LexisNexis® Agency Onboarding Portal

RISK SOLUTIONS

Contents

Chapter 1

Agency Onboarding Portal Overview

The agency onboarding portal allows you to create an account profile with LexisNexis® and perform various functions.

Functions that you can perform with an account profile include:

- Log in and view account details
- Submit an application for LexisNexis services
- Revise applications for submission when necessary
- Submit applications for multiple locations with the same profile
- Add a secondary contact to represent the agency
- Add, modify, and/or delete users
- View document requests from LexisNexis
- Upload and view documents submitted to LexisNexis
- View detailed status of the onboarding process
- Allow additional users the ability to access the account profile and manage the business

About Publication

This publication contains information related to the agency onboarding process.

Conventions

This publication uses various conventions to provide specific information. These conventions are described in the following sections.

Cross-References

Cross-references link to other sections, and you can click the cross-reference to go to the referenced section.

Cross-references appear in the following format:

See "Cross-References" on page 5.

Information Icons

LexisNexis® Risk Solutions uses icons to highlight specific types of information.

This note icon precedes important information.

This tip icon precedes helpful information.

This warning icon precedes information that is intended to help prevent you from negatively affecting your processes.

Support

For assistance, you can contact the LexisNexis support team at 800.456.6432. Select option 1, and then option 2, to speak to a customer support representative. Representatives are available 24/7.

You can also chat with a representative using the chat link on the top right of the portal. The chat feature is available during the following times.

Monday to Thursday - 9:00 A.M. to 6:00 P.M. Eastern Time

Friday - 9:00 A.M. to 4:00 P.M. Eastern Time
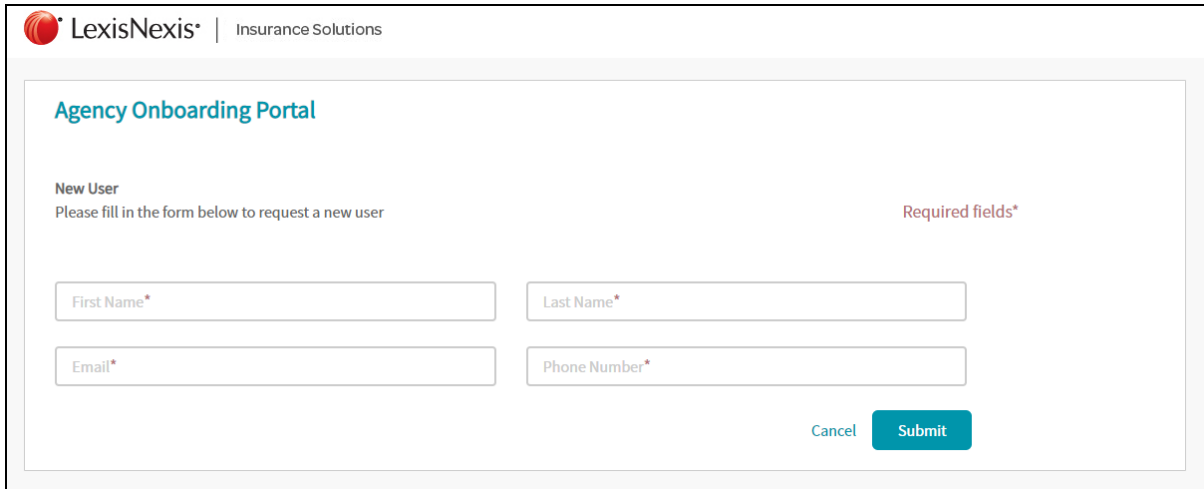
Saturday and Sunday - Closed

Chapter 2

User ID Creation and Authentication

To access the agency onboarding portal, you must create a user ID and password.

Procedure:

1. Go to https://insurancesolutions.lexisnexisrisk.com/idslogin/newagent/.
   The New User page is displayed.

2. Populate the required fields, and click **Submit**.

   You will receive two auto-generated emails from `donotreply@lexisnexisrisk.com`, one with your user ID information and the other with a temporary password. Ensure that you add this email address to your safe senders' list.
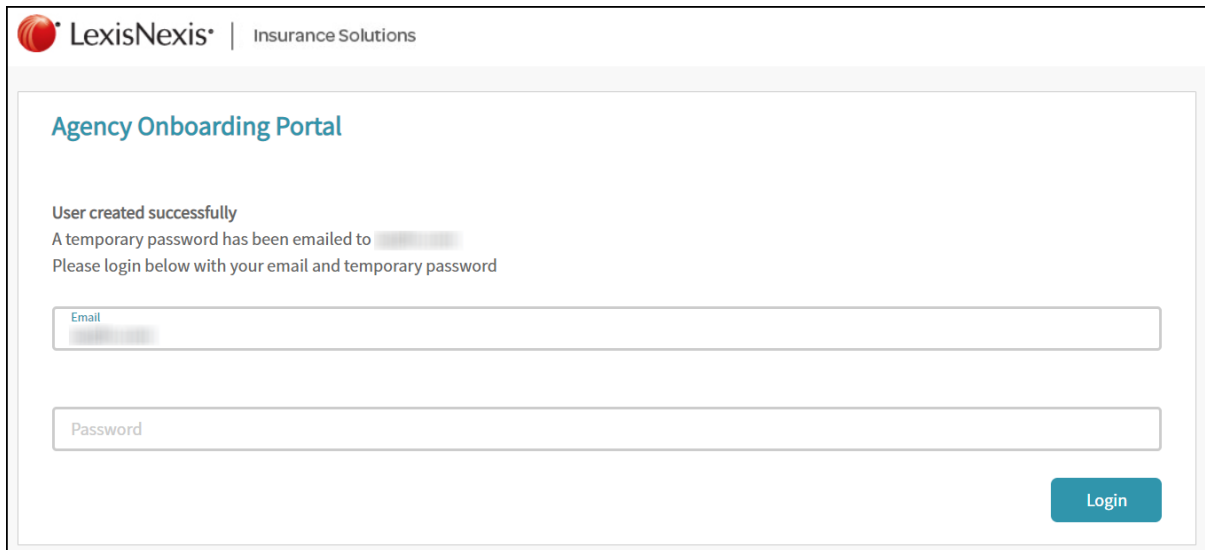
   > *If your user ID already exists, a message is displayed asking you to sign in with your password.*

3. Your email address is pre-populated. Enter the password that you received, and click **Login**.

The temporary password that you receive is case-sensitive.

The New User Setup page is displayed.
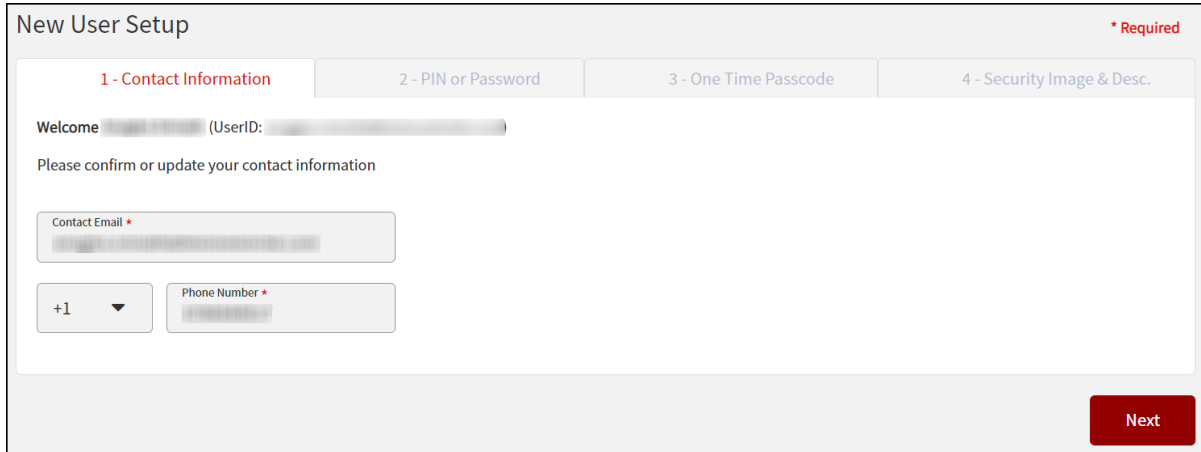
Set Up Security Options

The New User Setup page lets you verify your contact information, select your preferred method of sign-in, review the channels to receive the LexisNexis® One Time Password (OTP), and choose a security image and description.

Verify Contact Information

In the Contact Information tab, your email address and phone number are pre-populated.
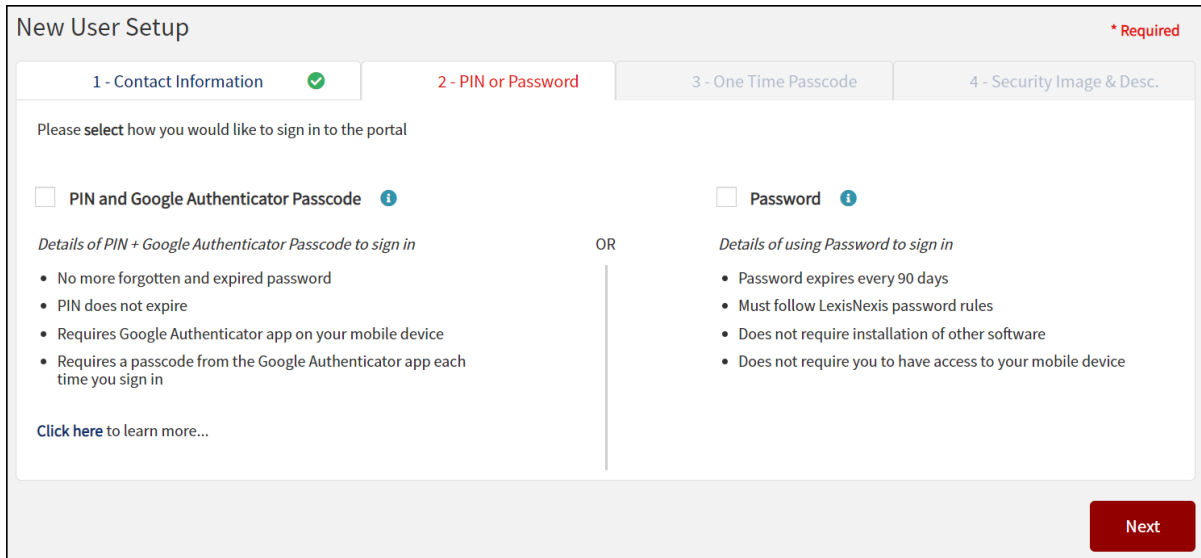
Verify your contact information, and click **Next**.

Set up Sign-in Method

You can sign in using a PIN (Personal Identification Number) and a Google Authenticator passcode, or a password.

To sign in using the **PIN + Google Authenticator Passcode** option, see "PIN and Google Authenticator Passcode" on page 10.
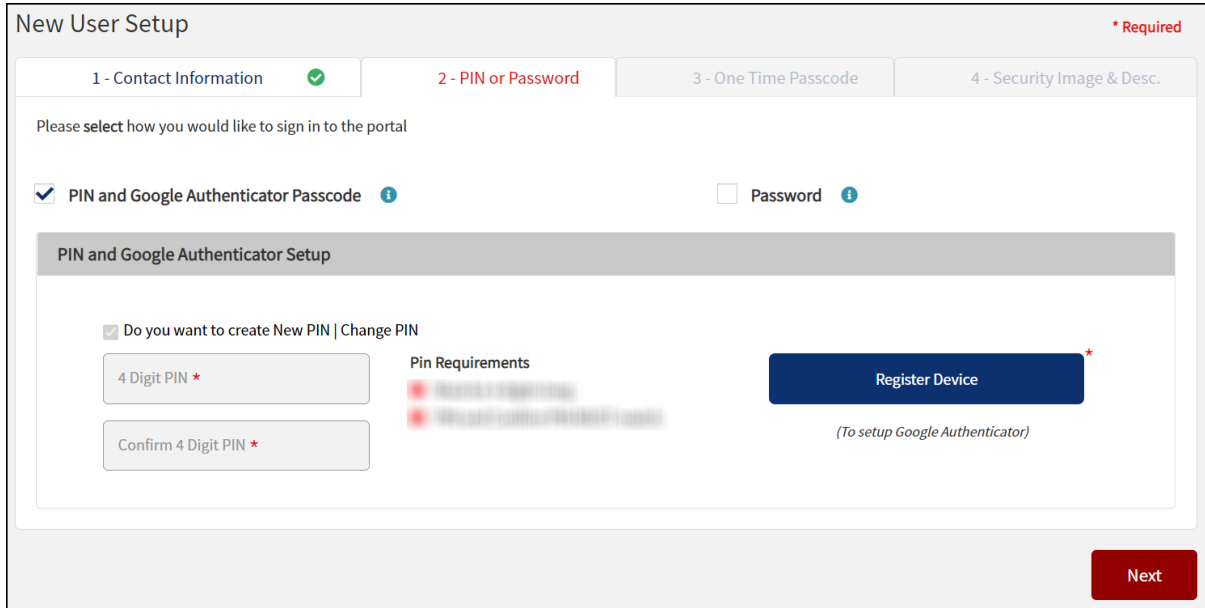
To sign in using the **Password** option, see "Password" on page 15.

PIN and Google Authenticator Passcode

If you choose PIN and Google Authenticator passcode as the method of sign-in, you must register your mobile device.

Procedure:

1.   Select **PIN and Google Authenticator Passcode**.

2.   Create a 4-digit PIN.

Make sure that the stated PIN requirements are met. As each requirement is met, the label turns green with a green check mark next to the corresponding label.

3.   Click **Register Device**.

A pop up window with information about Google Authenticator is displayed.

4.   Click **Continue**.

A window with a barcode is displayed.
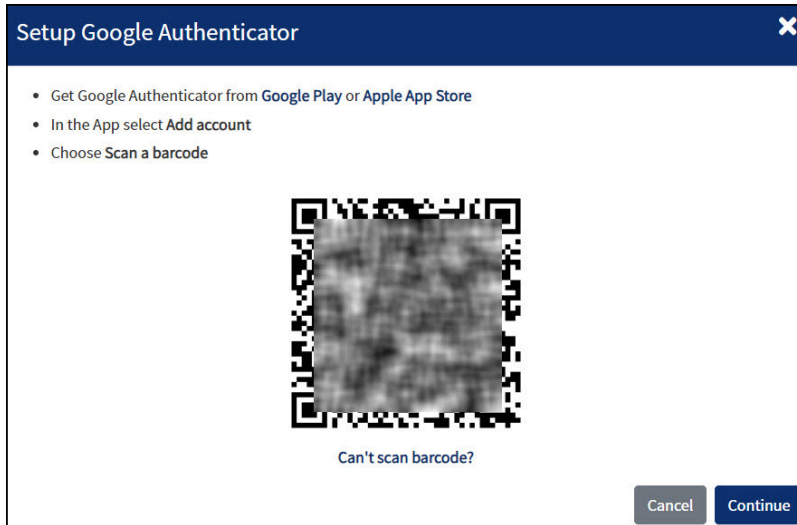
You can register your device either by scanning the barcode or by entering the key provided on the portal.

Depending on whether your device uses the iOS platform or the Android platform, go to the following sections.

- "iOS Platform" on page 11
- "Android Platform" on page 14

5. After registering your device, click **Next**.

> *If you opt to use Google Authenticator for sign-in, and for any reason, are unable to access the six-digit passcode on Google Authenticator, you can sign in using a password. For more information, see "Google Authenticator not Available" on page 42.*

iOS Platform
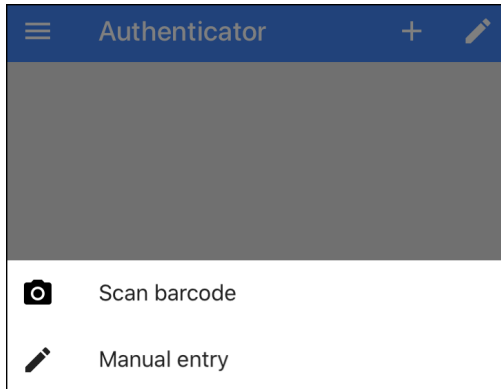
You can register your device either by scanning the barcode or by entering the key.

Scan Barcode

You can register your device by scanning the barcode.

Procedure:

1. In Google Authenticator, tap ![+], and select **Scan barcode**.

> ✏ *If Google Authenticator does not have permission to access the camera on your device, a pop-up window is displayed asking you to enable camera access.*

2. Scan the barcode provided on the portal window.
    A six-digit passcode is displayed on your device.

3. On the portal window, click **Continue**.

4. Enter the six-digit Google Authenticator passcode that you see in the app, and click **Submit Code**.
    A message showing successful passcode verification is displayed.

> ✏ *If you see a message that says the Google Authenticator passcode is invalid, the passcode might be near expiration. See "Invalid Google Authenticator Passcode" on page 44 for more details.*

5. Click **Close** on the portal window.
    Your device is now registered on Google Authenticator for the Insurance Solutions portal.

Enter Key

You can register your device by entering the alphanumeric key.

> ⚠ *The alphanumeric key is long and case-sensitive, because of which there is a high probability of an error while entering. Therefore, use this option only if you are unable to scan the barcode.*

Procedure:

1. On the portal window, click **Can't scan barcode?**.

   A multi-character alphanumeric key is displayed.

2. In the Google Authenticator app, tap ➕, and select **Manual entry**.
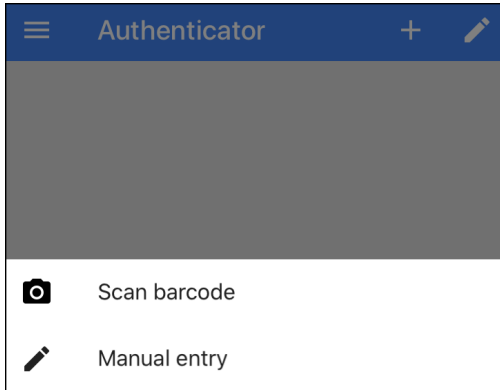
3. Enter your account name and the alphanumeric key in the spaces provided.

4. Make sure that the **Time based** toggle is turned on. Tap the check mark to save the details.

   A six-digit passcode is displayed on your device.

5. On the portal window, click **Continue**.

6. Enter the six-digit passcode that you see in the app, and click **Submit Code**.

   A message showing successful passcode verification is displayed.

   If you see a message that says the passcode is invalid, the passcode might be near expiration. See "Invalid Google Authenticator Passcode" on page 44 for more details.

7. Click **Close** on the portal window.

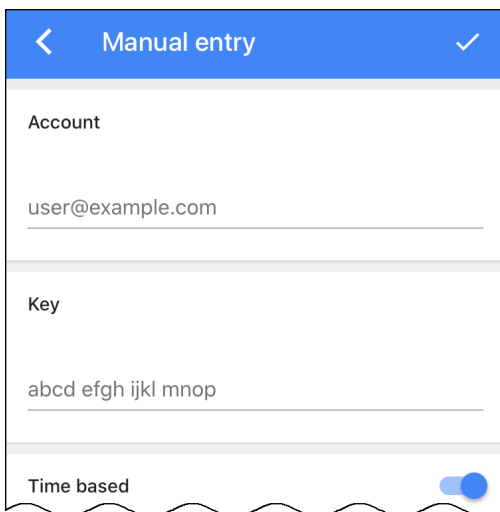   Your device is now registered on Google Authenticator for the Insurance Solutions portal.
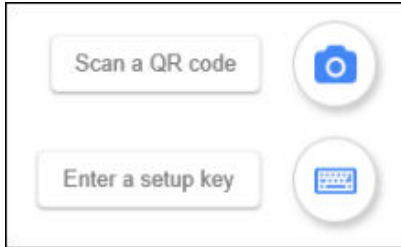
Android Platform

You can register your device either by scanning the barcode or by entering the key.

Scan Barcode

You can register your device by scanning the barcode.

Procedure:

1. In Google Authenticator, tap ⋮ , and select **Scan a QR code**.

> 🖊 *If Google Authenticator does not have permission to access the camera on your device, a pop-up window is displayed asking you to enable camera access.*

2. Scan the barcode provided on the portal window.

   A six-digit passcode is displayed on your device.

3. On the portal window, click **Continue**.

4. Enter the six-digit passcode that you see in the app, and click **Submit Code**.

   A message showing successful passcode verification is displayed.

> 🖊 *If you see a message that says the Google Authenticator passcode is invalid, the passcode might be near expiration. See "Invalid Google Authenticator Passcode" on page 44 for more details.*

5. Click **Close** on the portal window.

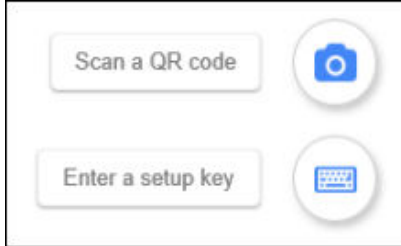   Your device is now registered on Google Authenticator for the Insurance Solutions portal.

Enter Key

You can register your device by entering the alphanumeric key.

> ⚠ *The alphanumeric key is long and case-sensitive, because of which there is a high probability of an error while entering. Therefore, use this option only if you are unable to scan the QR code.*

Procedure:

1. On the portal window, click **Can't scan barcode?**.

   A multi-character alphanumeric key is displayed.

2. In Google Authenticator, tap ⋮ , and select **Enter a setup key**.

3. Enter your account name and the alphanumeric key in the spaces provided.
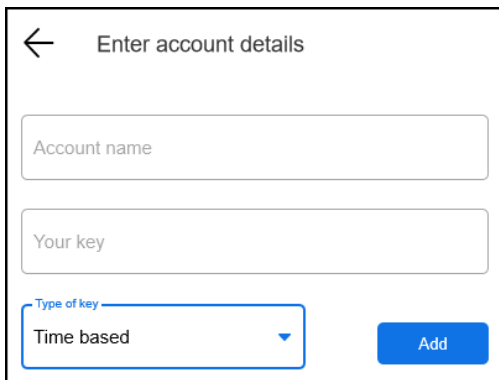
4. For the type of key, select **Time based**, and click **Add**.

   A six-digit passcode is displayed on your device.

5. On the portal window, click **Continue**.

6. Enter the six-digit passcode that you see in the app, and click **Submit Code**.

   A message showing successful passcode verification is displayed.

> *If you see a message that says the passcode is invalid, the passcode might be near expiration. See "Invalid Google Authenticator Passcode" on page 44 for more details.*
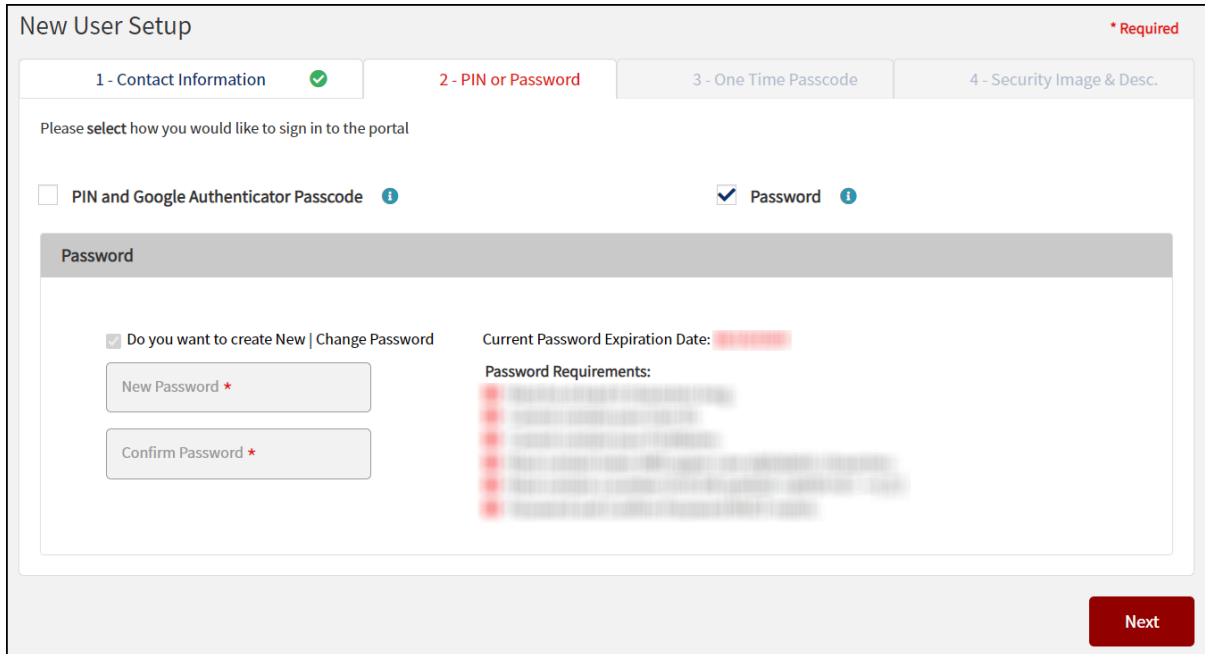
7. Click **Close** on the portal window.

   Your device is now registered on Google Authenticator for the Insurance Solutions portal.

Password

If you choose to sign in using a password, you must create a password.

Procedure:

1. Select **Password**.

2. Create a password.

   Make sure that the stated password requirements are met. As each requirement is met, the label turns green with a green check mark next to the corresponding label.

3. Click **Next**.

   *Once you log in, you can change your preferred method of sign-in by clicking the **Account Settings** or **Security Settings** tab on the portal header.*

Review OTP Options

If you forget your PIN or password, or want to reset your PIN or password, you need the OTP.

Your email address and phone number are pre-populated, and can be used to receive the OTP.

Additionally, you can receive the OTP through Google Authenticator, which is an optional channel:

- If you have previously registered your device while selecting your sign-in method, you do not need to re-register your device. Your device registration with Google Authenticator is common, regardless of the tab from which you register your device.
- If you have not previously registered your device, you can register your device by clicking **Register Device**. Follow the steps outlined in "Set Up Sign-in Method".
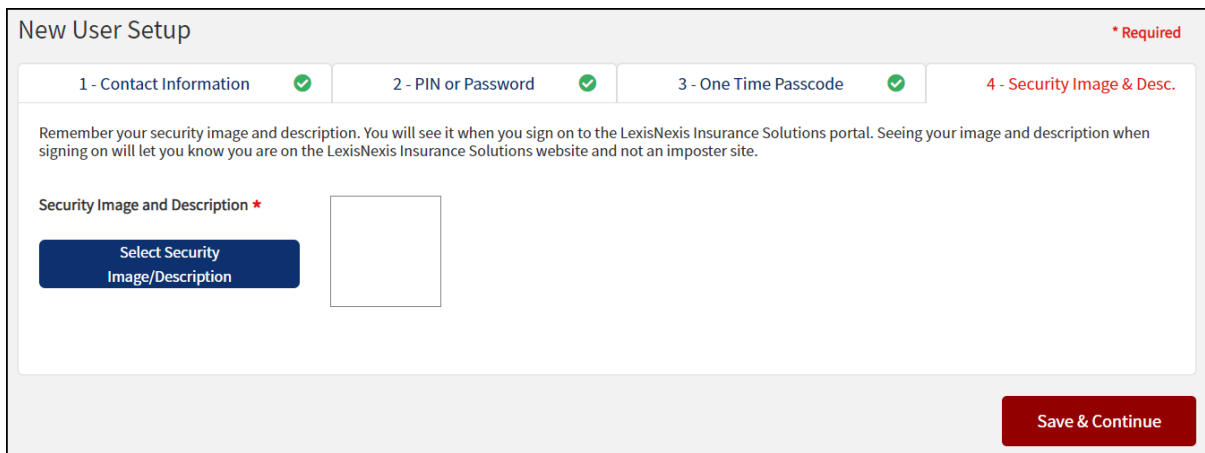
Click **Next**.

> *In certain situations, it becomes necessary to re-register your device on the portal. For more information, see "Re-Register Device" on page 41.*

Select Security Image and Description

Every time you sign in to the portal, your selected security image and description are displayed, which let you know that you are on the correct website.

Procedure:

1. Click **Select Security Image/Description**.

2. Select a category from the drop-down list, and select an image.

3. Enter a description for the selected image, and click **Continue**.

    The selected image and description are displayed in the space provided.

4. Click **Save & Continue**.

    A confirmation message about your security settings having been updated successfully is displayed. Click **Continue** to go to the portal.

![LexisNexis Risk Solutions logo]
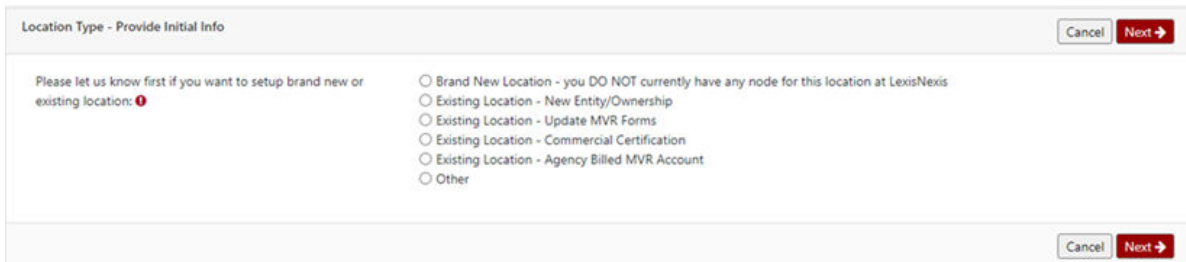
Chapter 3

Complete New Application

In order to access our Insurance products, you must create and submit an application for service.

Set Up Location Type

You must submit an application for every location from which you need access to our products.

Procedure:

1. On the Location setup page, select **Brand New Location** if:
   - Your agency location does not have a relationship with LexisNexis® Risk Solutions
   - Your agency location has undergone an ownership/entity change
   - You need to submit an application for an additional location
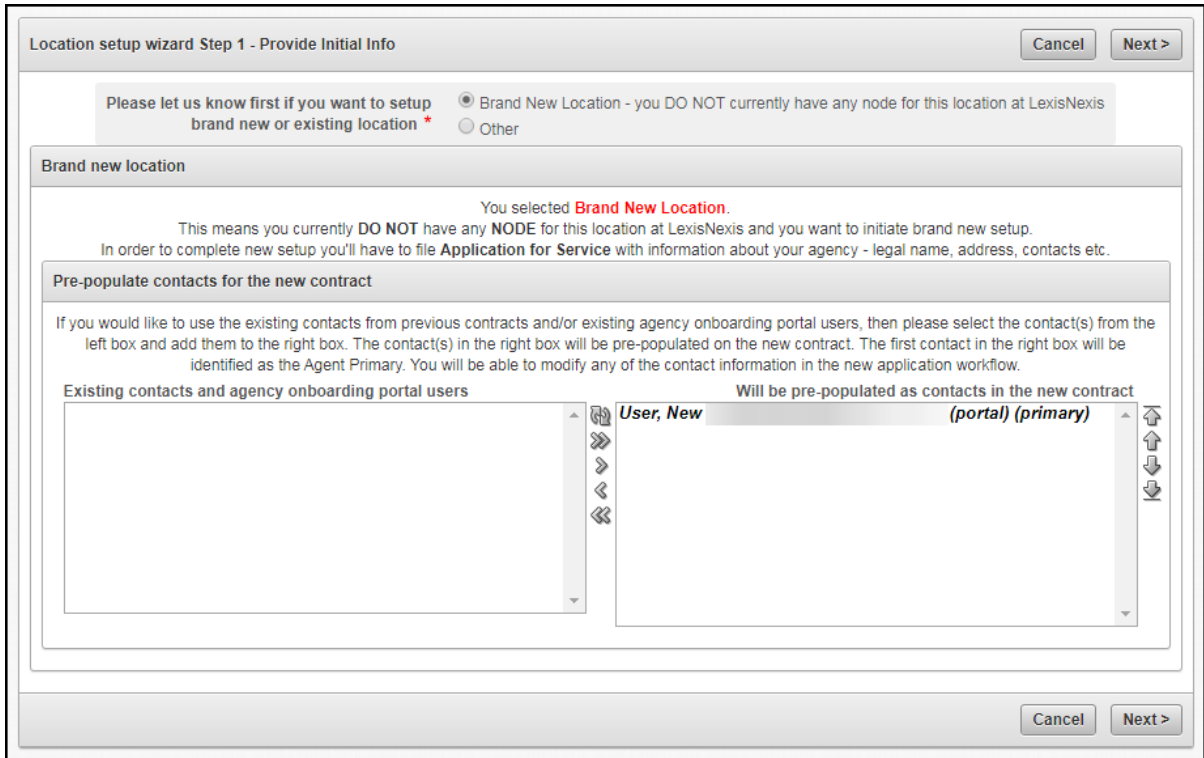
If you select **Other**, the contact information for the LexisNexis Risk Solutions Support team will be displayed. Contact the team for assistance on how to proceed.

2. When you select **Brand New Location**, your user information is pre-populated in the Contacts pane on the right.

If there are no users in the left pane, you are the only user on the account.

Select your information, and click **Next**.

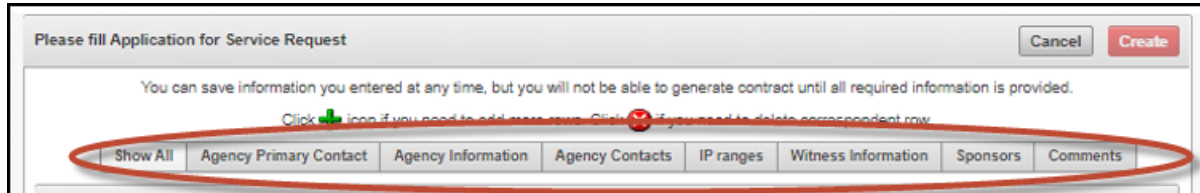3. Verify your contact information, and click **Confirm**.

At this point, you have the option to save your application and resume the process at a later time.

Enter Agency Details

All sections related to agency details are displayed by default. You can navigate to the specific section by clicking the appropriate tab.

In each section, required fields have an asterisk next to the field name.

It is recommended that you have the following information ready, before you proceed:

- Principal of the agency - first name, last name and email address
- Agency information - name, physical address, phone number, and FEIN (federal employer identification number) or SSN (Social Security number), if FEIN is not available
- Secondary contact person and/or additional users for the agency - first name, last name, phone number and email address
- IP address of the device from which you will be accessing data
- Witness information - first name, last name, title, email address, phone number and fax number
  The witness must be physically present with you when you sign and submit the application.
- Sponsoring insurance carrier(s) and agency ID assigned to you by those carriers

Agency Primary Contact

The primary contact refers to the principal of the agency, or a person authorized to sign legal documents on behalf of the agency.

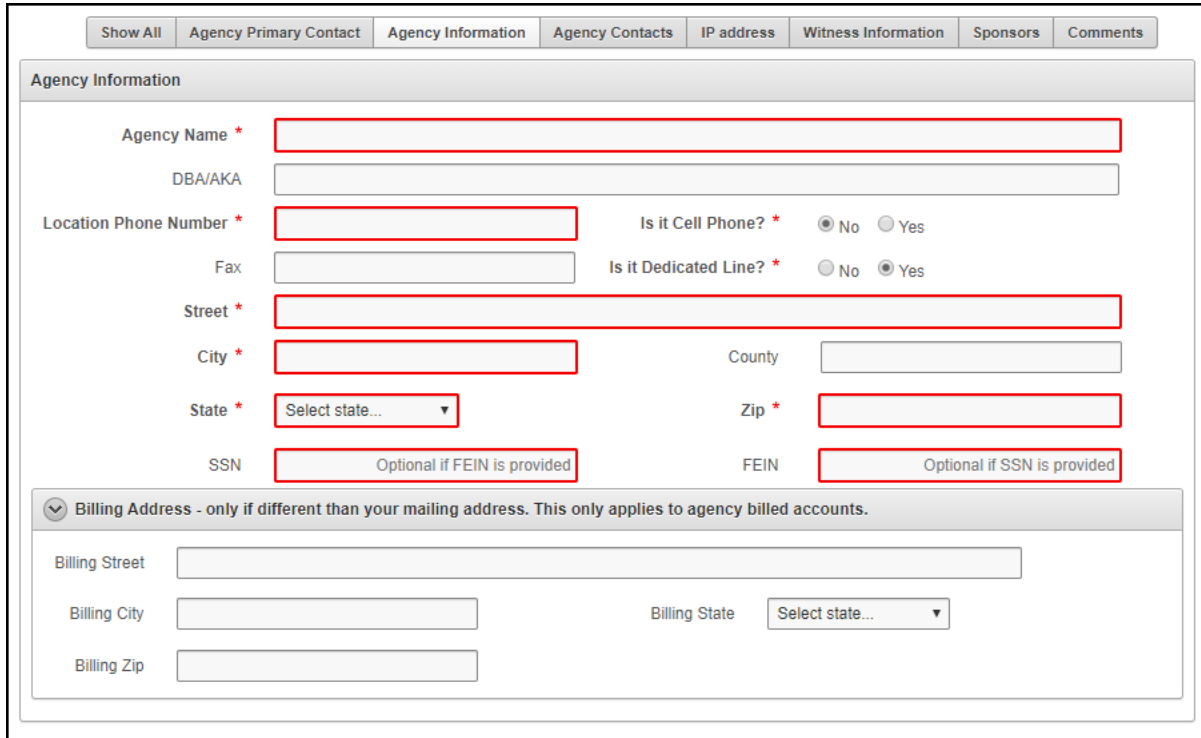✏️ *For security purposes, mother's maiden name is required.*

Show All	Agency Primary Contact	Agency Information	Agency Contacts	IP address	Witness Information	Sponsors	Comments

Agency Primary Contact

This is information about the person completing this package - this person **MUST** be authorized to sign legal documents on behalf of the the agency/company.

First Name *	[ ]	Last Name *	[ ]
Title *	NOT Acceptable: Mr., Mrs., etc	Date of Birth *	[ ] 📅
	Owner, Agent, President, Principal		
Email *	[ ]	Confirm Email *	should match Email field
Mother's Maiden Name *	[ ]	National Producer Number (NPN)	[ ]

Cancel   Save

Agency Information

Agency information refers to official company details such as legal entity name and physical address.

Enter DBA (doing business as) or AKA (also known as), if applicable, and the FEIN.

If your billing address is different from the physical address, expand the **Billing Address** tab to enter the billing address details. Billing address is required for non-sponsored or agency-billed accounts.

Agency Contacts

Agency contacts are secondary contact persons and/or additional users for your account.

The primary contact information is pre-populated. You can add a secondary contact and/or additional users by clicking ⊞.

LexisNexis® may contact the secondary contact person to verify application information during the onboarding and verification process. For individuals who have the authority to verify your agency information, select **Yes** in the **Secondary contact?** field.

For individuals who do not have the authority to verify your agency information, select **No**.

For every additional user added, LexisNexis creates a user ID. Each employee is required to be set up with their own user ID.

IP Address

For security purposes, you must add an IP address for each physical location from which you access LexisNexis data.

To obtain your IP address, click the **what is my IP?** link. The IP address information is displayed in a separate tab of your browser. Enter this information in the **Start IP Address** field.

If you do not have an IP address range assigned to you, leave the **End IP Address** field blank. To add additional IP addresses, click [+].

Witness Information

Witness information should be completed by a person other than the one creating the application.

Sponsors

Sponsors are the insurance carriers who sponsor your agency.

From the drop-down list, select the insurance carriers who will be sponsoring your agency. You can click ![+] to add additional sponsors. It is important that you select the appropriate carrier(s) with whom you conduct business, to ensure your application is processed accordingly.

In the **Agency ID code** field, enter the unique identifier assigned to your agency by the insurance carrier. If you do not have the agency ID code, enter NONE.
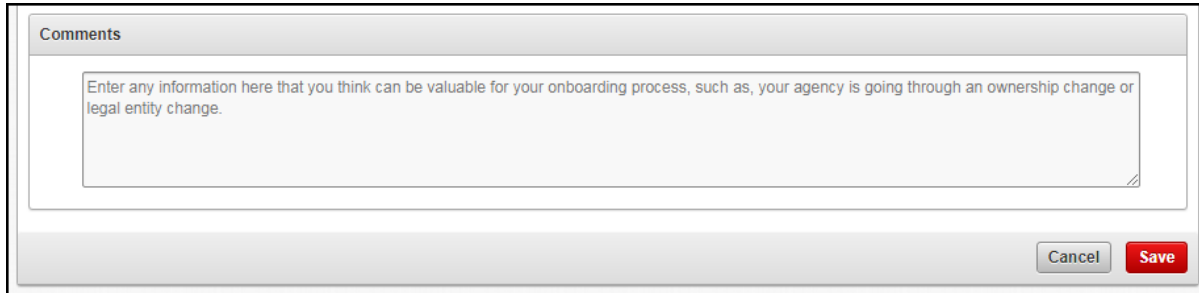
> *If your sponsor is not mentioned in the drop-down list, contact the Customer Support team at 800.456.6432, or use the chat feature to chat with a customer support representative.*

Comments

Comments can include details that may assist in onboarding your agency in a timely manner, such as the reason for submitting an application, ownership change, entity change, or a new location.

After entering the required information in all the agency details sections, save the information.

A message is displayed, indicating that your information has been saved.

Review your information for accuracy.

At this point, you have the option to continue your application at a later time.

Once you have saved your information, click **Generate Contract** to proceed to submit the application.

Review and Sign Documents

You must review and electronically sign the documents, after which you can submit the created application.

Procedure:
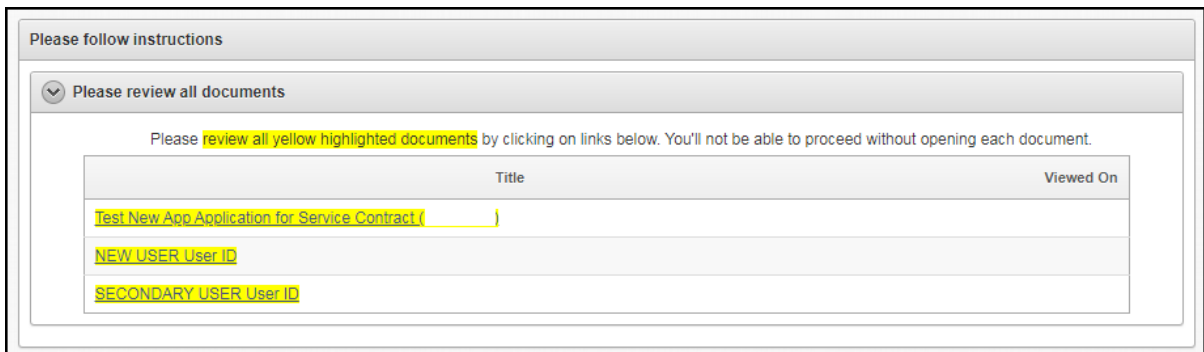
1. On the **Documents** tab, click **Please review documents**.
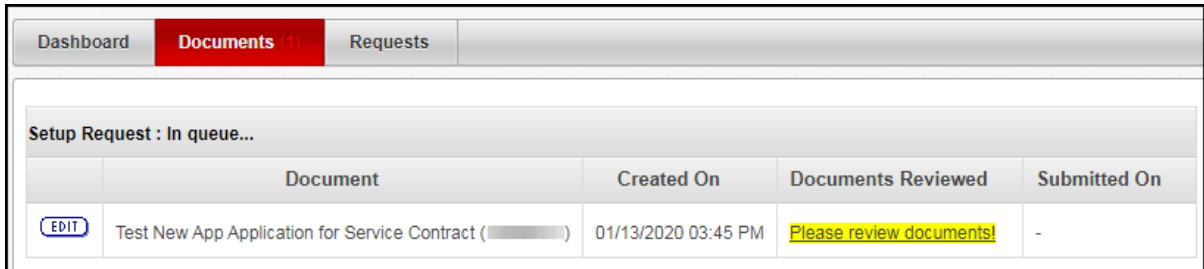
Dashboard	Documents	Requests			
Setup Request : In queue...					
	Document		**Created On**	**Documents Reviewed**	**Submitted On**
EDIT	Test New App Application for Service Contract ( )		01/13/2020 03:45 PM	Please review documents!	-

    A list of documents to be reviewed is displayed.

    Click each highlighted document to view it in a separate tab.

    Please follow instructions

    ⌄ Please review all documents

    Please review all yellow highlighted documents by clicking on links below. You'll not be able to proceed without opening each document.

Title	Viewed On
Test New App Application for Service Contract ( )	
NEW USER User ID	
SECONDARY USER User ID	

    After reviewing, you can close the browser tab or click the previous tab to view other documents.

It is recommended that you retain a hard copy or an electronic copy of the application.

2. After reviewing all documents, check the box next to each document, including the Agreement for Service, state affidavits and user ID requests form(s). Click **Sign**.

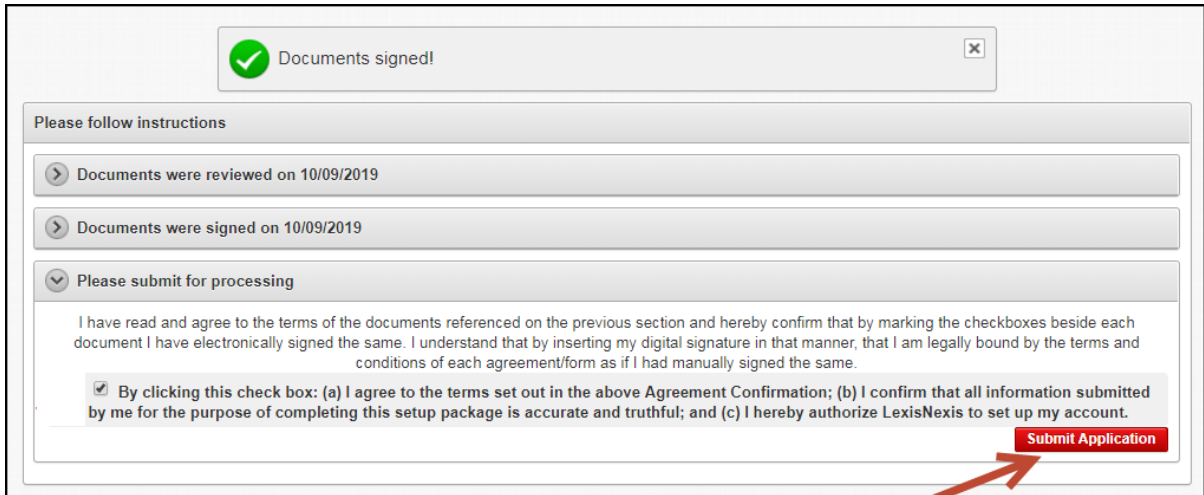|	Please follow instructions			
	Documents were reviewed on 01/13/2020			
	Please sign all documents			

Please check all highlighted boxes. All boxes must be checked to successfully submit this application on the next step.

Document	Form	Sign	Signed On
Test New App Application for Service Contract ( )	Agreement for Service/Certification (Form 145)	☐	
	Colorado Requestor Release and Affidavit of Intended Use	☐	
	Colorado Agreement for Drivers License Record Processing	☐	
	Georgia Department of Driver Services Bulk User Certificate	☐	
	Maryland DOT Motor Vehicle Administration Privacy Protection Policy	☐	
	Ohio OBMV Record Request	☐	
	State of Washington Subscriber Certification of Use	☐	
	California Requester Code Form (info only)		
	Utah MVRs and Monitoring (info only)		
NEW USER User ID	User ID form	☐	
SECONDARY USER User ID	User ID form	☐	

Sign

You must sign all documents regardless of where your agency is located or for which state(s) you will be ordering reports.

3. Check the box to agree to the terms and conditions, and click **Submit Application**.
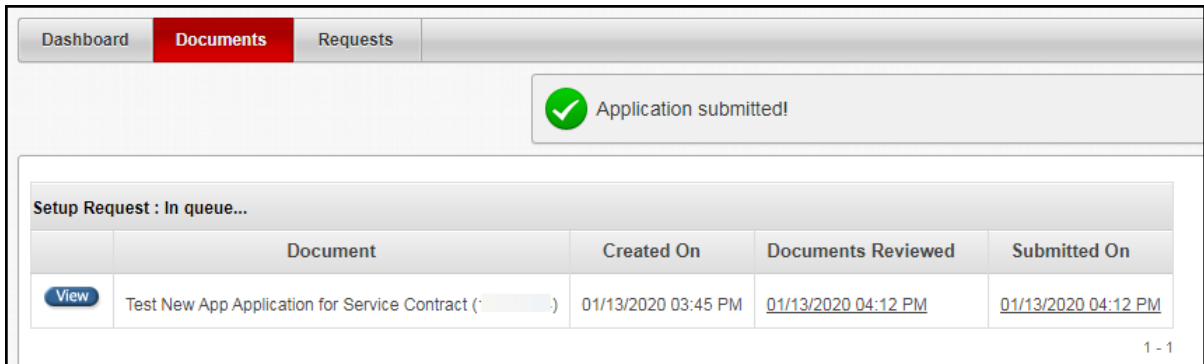

A confirmation page is displayed.

You can click **View** to view your application. You can click the Documents Reviewed date or the Submitted On date to view the electronically signed contract documents.

You cannot make changes at this time.

Click **Cancel** to go back to the previous screen.

When you click the Documents Reviewed date or the Submitted On date to view the electronically signed contract documents, you can click the arrows or click **Expand/Collapse** to view the list of documents.

Chapter 4

Account Management

The portal allows you to view account details and manage your account.

You can perform the following tasks:

- Modify Application
- Submit Documents
- Add Location
- Check Application Status

Each of the above tasks is a link to the specific section.

Before you begin, log in to the Insurance Solutions portal by going to https://insurancesolutions.lexisnexisrisk.com/idslogin/.

Enter your user ID, and click **Sign In**.
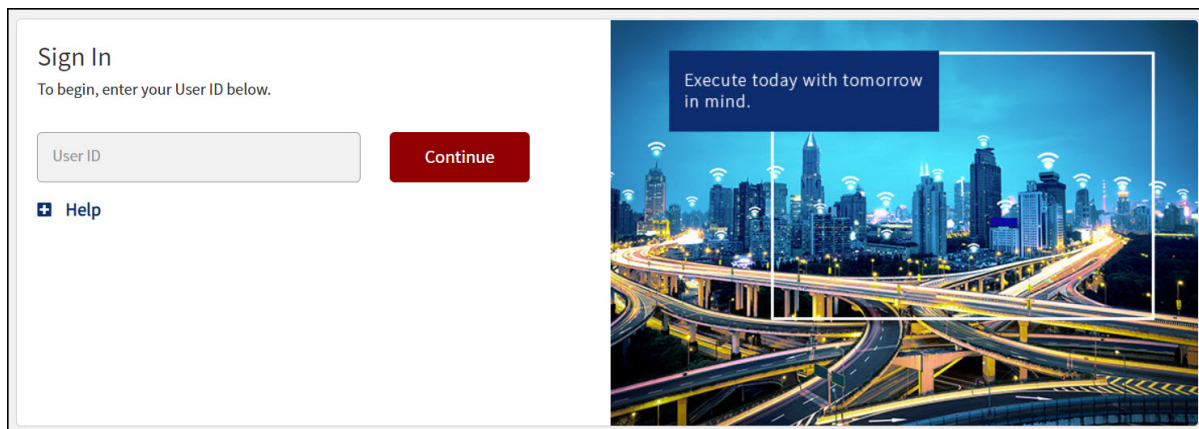
If you do not recognize your security image, there may be a problem with your user ID. Contact the Customer Support team either at 800.456.6432 or through the chat functionality.

If you previously selected **Password** as your preferred method of sign-in, the system might not recognize your location. In that case, you will see a screen asking you to select an option to receive the LexisNexis® One Time Password (OTP). Select an option, and click **Send Passcode**. Enter the passcode that you receive, and click **Verify Passcode**.

Submit Documents

If LexisNexis® needs business documents from your agency, you will receive an email indicating that a request has been made via the agency onboarding portal.
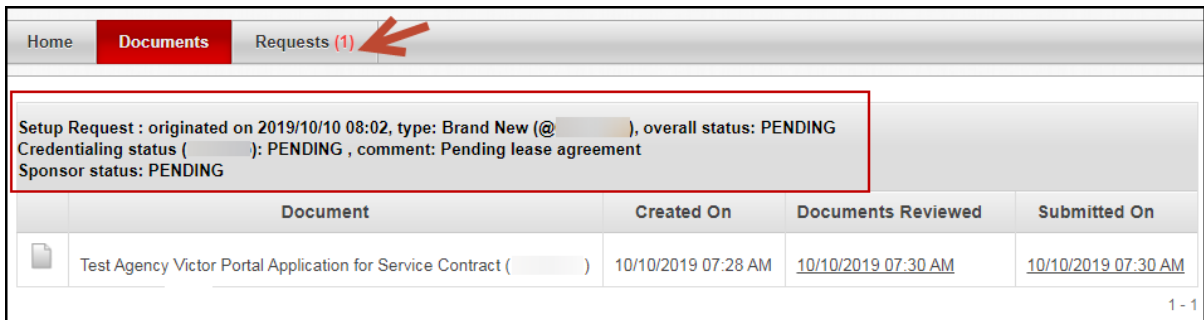
Procedure:

1. When you log in to the portal, a flashing number is displayed on the **Requests** tab.
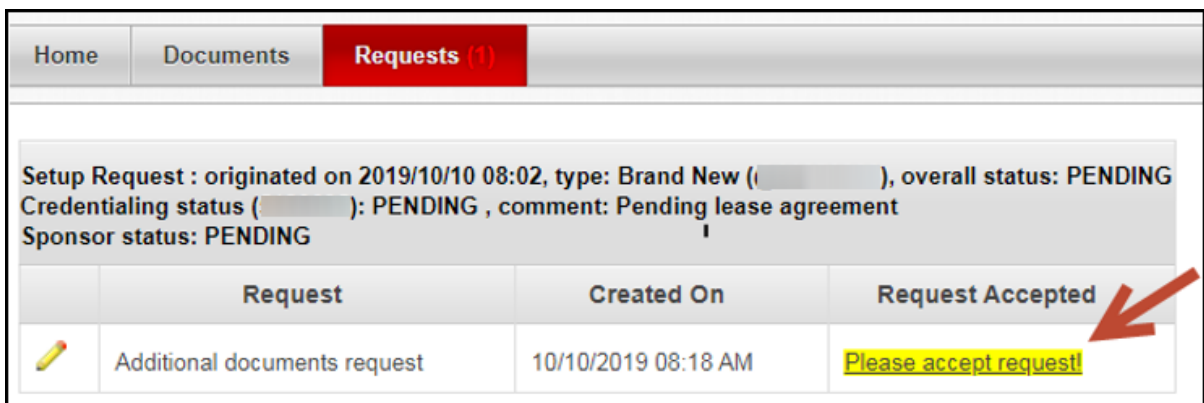
Along with the submitted application, you can see the following information related to your request.

Request-related Information

Data Item	Description
Setup request status	Status of the request
@Agency node	A temporary reference number
	This number is converted to a J-node when your application is approved after onboarding and verification.
Credentialing status	Indicates status, with comments about what is pending to continue the verification process
Sponsor status	Pending or Active status, with the carrier's name

2. Click the **Requests** tab to view the request details. Click **Please accept request!** to view the pending documents to submit.
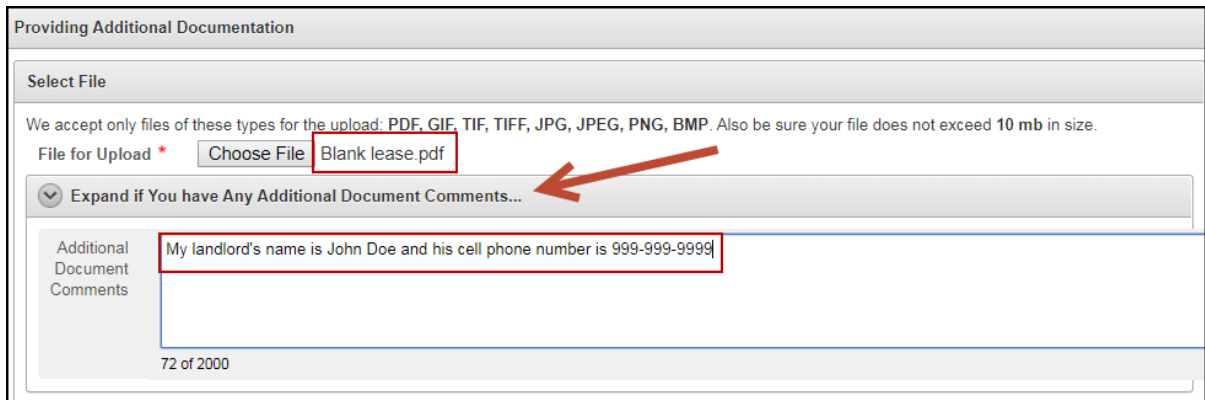
3. View the list of pending documents to submit, and click **Accept**.
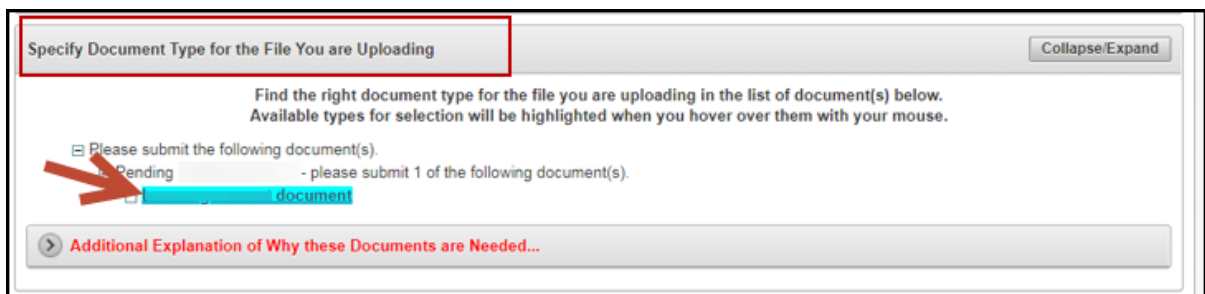
4. On the Providing Additional Documentation page, click **Choose File** to upload the document from your computer. Note the acceptable document formats that can be uploaded.
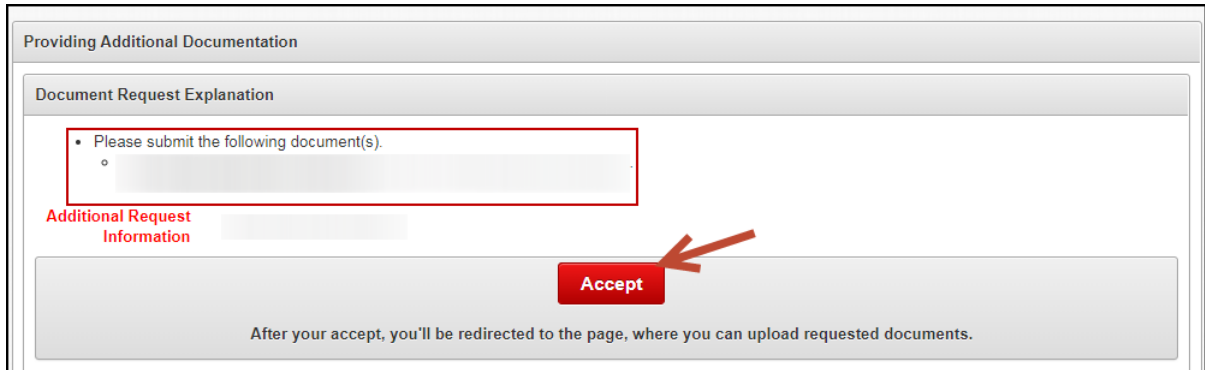
    The document that you uploaded is displayed.

    Click **Expand if You have Any Additional Document Comments** to add any notes or details that LexisNexis may need to complete your request (such as landlord contact information).

5. In the Specify Document Type for the File You are Uploading section, click the document name.

    The document name is highlighted in blue.

A message is displayed asking you to confirm the file format and document type. Click **Confirm**.
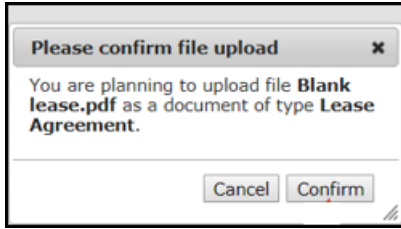
6. Click **Submit Documents**.

A confirmation message is displayed indicating that you will not be able to make changes after submission.
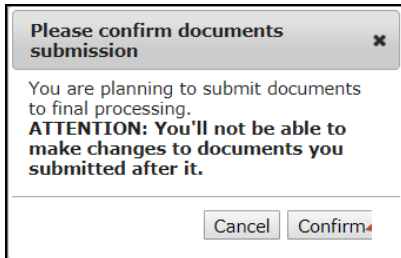
7. Click **Confirm**.

The **Documents** tab displays the document that you uploaded.

You can click the document icon or the dates to view details.

Modify Application

In the event that you need to modify information on your application, you will receive an email request from LexisNexis® Risk Solutions via the agency onboarding portal.

Procedure:
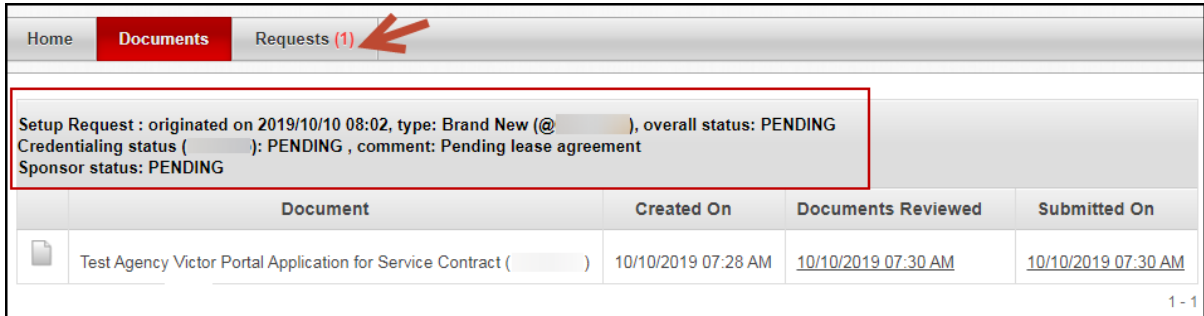
1. Log in to the portal either through the link provided in the email, or by going to https://insurancesolutions.lexisnexisrisk.com/idslogin/.

    If you do not recognize your security image, there may be a problem with your user ID. Contact the Customer Support team either at 800.456.6432 or through the chat functionality.

    If the system does not recognize your device or location, you might need to request OTP for verification. See "Unrecognized Location or Device" for more details.

2. After you log in to the portal, click the flashing **Requests** tab.

Home	Documents	Requests (1)			
Setup Request : originated on 2019/10/10 08:02, type: Brand New (@_____), overall status: PENDING Credentialing status (_____): PENDING , comment: Pending lease agreement Sponsor status: PENDING
	Document		**Created On**	**Documents Reviewed**	**Submitted On**
	Test Agency Victor Portal Application for Service Contract (_____)		10/10/2019 07:28 AM	10/10/2019 07:30 AM	10/10/2019 07:30 AM
					1 - 1

3. Click the highlighted text to accept the request.

When you accept the request, the system displays the last application that was submitted with the contract ID and date. If you have submitted multiple applications, you can use the drop-down list to select the application that you want to modify.
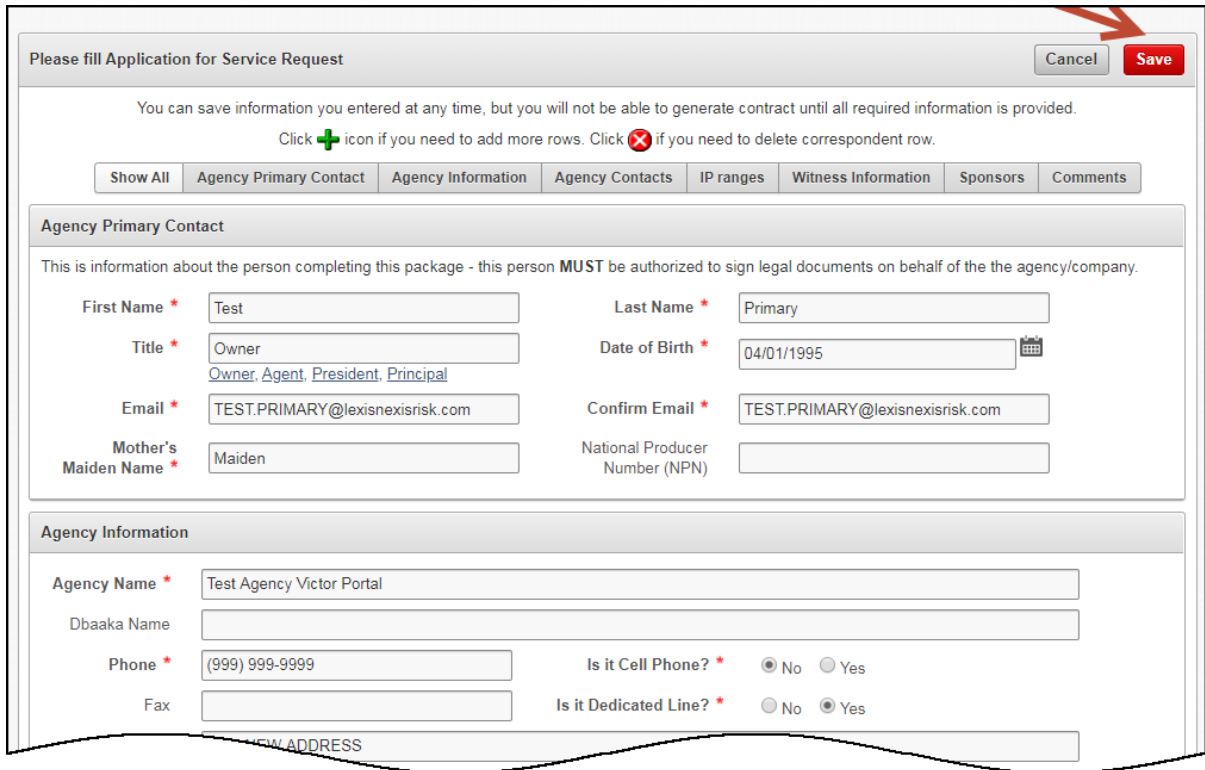
4. Select the application that you want to modify, and click **Accept**.

    The original application is displayed.

5. Make the necessary changes, and click **Save**.

Click **Generate Contract** to create new documents for you to review, sign, acknowledge and submit.

The modified application is now available under the **Documents** tab.

Add Location

You must submit an application for every location from which you need access to our products.

Procedure:

1. Log in to the portal at https://insurancesolutions.lexisnexisrisk.com/idslogin/.
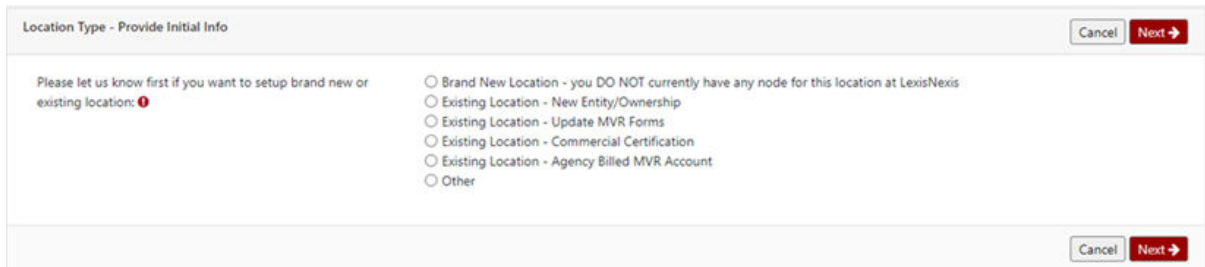
    If you do not recognize your security image, there may be a problem with your user ID. Contact the Customer Support team either at 800.456.6432 or through the chat functionality.

    If the system does not recognize your device or location, you might need to request OTP for verification. See "Unrecognized Location or Device" for more details.

2. After you log in to the portal, on the dashboard, click **Add New Location**.
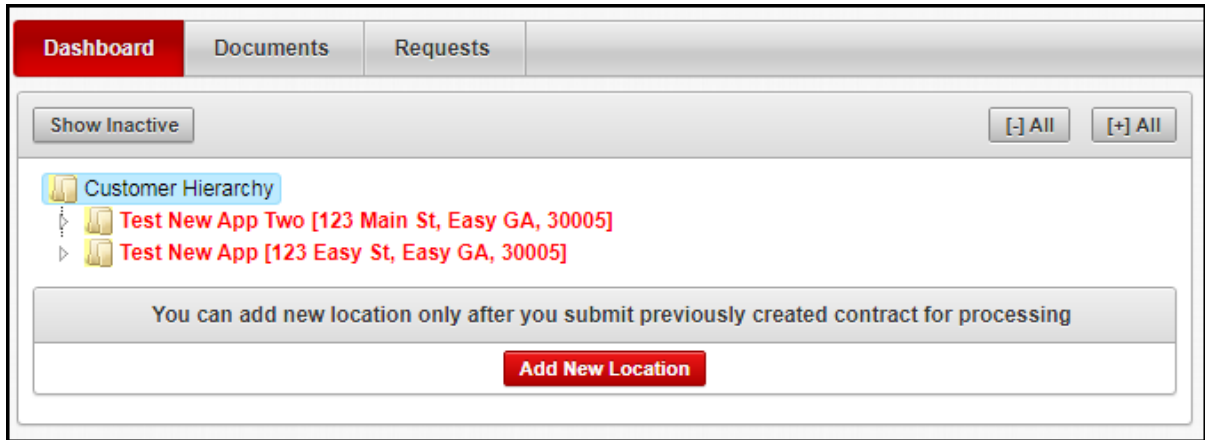
3. On the Location Setup Wizard page, select **Brand New Location**, and click **Next**.

4. From the drop-down list, choose whether you want to clone an existing application or leave the contract blank.

   🖊️ *You will be able to modify a cloned application.*

   Pre-populate new contract based on previously submitted contract

   We can help you to pre-populate Application for Service contract with information, we already have on file: you can use any of already existing contracts as a template to pre-populate name, address, contacts and other information for your new location. You will be able to modify any of this information later.
   In the dropdown below, select an existing contract to clone or select "I don't want to clone - leave contract blank" *

I don't want to clone - leave contract blank ▼

5. Select the user(s) that you want to add to the contract, and add the user to the Contacts pane on the right.

   Pre-populate contacts for the new contract

   If you would like to use the existing contacts from previous contracts and/or existing agency onboarding portal users, then please select the contact(s) from the left box and add them to the right box. The contact(s) in the right box will be pre-populated on the new contract. The first contact in the right box will be identified as the Agent Primary. You will be able to modify any of the contact information in the new application workflow.

   Existing contacts and agency onboarding portal users
   User, New (nail.com)
   User, Secondary (secondaryuser@email.com)

   Will be pre-populated as contacts in the new contract

   Click **Next**.

6. Continue creating the application by following the steps detailed in "Complete New Application" on page 18. Once you submit the application, you can view it on the dashboard.

Dashboard	Documents	Requests

   Show Inactive   [-] All   [+] All

   📁 Customer Hierarchy
   ▸ 📁 **Test New App Two [123 Main St, Easy GA, 30005]**
   ◢ 📁 Maintenance
   ┊── 📁 Agency Onboarding Portal Users
   ┊── 📁 Documents
   └── 📁 Requests
   ◢ 📁 **Test New App [123 Easy St, Easy GA, 30005]**
   ◢ 📁 Maintenance
   ┊── 📁 Agency Onboarding Portal Users
   ┊── 📁 Documents
   └── 📁 Requests

Check Application Status

You can check the status of your application by logging in to the Insurance Solutions portal.

On the dashboard, the agency information appears on the left pane.

When you select an agency location in the customer hierarchy, the status information is displayed on the right pane. You can expand the customer hierarchy information by clicking on the arrows or by clicking **[+] All**, to view the node ID, users, documents, requests, accounts and contacts.

After approval, the agency information appears as shown in the following image.

Appendix A

Google Authenticator Use Cases

If you use Google Authenticator as your preferred method of sign-in or to receive the LexisNexis® One Time Password (OTP), you might encounter specific scenarios such as having to re-register your device, Google Authenticator not being available, or an invalid passcode.

Re-Register Device

In certain situations, it becomes necessary to re-register your device on Google Authenticator for the portal. Reasons to re-register include changing your device, uninstalling and re-installing the app, or accidentally deleting the app.

Before you begin this task:
Log in to the portal.

⚠️ *You can have only one device registered on Google Authenticator for the portal. A new registration automatically voids the previous registration.*

Procedure:

1. On the portal header, click **Security Settings** or **Account Settings**.
    - If you previously selected **PIN and Google Authenticator Passcode** as your sign-in method, you can re-register your device through the **PIN or Password** tab.
    - If you previously used Google Authenticator only to receive the OTP, you can re-register your device through the **One Time Passcode** tab.

    Navigate to the appropriate tab.

2. Click **Re-Register Device**. On the confirmation window, click **Continue**.

3. If you are using your original device, there might be an existing registration on Google Authenticator. Delete the existing registration by following these sub-steps. If you are using a different device with no existing registration, proceed to step 4.
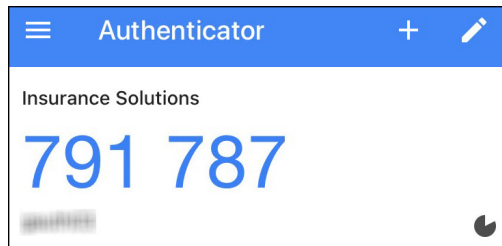
> *Once you delete the existing registration, the passcode from that registration becomes invalid, and will no longer work.*

> *Failure to delete the existing registration before re-registering, might result in two registrations showing up on your mobile device, which might be confusing. Therefore, it is recommended that you first delete the existing registration before re-registering.*

- iOS platform:

    a. In Google Authenticator, click ✏️.

    b. Select the Insurance Solutions entry, and tap **Delete**. Provide the confirmation to delete the existing registration.

- Android platform:

    a. In Google Authenticator, tap and hold the existing registration for a few seconds.
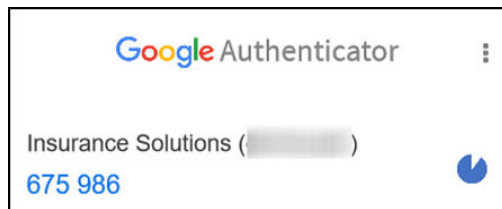
    b. Tap **Delete**. Provide the confirmation to delete the existing registration.

4. Continue to register your device by following the steps outlined in "Set Up Sign-in Method".

Google Authenticator not Available

If you use Google Authenticator, and for any reason, are unable to access the six-digit passcode on Google Authenticator, you can use a password to sign in.

If you have not created a password, follow the steps outlined in this section.

If you have previously created a password, you can log in using the **Sign In using Password** option on the Sign In page.

*Once you log in, you can change your preferred method of sign-in by clicking the **Account Settings** or **Security Settings** tab on the portal header.*
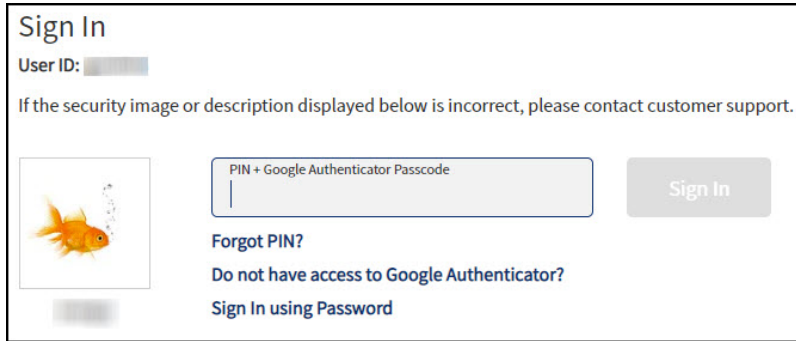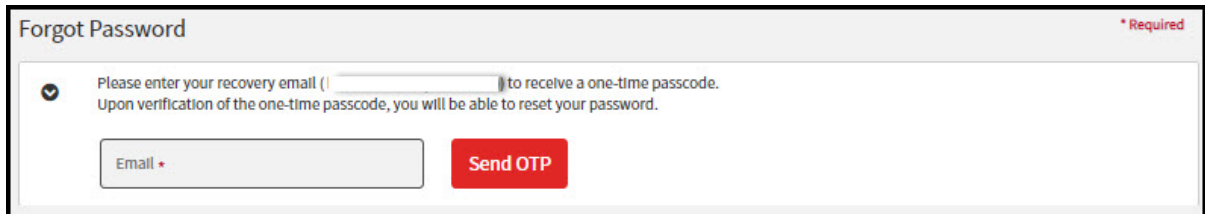
Procedure:

1. On the Login page of the portal, enter your user ID, and click **Continue**.

    The Sign In screen is displayed with the option to enter your PIN (Personal Identification Number) and passcode.

2. Verify the security image and description, and click **Do not have access to Google Authenticator?**.

    The Forgot Password page is displayed.

3. Select your option to receive the OTP. Enter your recovery email address or phone number, and click **Send OTP**.

4. Enter the OTP that you receive, and click **Verify OTP**.

    A screen is displayed prompting you to create a new password.

5. Create a new password, re-enter the password, and click **Save Password**.

    The Sign In page is displayed.

6. Click **Sign In using Password**.

7. Enter the password that you created, and click **Sign In**.

    You are now successfully logged in.

Invalid Google Authenticator Passcode

If the portal shows the six-digit Google Authenticator passcode as invalid, it could be because the passcode is near expiration.

Since the passcode in Google Authenticator is time-based and changes every 30 seconds, make sure that you enter the passcode when the numbers are blue, and not red. If the numbers are red, wait a few seconds until they turn blue, and then enter the passcode.

Insurance Solutions

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