

User Guide Multi Factor Authentication (MFA)

29th June 2026

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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

User Detail

Organisation ID
IDSL

Portal Type A2A Rest Web

Branch *
IDSL HQ

Profiles
 IDSL Administrator
 IDSL Manager
 ADVANCED USER Delete Claims
 Search Archived Claims User
 View Only Admin User

User ID
CPL_test_2

First Name *
Test

Second name

Surname *
Test

Email address
ClaimsPortal@mib.org.uk

Telephone Number

Expiry Date *
02/04/2026

Enabled
 Active

Multi Factor Authentication Contacts

Email address MFA
ClaimsPortal@mib.org.uk

Configured for Authenticator App [RESET AUTHENTICATOR](#)

[CONFIRM](#) [BACK](#)

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:

Please click on **Reset Password or First Login** link in Login page to confirm registration and choose your password.

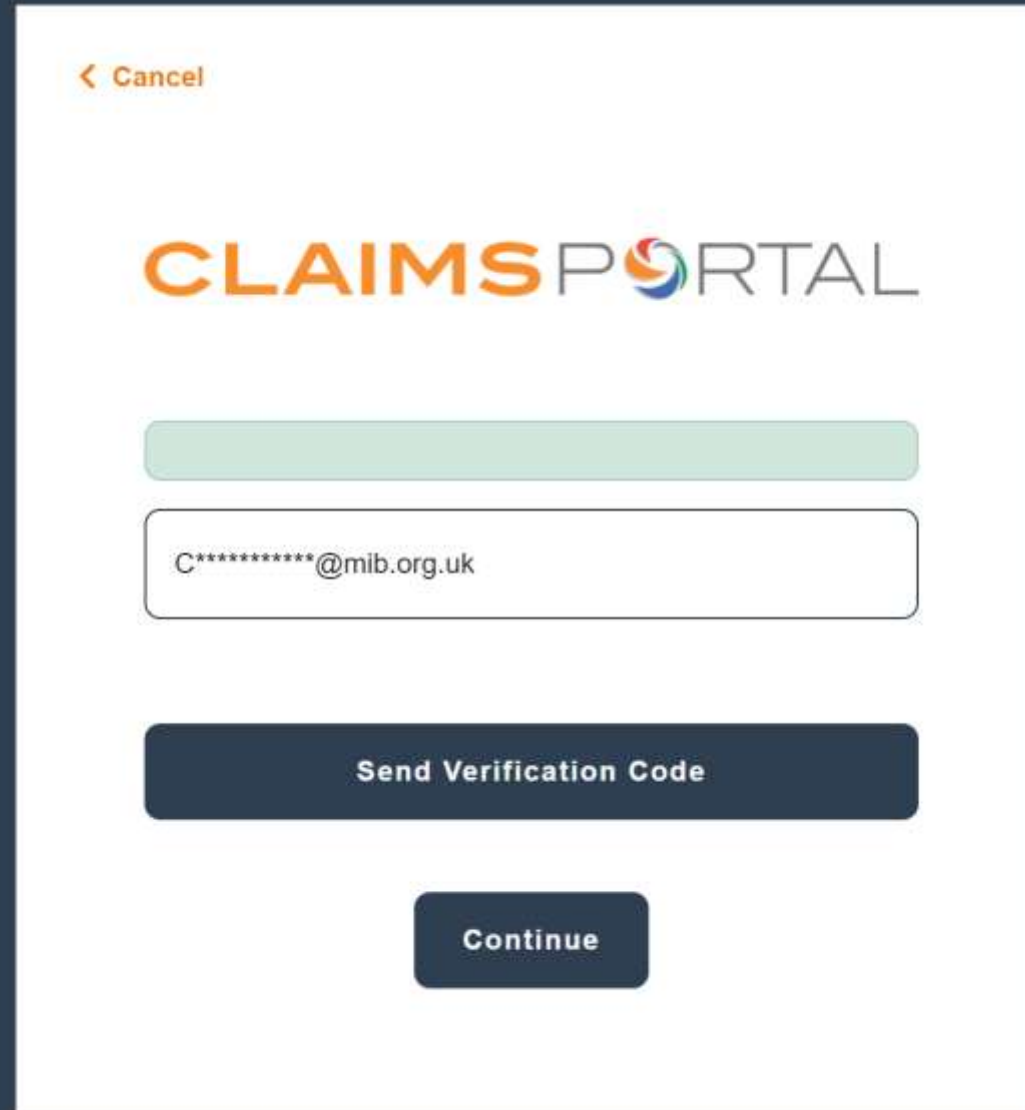
[Go On Claims Portal](#)

If button action doesn't work, copy and paste the following link in your browser:
<https://www.rapidclaimsettlement.org.uk/>

Our Best,
Claims Portal Team

User next steps:

When the User logs on to the Portal, they will be prompted to click 'Send Verification Code' to receive a token



The screenshot shows the CLAIMSPORTAL login interface. At the top left, there is a '< Cancel' link. The CLAIMSPORTAL logo is centered at the top. Below the logo is a light green horizontal bar. Underneath that is a text input field containing the email address 'C*****@mib.org.uk'. Below the input field is a dark blue button labeled 'Send Verification Code'. At the bottom center, there is another dark blue button labeled 'Continue'.

User next steps:

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

Dear user

This is your OTP: **694867**

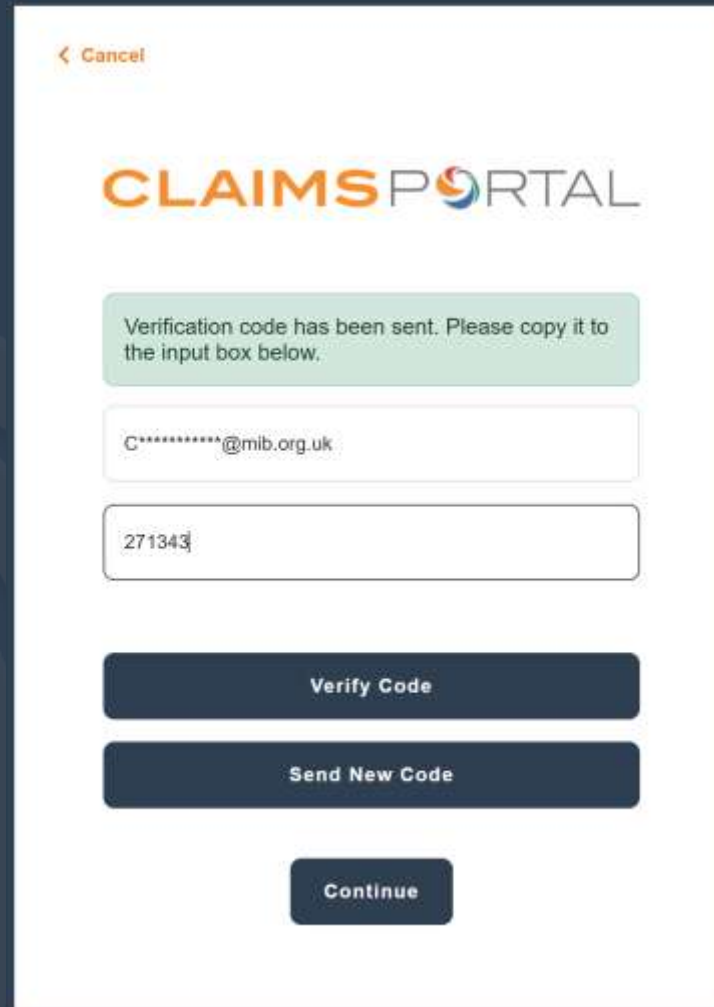
Thanks

You received this email because you are registered in claims Developer portal.
If you didn't request new otp validation, you can safely delete this email.

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User next steps:

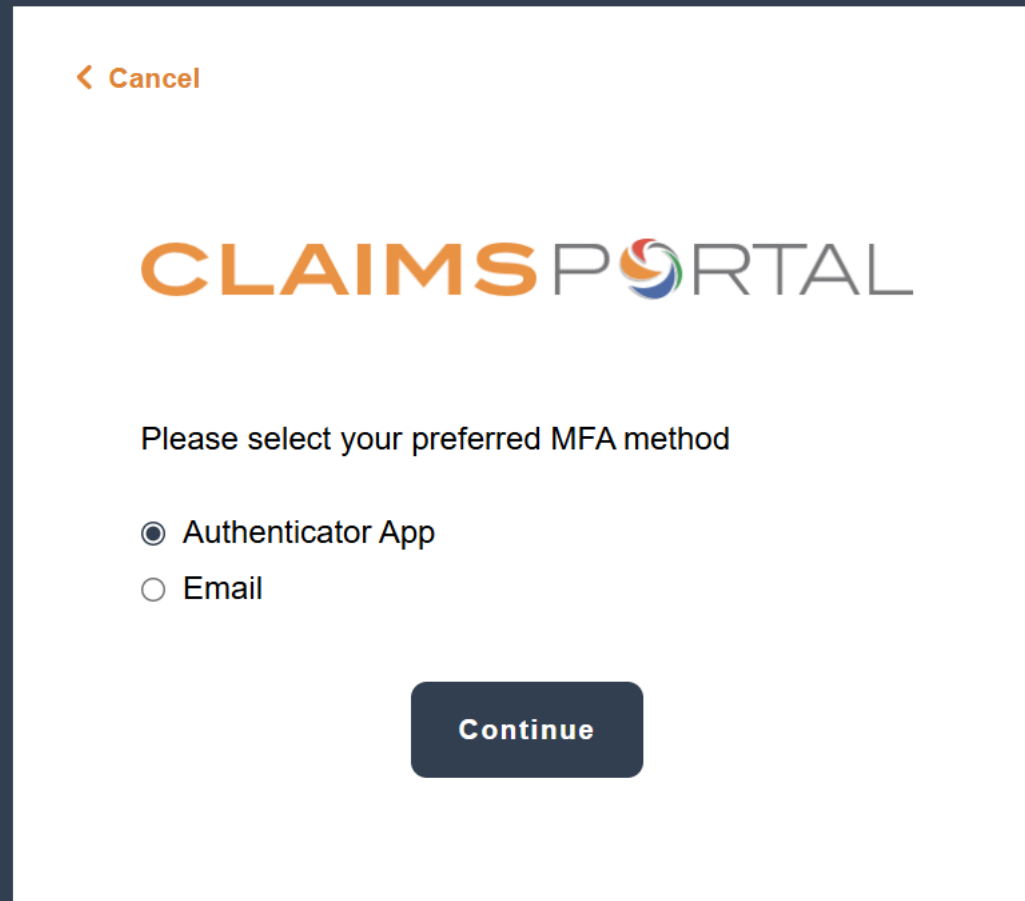
User enters the token and clicks 'Verify Code' and can access the Portal.



The screenshot shows a mobile application interface for CLAIMSPORTAL. At the top left, there is a back arrow and the text 'Cancel'. The CLAIMSPORTAL logo is centered at the top. Below the logo, a green message box states: 'Verification code has been sent. Please copy it to the input box below.' There are two input fields: the first contains an email address 'C*****@mib.org.uk' and the second contains the verification code '271343'. Below the input fields are three buttons: 'Verify Code', 'Send New Code', and 'Continue'.

Authenticator App:

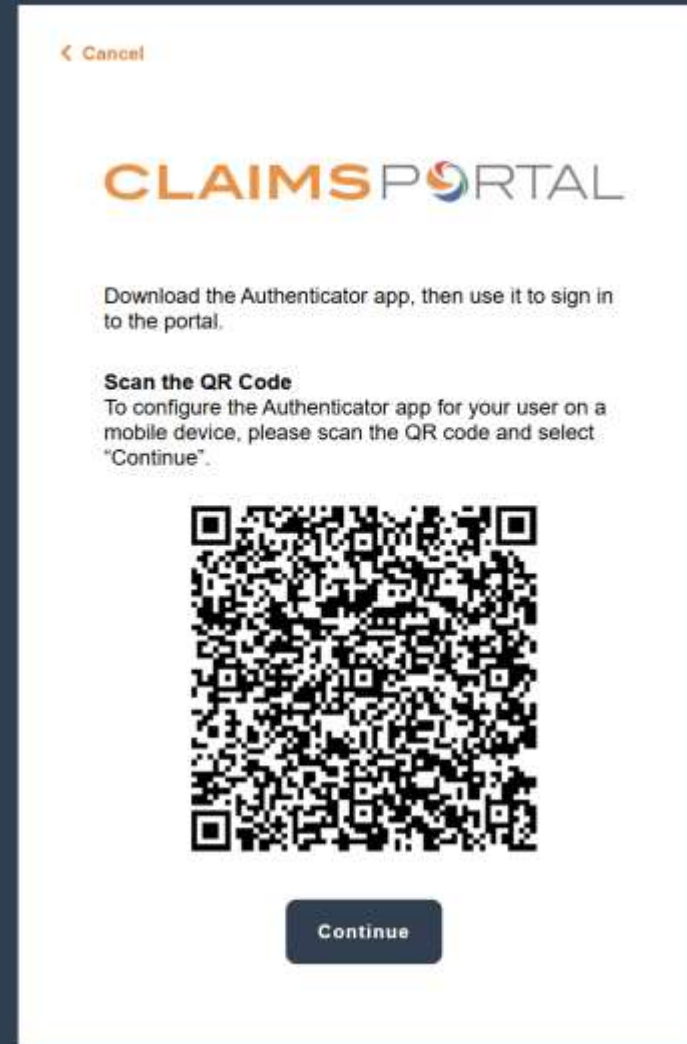
Once you have set up your password, you will be given the option to log in using email MFA, or the Authenticator app on your mobile phone.



The screenshot shows a white rectangular dialog box on a dark blue background. At the top left, there is a back arrow and the text '< Cancel'. In the center, the CLAIMSPORTAL logo is displayed. Below the logo, the text 'Please select your preferred MFA method' is shown. There are two radio button options: 'Authenticator App' (which is selected) and 'Email'. At the bottom center, there is a dark blue button with the text 'Continue' in white.

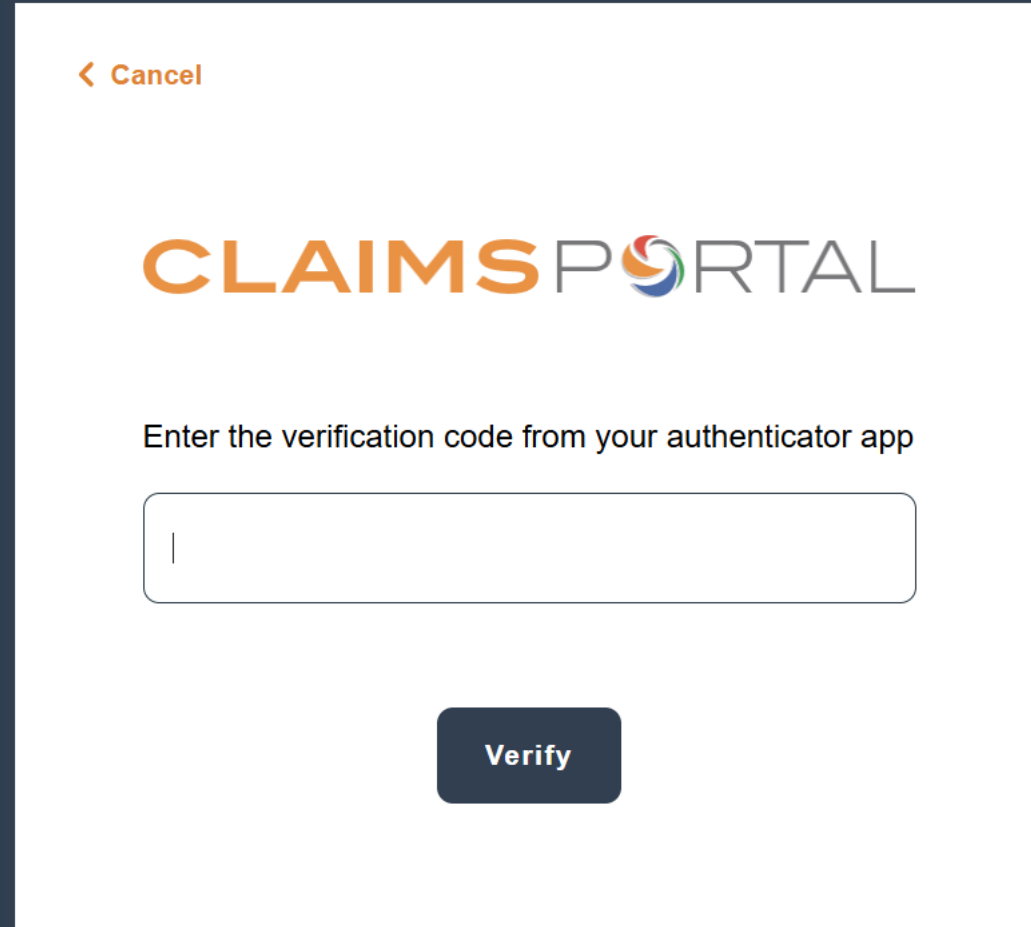
Authenticator App:

If you select the Authenticator app for the first time, a QR code will be generated, which you will need to scan on 'Microsoft Authenticator'



Authenticator App:

Once you have scanned the QR Code, a 6-digit code will be generated and shown on your app, you will then enter this on the next page, which will allow log in.

A screenshot of a mobile application interface for CLAIMSPORTAL. At the top left, there is a back arrow and the text '< Cancel'. In the center, the CLAIMSPORTAL logo is displayed. Below the logo, the text 'Enter the verification code from your authenticator app' is shown. Underneath this text is a large, empty rectangular input field with a thin border. At the bottom center, there is a dark blue button with the word 'Verify' written in white text.

< Cancel

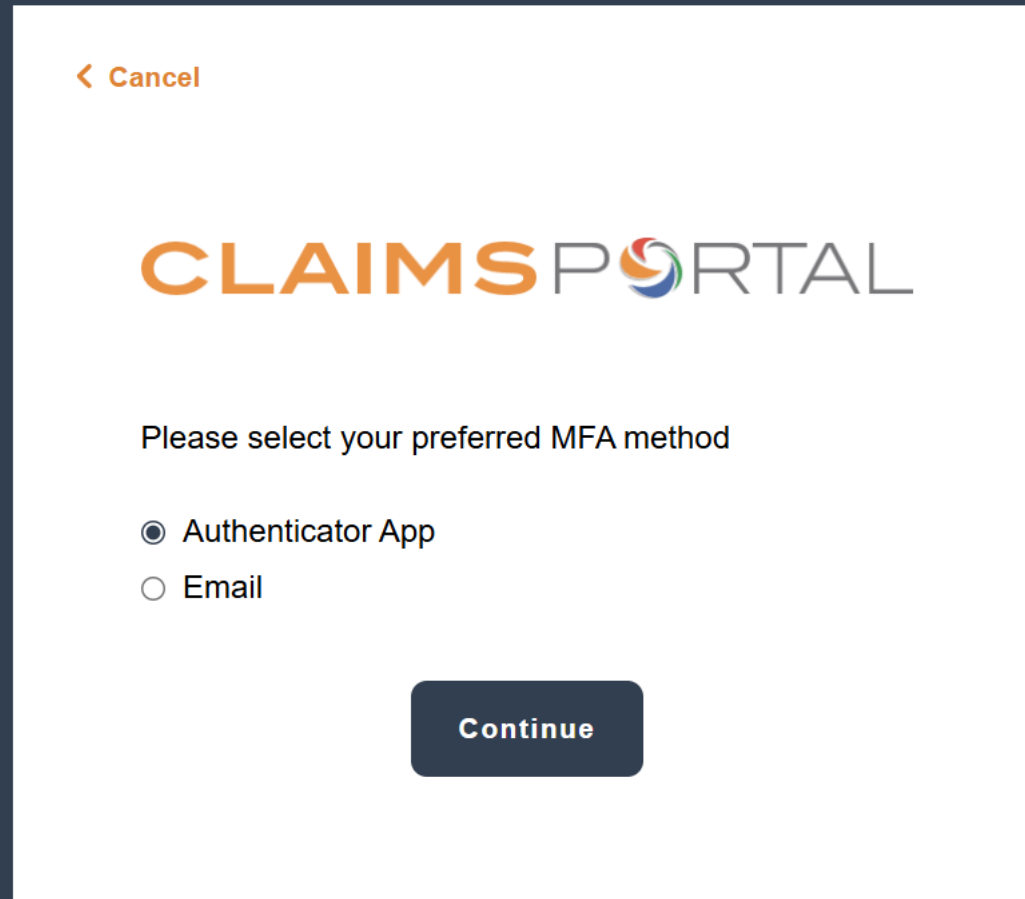
CLAIMSPORTAL

Enter the verification code from your authenticator app

Authenticator App:

After this initial process, when you go to log in to the web portal going forward, the option to use the authenticator will automatically appear, and will allow you to type the code which will appear on the app.

The authenticator app will be the quickest and preferred method available.



The screenshot shows a mobile application interface for CLAIMSPORTAL. At the top left, there is a back arrow and the text '< Cancel'. In the center, the CLAIMSPORTAL logo is displayed. Below the logo, the text 'Please select your preferred MFA method' is shown. There are two radio button options: 'Authenticator App' (which is selected) and 'Email'. At the bottom center, there is a dark blue button with the text 'Continue'.