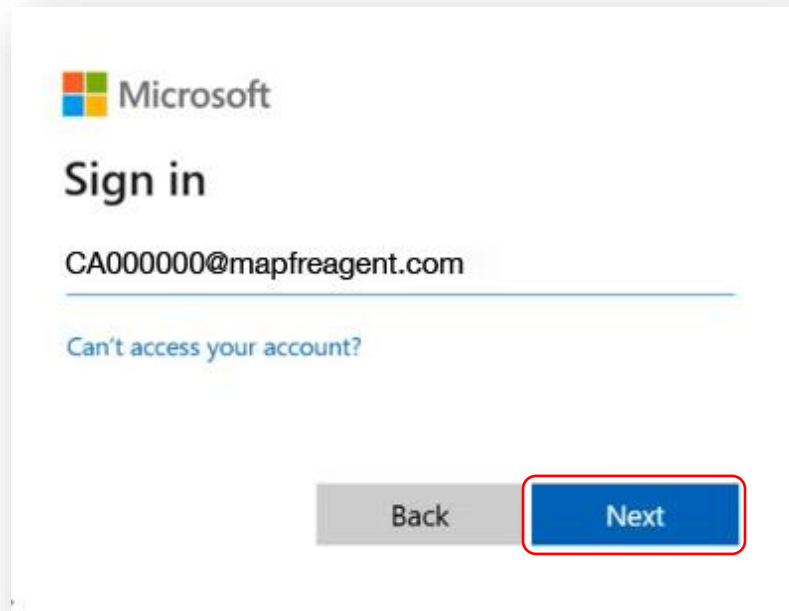


How to register your MAPFRE Multifactor Authentication (MFA) preferences

Step 1: To begin, log in to the platform where you typically start your day. Enter your updated MAPFRE credentials:

A screenshot of the Microsoft Sign in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath, the email address "CA000000@mapfreagent.com" is entered into a text field. Below the text field is a link that says "Can't access your account?". At the bottom right, there are two buttons: a grey "Back" button and a blue "Next" button. The "Next" button is highlighted with a red rectangular border.

Microsoft

Sign in

CA000000@mapfreagent.com

[Can't access your account?](#)

Back Next

Step 2: Enter your **existing** MAPFRE password.

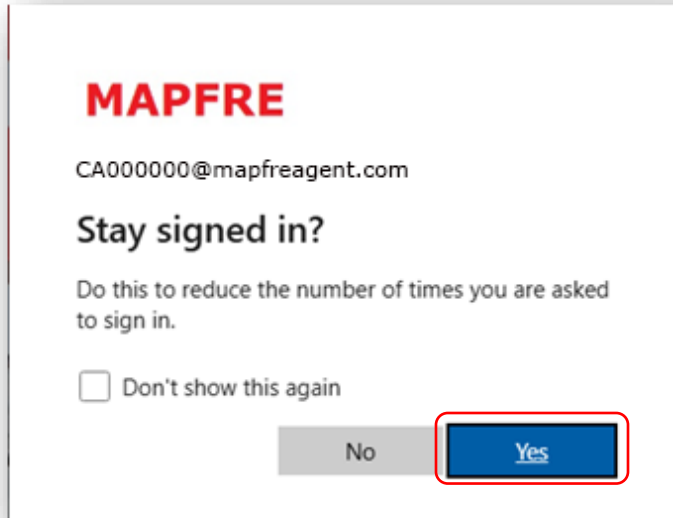
If you cannot remember your password, please contact Agency Interface at **agencyinterface@mapfreusa.com** to reset your password. The **Forgot my password** link only works after you have successfully registered for MFA.

Click **Sign in** to navigate to the next screen.



The image shows a login interface for MAPFRE. At the top is the MAPFRE logo in red. Below it is a back arrow and the email address CA000000@mapfreagent.com. The main heading is "Enter password" in bold. Below this is a password input field with a masked password of ten dots. Under the password field is a blue link that says "Forgot my password". To the right of the password field is a blue button with the text "Sign in" and a white cursor icon pointing at it. The button is highlighted with a red rectangular border. At the bottom of the form is a light gray footer bar with the text "Welcome to the collaborative spaces of MAPFRE."

Step 3: Click **Yes** to proceed to MFA set up.



MAPFRE

CA000000@mapfreagent.com

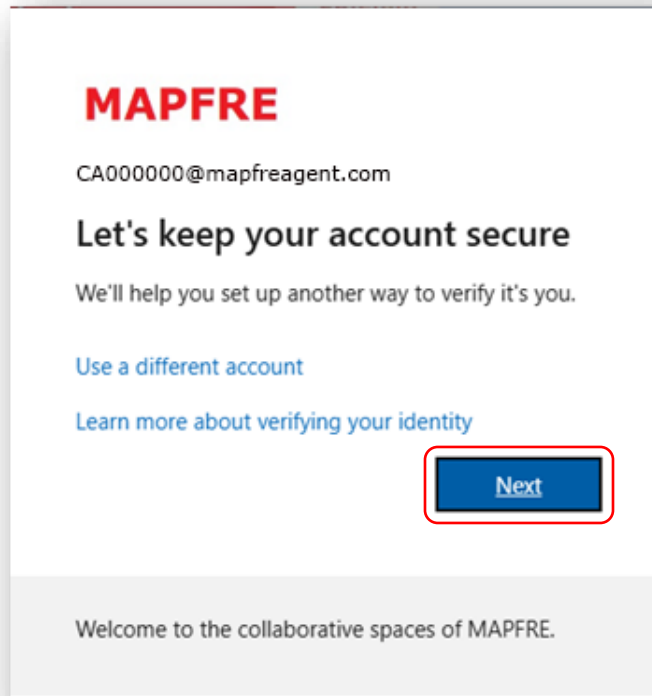
Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No Yes

Step 4: Select **Next** to continue.



MAPFRE

CA000000@mapfreagent.com

Let's keep your account secure

We'll help you set up another way to verify it's you.

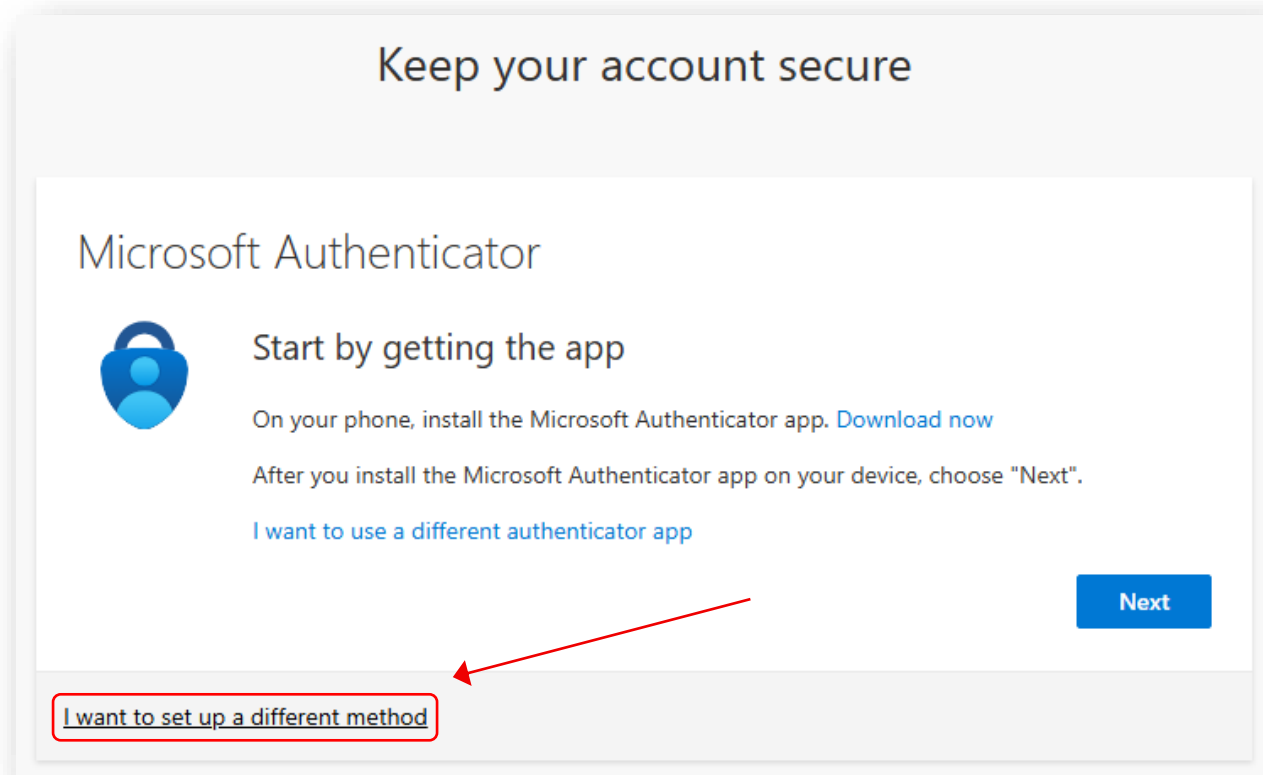
[Use a different account](#)

[Learn more about verifying your identity](#)

Next

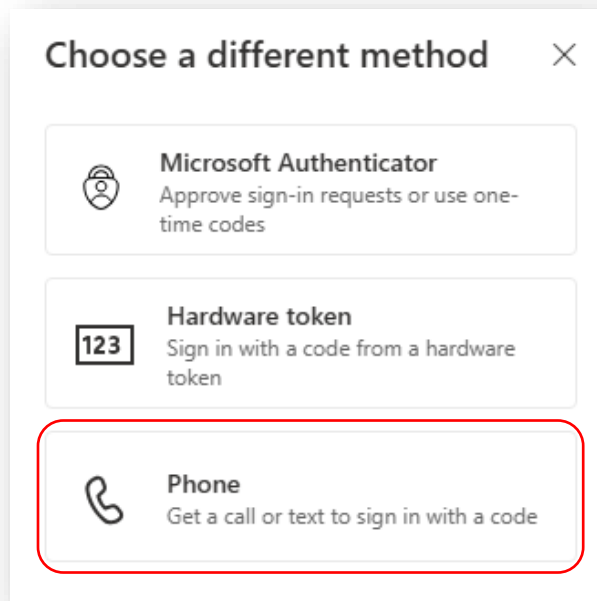
Welcome to the collaborative spaces of MAPFRE.

Step 5: Determine the MFA method that you would like to establish. If you would like to set up MFA via telephone, choose **I want to set up a different method**. Only select **Next** if you wish to set up the Microsoft Authenticator App.



Step 6: Select your preferred method.

The **Phone** method will be used as an example:



Note: You will use whichever method you select to establish your MFA method for future logins. To add or modify your MFA methods, you must contact Agency Interface at agencyinterface@mapfreusa.com. Hardware tokens are not available from MAPFRE.

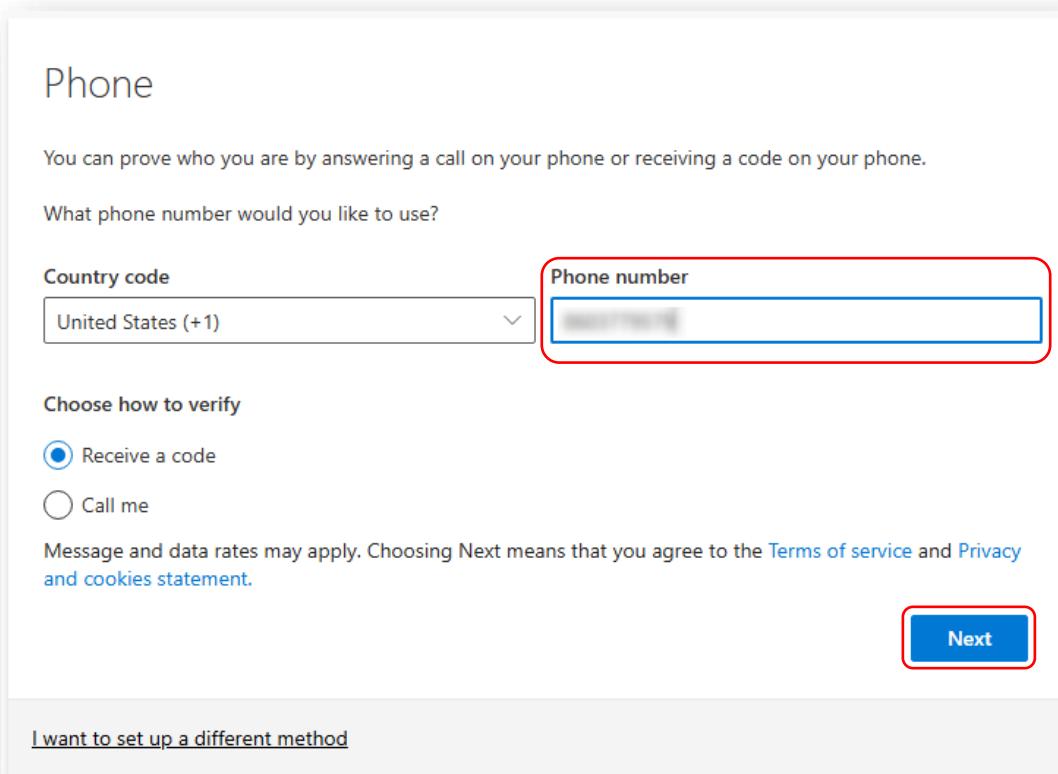
Step 7: The MFA system needs to verify your identity.

For the **Phone** option, you can select your MFA preference:

- **Receive a code:** applicable only to mobile phones; a text will be sent.
- **Call me:** the system will call your phone number.

The below screenshot illustrates the process when **Receive a code** has been selected for the **Phone** method:

1. Enter your desired telephone number into the dialog box.
2. Use the radial button to establish your preference.
3. Click the **Next** button.



The screenshot shows a 'Phone' verification dialog box. At the top, it says 'Phone' and 'You can prove who you are by answering a call on your phone or receiving a code on your phone.' Below this is the question 'What phone number would you like to use?'. There are two input fields: 'Country code' with a dropdown menu showing 'United States (+1)' and 'Phone number' which is highlighted with a red box and contains a masked number. Underneath is the section 'Choose how to verify' with two radio buttons: 'Receive a code' (selected) and 'Call me'. A disclaimer states 'Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.' A blue 'Next' button is highlighted with a red box at the bottom right. At the very bottom, there is a link that says 'I want to set up a different method'.

Step 8: The system will send a unique code to you via the sign-in method you established.

For example, when requesting to **Receive a code** via **Phone**, the authentication process is as follows:

1. A code is sent via text to the phone number you selected.
2. Obtain the code from your mobile phone and enter it into the dialog box on your computer screen.
3. Click **Next**.



Phone

We just sent a 6 digit code to +1 [redacted] Enter the code below.

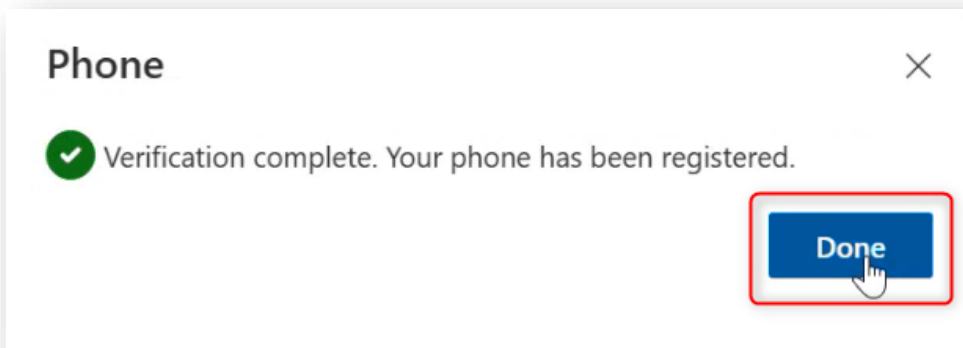
505930

[Resend code](#)

[Back](#) [Next](#)

[I want to set up a different method](#)

The system validates your code. Upon completing the authentication process, a verification message will appear on your computer screen.

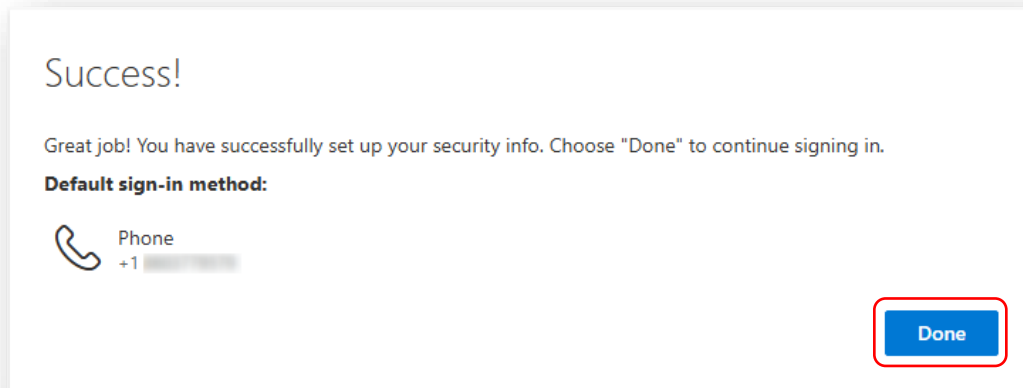


Phone

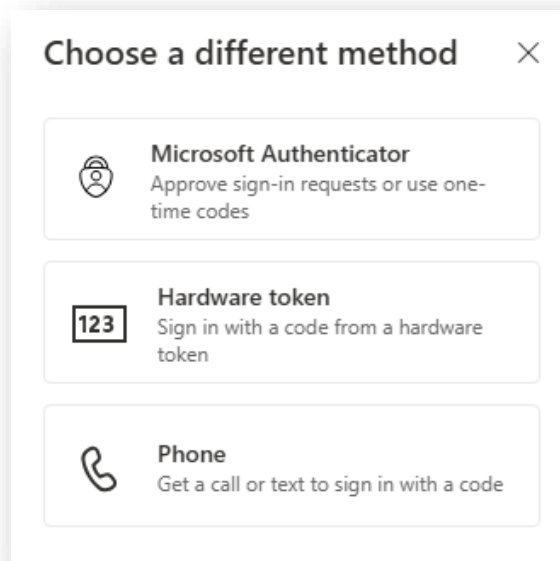
✓ Verification complete. Your phone has been registered.

[Done](#)

Step 9: Your default method is now displayed. Click **Done** to finish, and you will land on the homepage.



To use the other authentication methods, please follow the on-screen directions provided by Microsoft.



MAPFRE Support:

For assistance with your MAPFRE credentials or MFA login problems, please contact Agency Interface at agencyinterface@mapfreusa.com.