# Multi-Factor Authentication (MFA)

## Set up

**What is Multi-Factor Authentication (MFA) and why have we introduced it?**
MFA is a security method that requires users to provide two or more different types of verification to prove their identity when logging in to an account or system. For example, instead of just entering a password, MFA might require users to also enter a code sent to their phone or email, or use a code generated through an authenticator app.

To protect your business and our shared customers, Zurich has added MFA to our adviser portals to help prevent unauthorised access to customer data even if login details are compromised.

It enhances security by requiring additional verification steps to make it more difficult for unauthorised users to gain access. This is particularly important for protecting sensitive information and preventing security breaches.



### How do I set up MFA for the first time?

1. Log in to the Adviser Portal as normal using your username and password. Unipass users will be directed through the standard Origo MFA process.
2. After entering your username and password you will be able to choose one of five MFA factors to register for.
3. Follow the on-screen instructions to complete your login.
4. After successfully registering for MFA and signing in, you can use the Account Management link on the login page to manage your authentication methods. This allows you to add or remove authentication methods and update the email address used for authentication purposes.
5. Once you've completed the setup, you can use any of your enabled authentication methods each time you log in. You can also select the "Do not challenge me" option when signing in to remember your device for 12 hours, reducing the need to authenticate every time you access your account throughout the day.

### What are the different MFA options available?

- **SMS Authentication:** Receive a one-time passcode via SMS text message sent to your registered phone number
- **Voice call authentication:** Receive a one-time passcode via a voice call to your registered phone number
- **Email Authentication:** Receive a one-time passcode sent from 'zurichprotectionnoreply@uk.zurich.com' to your registered email address
- **Google Authenticator app:** Enter verification codes generated by the Google Authenticator app on your mobile device
- **Okta Verify authenticator app**: Approve login requests with the Okta Verify app on your mobile device

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## Common FAQs



### Can I change my MFA method after initial setup?

Yes, you can change your MFA method by logging in through the Account Management link on the login screen. Within the Account Management page you can add or remove any of the MFA factors available as well as update your password and the email address connected to your username. Follow the instructions provided to set up a new MFA method.

### What if I receive an MFA prompt that I did not initiate?

If you receive an MFA prompt that you did not initiate, it could mean that someone else is trying to access your account.
If this happens:

- Do not approve the request
- Do not share the code with anyone
- Do not click on any links in the email
- Do not respond to callers contacting you who refer to the MFA notifications

You should:

- Change your password for the application and any linked account (if you are able to log in securely, without using any links in the email)

### How often will I need to use MFA?

You will need to use MFA each time you log in to your account, unless you tick the box to 'remember your device'. This lasts for 12 hours. You may also be prompted for MFA periodically or when performing certain sensitive actions like changing your password through the 'Forgotten password?' link on the login screen.

### What should I do if I'm having trouble with MFA?

- Ensure you have a stable internet connection
- Double-check that you are entering the correct code or responding to the correct prompt
- Restart your device and try again

Please also refer to our **troubleshooting guide**
If you're still having issues, call our eSupport team on 0370 850 4419 and select option 2. We're open between 9:00 am to 5:30 pm Monday to Friday (excluding bank holidays). We may record or monitor our calls to improve our service.

### Where will I get Voice call and SMS codes from?

- When you request a voice call and you have a caller ID function you may see an international number calling
- When you request a code via the SMS option you will receive an SMS message from Okta or Zurich Okta

### Can I share the code with anyone?

We strongly recommend that you do not share the code you receive with anyone as this could give them access to your account

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