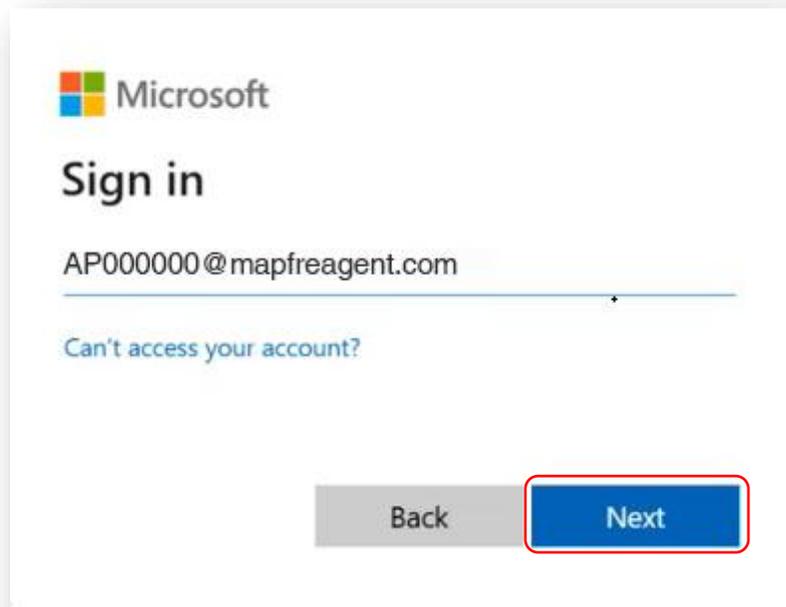


## How to register your MAPFRE Multifactor Authentication (MFA) preferences

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



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.

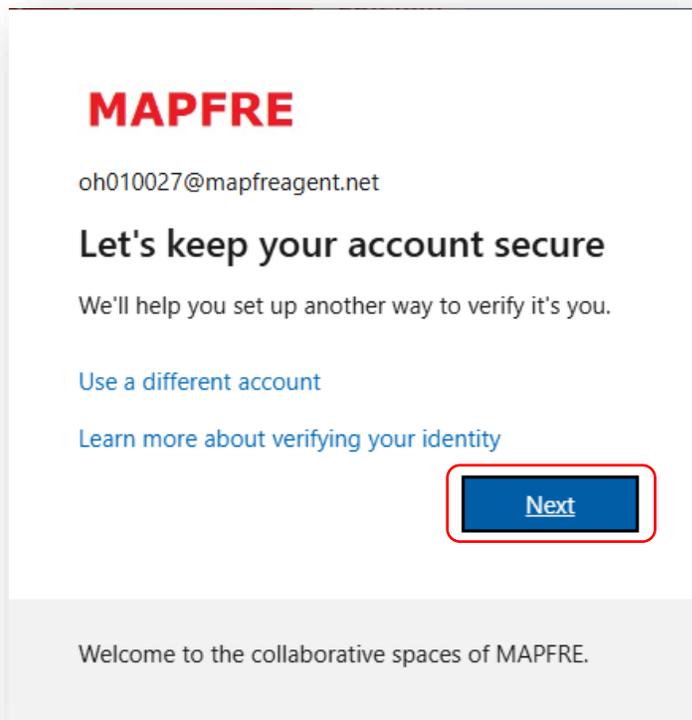
Click **Sign in** to navigate to the next screen.



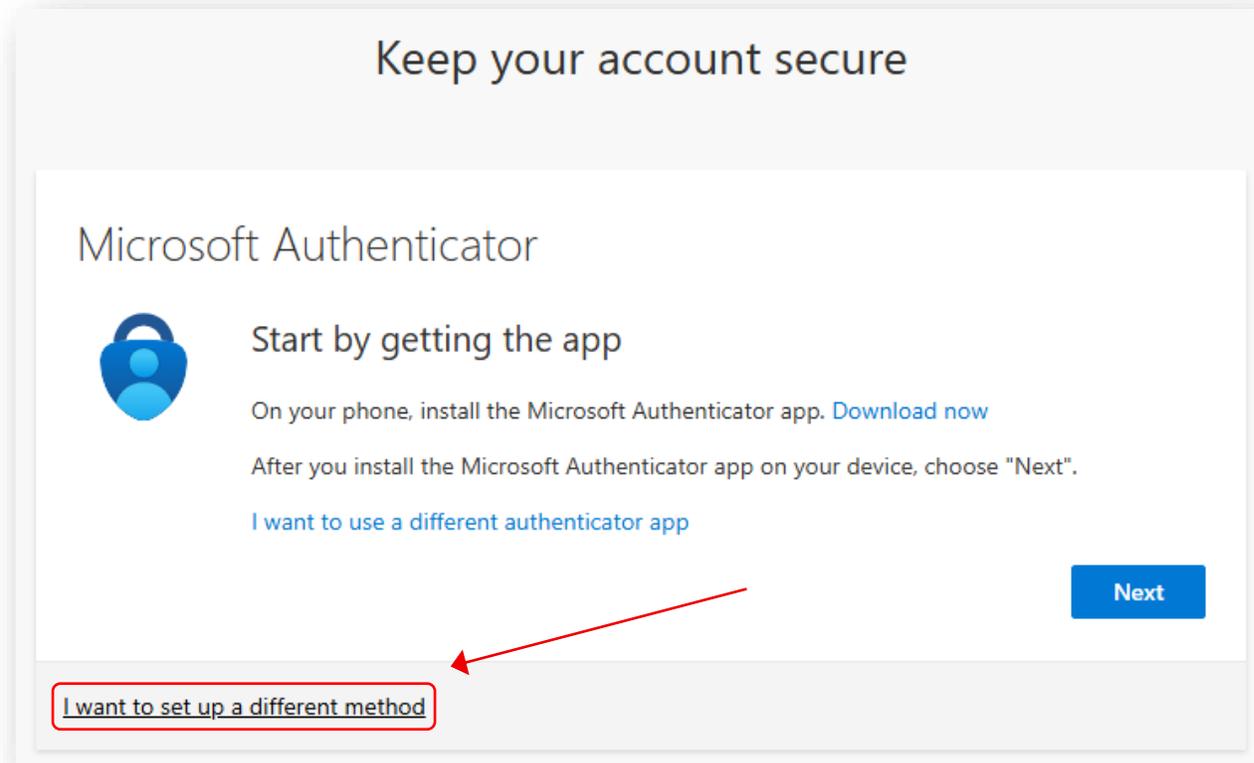
Step 3: Click **Yes** to proceed to MFA set up.



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

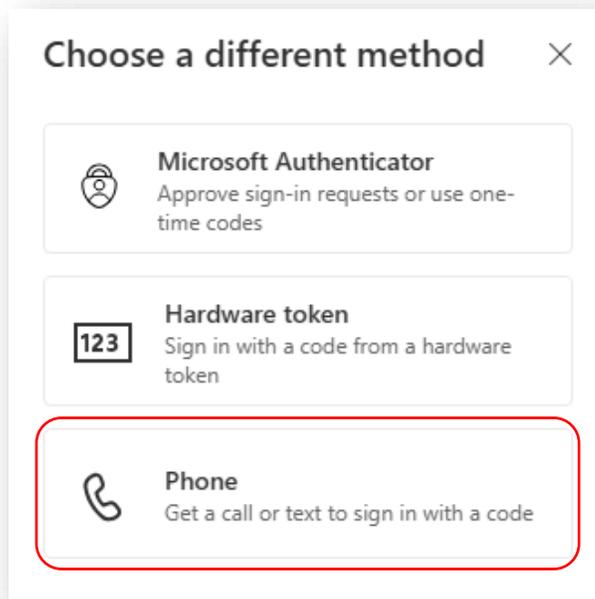


Step 5: Determine the MFA method that you would like to establish. If you would like to set up MFA via telephone, choose **I want to set up a different method**. Only select **Next** if you wish to set up the Microsoft Authenticator App.



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](mailto:agencyinterface@mapfreusa.com). Hardware tokens are not available from MAPFRE.

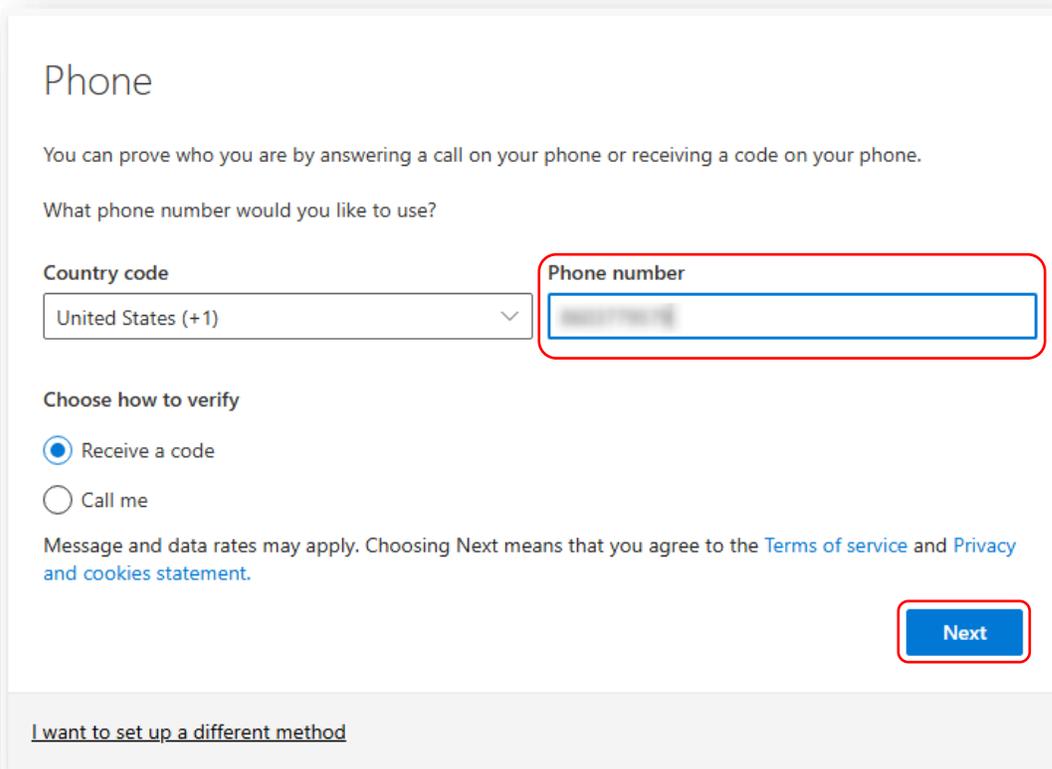
Step 7: The MFA system needs to verify your identity.

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.

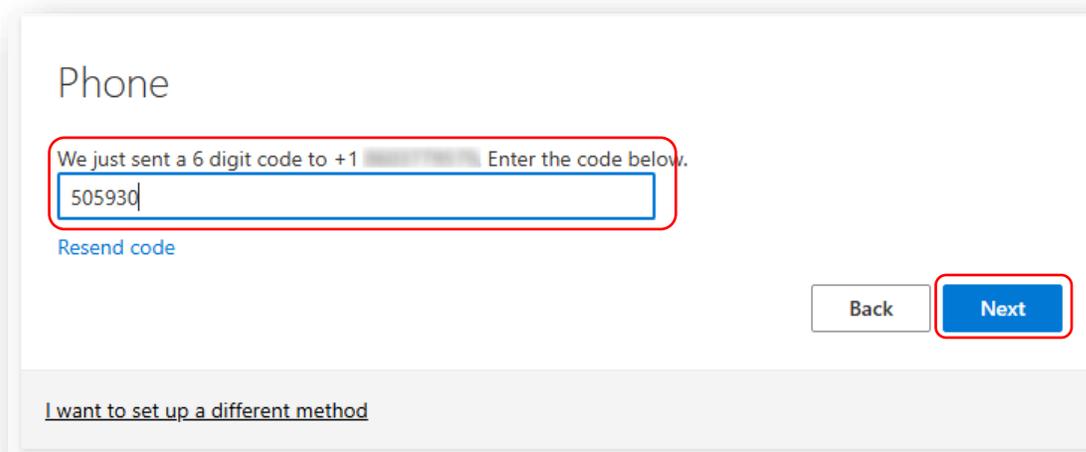


The screenshot shows a 'Phone' verification dialog box. At the top, it says 'Phone' and 'You can prove who you are by answering a call on your phone or receiving a code on your phone.' Below this, it asks 'What phone number would you like to use?'. There are two input fields: 'Country code' with a dropdown menu showing 'United States (+1)' and 'Phone number' with a text input field. Below the input fields, there is a section 'Choose how to verify' with two radio buttons: 'Receive a code' (selected) and 'Call me'. At the bottom, there is a 'Next' button and 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.

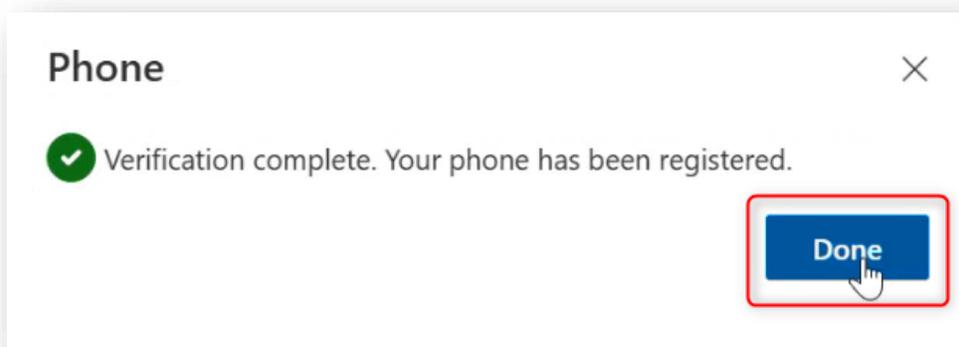
505930

[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.

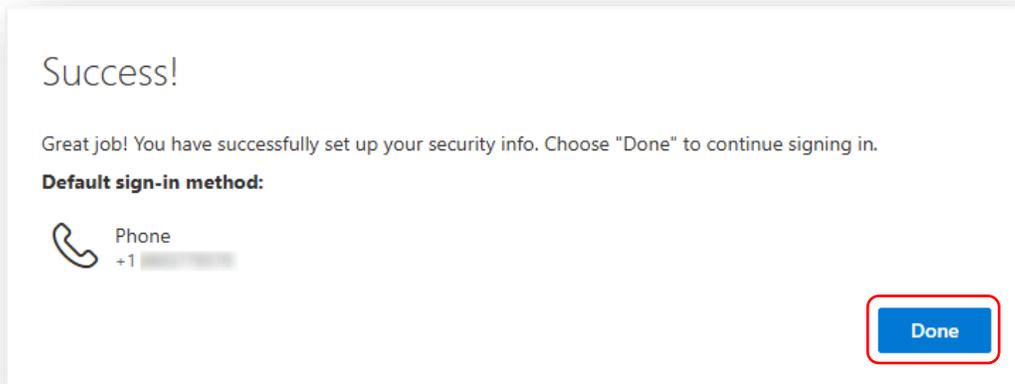


Phone

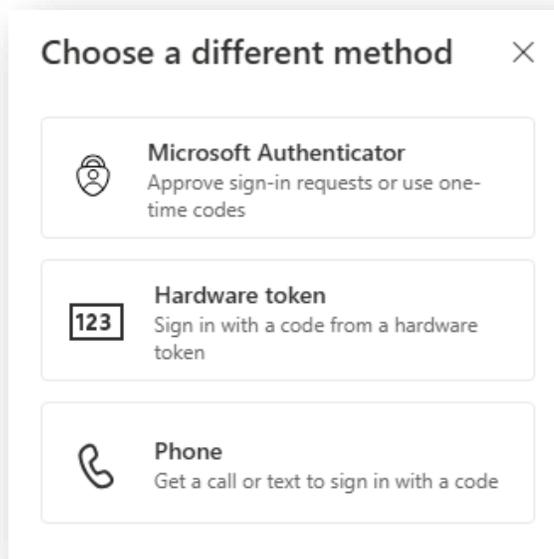
✓ Verification complete. Your phone has been registered.

[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](mailto:agencyinterface@mapfreusa.com).