they will be able to select to either receive the MFA token either by email or SMS text:

Token Verification

Hello **CPL test user Test**,

this additional verification form is needed to verify your identity.

    1. Click on the get token button below to receive your token.
    Please wait 5 minutes before requesting a new token. You can request 1 email or 1 SMS at a time.

    Get SMS Token   **Get Email Token**

    2. Enter the token in the form below, then press OK button. Token expires after 5 minutes, if not used.

    Enter the token then press OK   **Ok**

User next steps:

After clicking Get SMS Token the below screen will appear:

User next steps:

An SMS text is received from C.Portal with the token.

796555 this is the token to access Claims Portal web. Token expires after 5 minutes.

A token has been sent to +44*******8635. Token expires after 5 minutes, if not used

Token Verification

Hello **CPL test user Test**,

this additional verification form is needed to verify your identity.

1. Click on the get token button below to receive your token.
Please wait 5 minutes before requesting a new token. You can request 1 email or 1 SMS at a time.

Get SMS Token   Get Email Token

2. Enter the token in the form below, then press OK button. Token

Enter the token then press OK   Ok

User enters the token on the SMS text and clicks ok and continues to log on to the Portal

Back to Login

Are you experiencing issues with token? Please contact your Administrator or refer to https://www.claimsportal.org.uk/

User guides and use claimsportal.org.uk

Support

If you are not set up for MFA you will receive the below error message when trying to login.

ERROR: You are not configured for multifactor authentication. Please contact Helpdesk

Users: Please contact your organisation's Administrator if you see this error message, who will be able to enable MFA on your account.

Administrators: If you see this error message please contact claimsportal@mib.org.uk for further assistance.