

User Guide Multi Factor Authentication (MFA)



March 2022

CLAIMS PORTAL LTD



Table of Contents

1. Administrators:
How to add MFA details to a User profile [page 3](#)

2. User:
How to use email as MFA [page 4](#)
 - Verify email
 - Request token

3. Administrators:
How to add Mobile MFA to a User profile [page 8](#)

4. User:
How to add Mobile MFA to a User profile [page 9](#)
 - Verify Mobile number
 - Request token

5. Support [page 13](#)



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
 Profiles:

- COMP Administrator
- [+] COMP Claim Dispatcher
- [+] COMP Branch Claim Dispatcher
- [+] COMP Branch Claim Handler
- [+] COMP Claim Handler
- [+] COMP Claim Handler Team Leader
- ADVANCED USER Delete Claims
- Search Archived Claims User

 User ID: MFA_cpctest
 Password: *****
 Confirm Password: *****
 First name: CPL test user
 Second name:
 Surname: Test
 Email address: cpctest@mb.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: cpctest@mb.org.uk
 Mobile number MFA: +44 (GB)

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

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.

A token has been sent to a****s@m*b.o*g.uk. 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.

- 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

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

..... **Ok**

Back to Login

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Home User My Settings My Organisation MFA_cpctest

Administrative console available for operations.



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

Home User

User detail

User ID	MFA_cpctest
Profile(s)	COMP Administrator
First name	CPL test user
Second name	
Surname	Test
Email address	.org.uk
Telephone number	
Expiry Date	13/03/2024
Password Expiry Date	11/06/2022
Enabled	<input checked="" type="checkbox"/>
Active	<input checked="" type="checkbox"/>
Creation date	13/03/2022
Last Update Date	13/03/2022
Branch ID	001
Organisation ID	MIBMFA

Multi Factor Authentication Contacts:

Email address MFA	Verified
Mobile number MFA	Not Verified

[Edit](#) [Reset Password](#) [Verify MFA Email](#) [Verify MFA Mobile](#) [Back to Search Users](#)



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:

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.

- 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

- Enter the token in the form below, then press OK button. Token expires after 5 minutes.

Ok

Back to Login

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

User guides and user guides [claimsportal.org.uk](https://www.claimsportal.org.uk/)

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



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

The Claims Portal aims to support Pre-Action Protocols by providing a trusted, reliable, secure, swift, electronic communication system. The Claims Portal, developed by CRIF, is a secure electronic portal enabling communications via web services, and has the option of application to application (XML Interfaces) with claimant lawyer's and insurers'/compensators' existing in-house systems. The Claims Portal facilitates secure electronic exchange of all information relating to a claim, including documentation, such as medical reports, between claimant lawyers and insurers'/compensators.

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

User Information

Is your internet browser version up to date? The Claims Portal only supports web browser versions of InternetExplorer (IE) that are supported by Microsoft - this is for security reasons and the protection of you/your clients data. IE8 is no longer supported, and IE9 will not be supported from April 2017. If necessary, please [update your browser](#), download [Google Chrome](#) or [Mozilla Firefox](#), or speak to your IT department to ensure that the browser you are using is compatible with the Portal and is supported and secure.

Please note this is the [User Acceptance Test CR site](#):

Do you have a user guide? Go to the web site <http://www.claimsportal.org.uk/> to keep up to date and obtain user guides.

Important Note: this is a Test Site and LIVE data must NOT be used.

Login

User:

Password:

Section:

Login

[Cannot access your Administrator account?](#)

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.