

User Guide Multi Factor Authentication (MFA)

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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

Mobile number MFA
+44 (GB) 01-2345-6789

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:

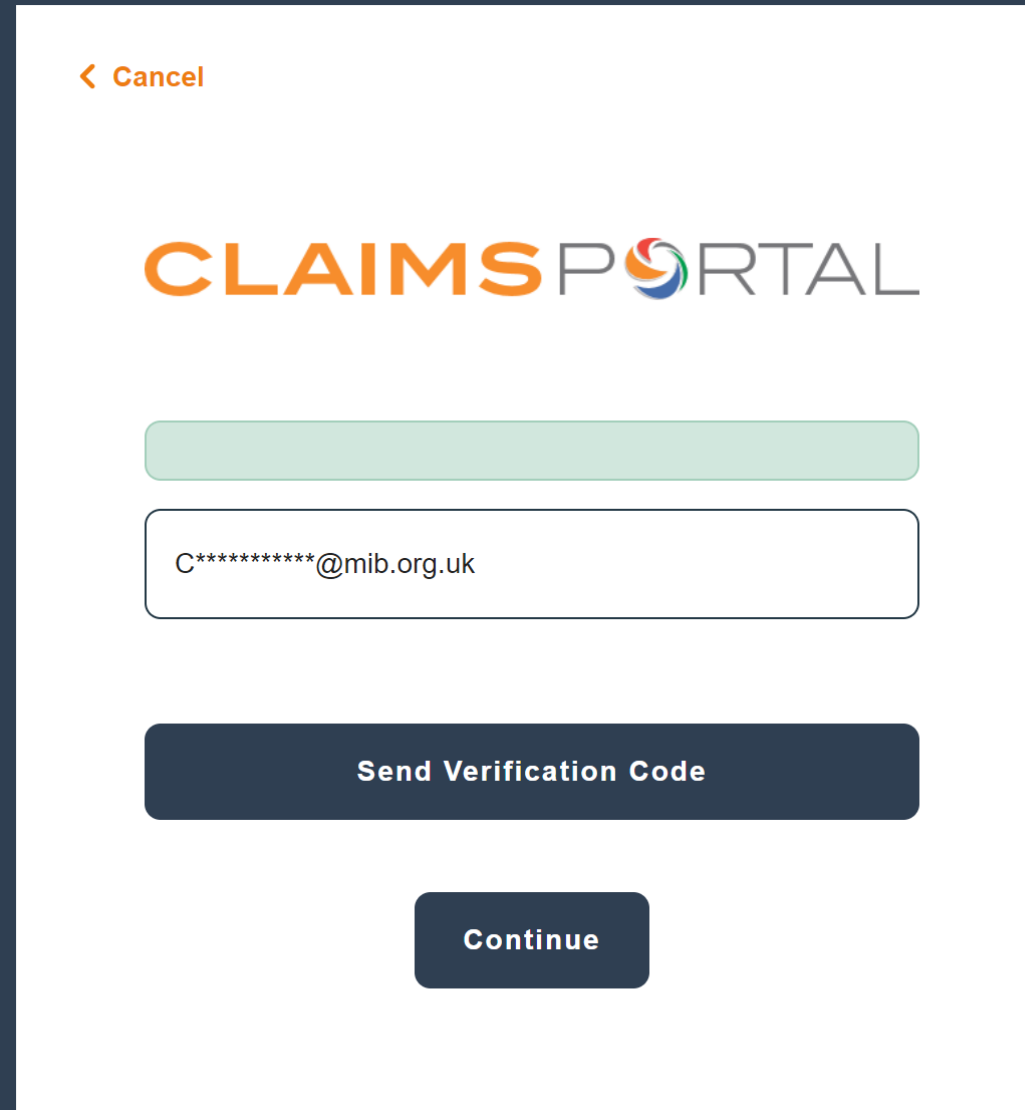
<https://www.rapidclaimsettlement.org.uk/>

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**

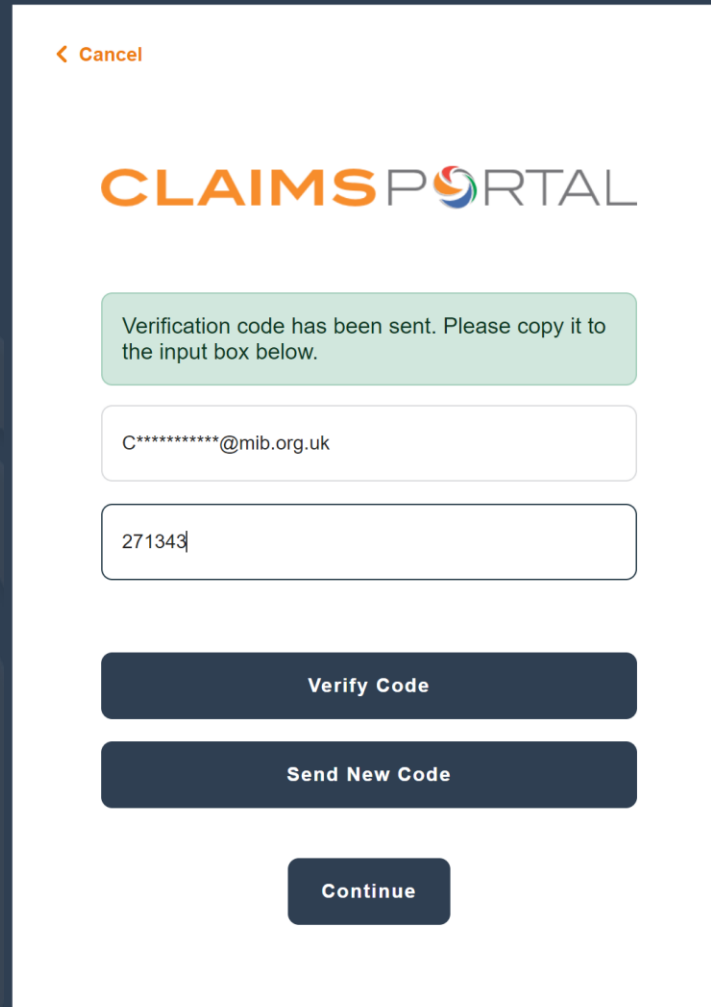
Thanks

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.



< Cancel

CLAIMSPORTAL

Verification code has been sent. Please copy it to the input box below.

C*****@mib.org.uk

271343

Verify Code

Send New Code

Continue

Administrator set up User Mobile:

If a User would prefer to receive the MFA token via SMS text message, they will need to enter the user's mobile number and click 'Confirm'

Multi Factor Authentication Contacts ▾

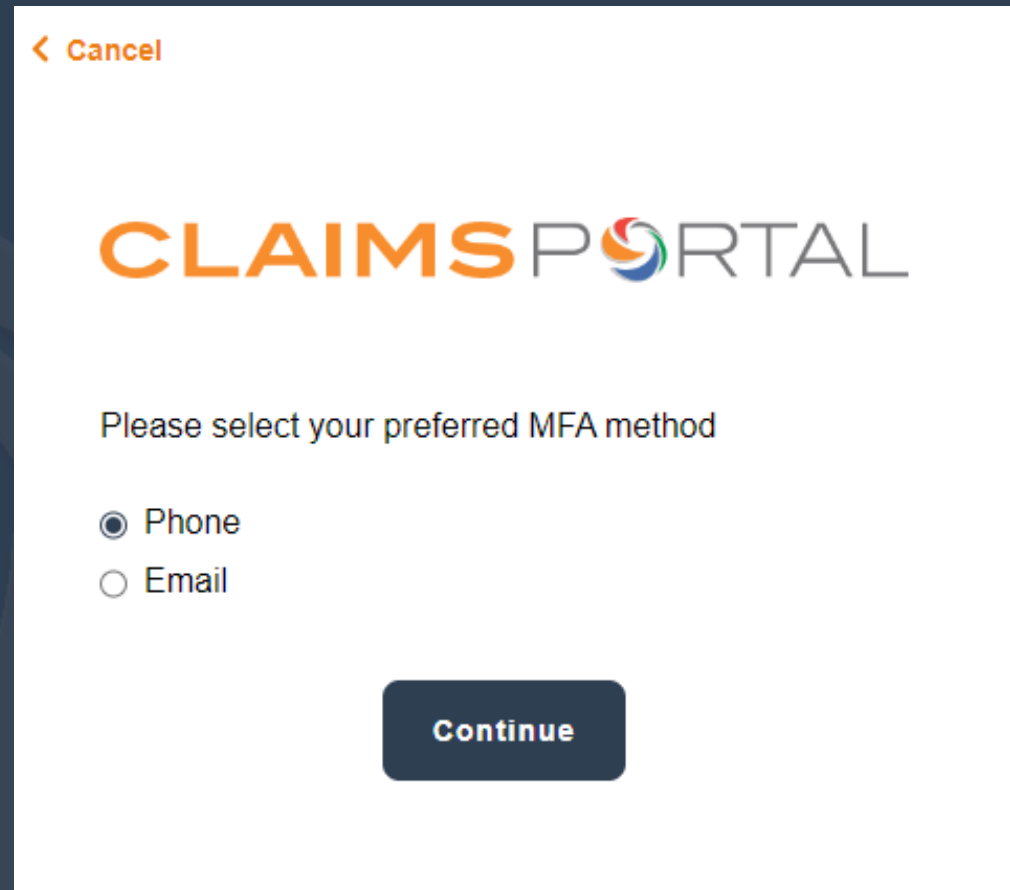
Email address MFA

Mobile number MFA

CONFIRM **BACK**

User next steps:

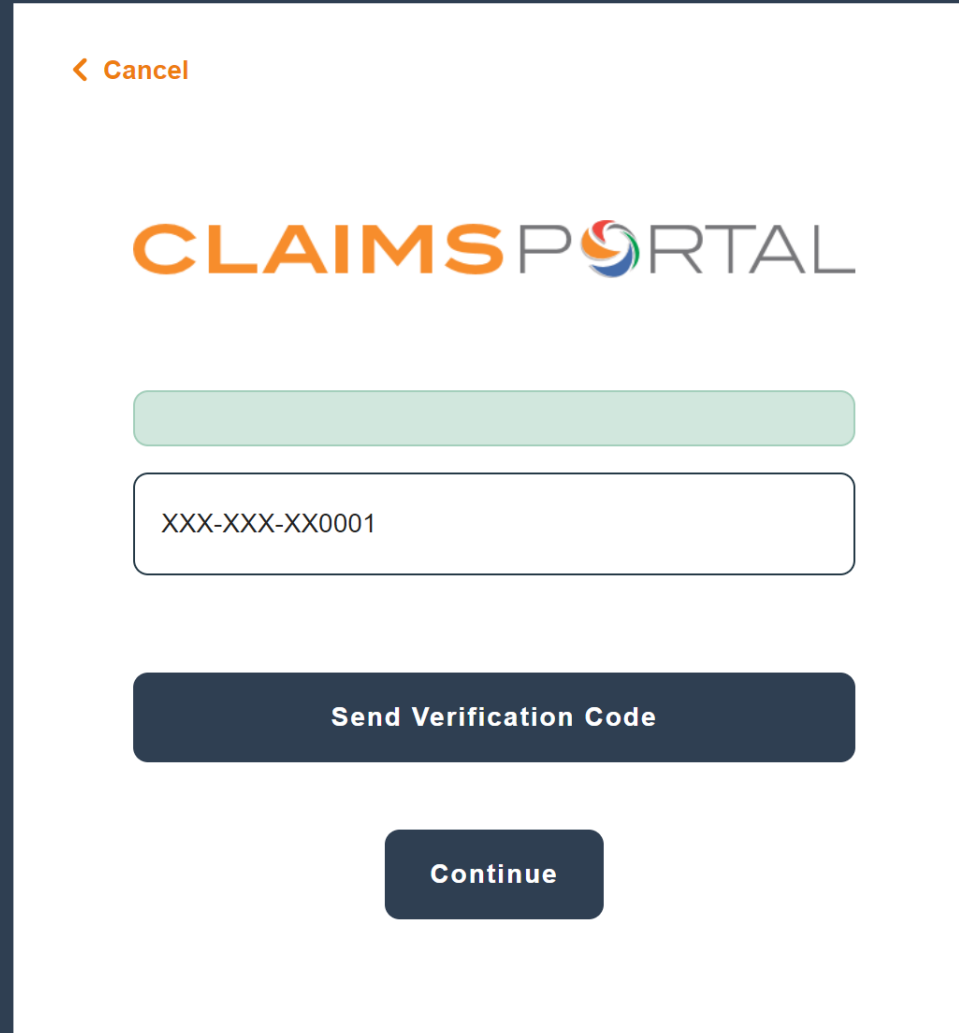
When the User logs on to the Portal they will see the below screen. Choose the relevant option and select 'Continue'



The screenshot shows a mobile application interface for CLAIMSPORTAL. At the top left, there is a back arrow and the text '< Cancel'. The main heading is 'CLAIMSPORTAL' in a large, bold font. Below the heading, the text 'Please select your preferred MFA method' is displayed. There are two radio button options: 'Phone' (which is selected) and 'Email'. At the bottom center, there is a dark blue button with the text 'Continue' in white.

User next steps:

If the mobile number is correct, the User will then click 'Send Verification Code'



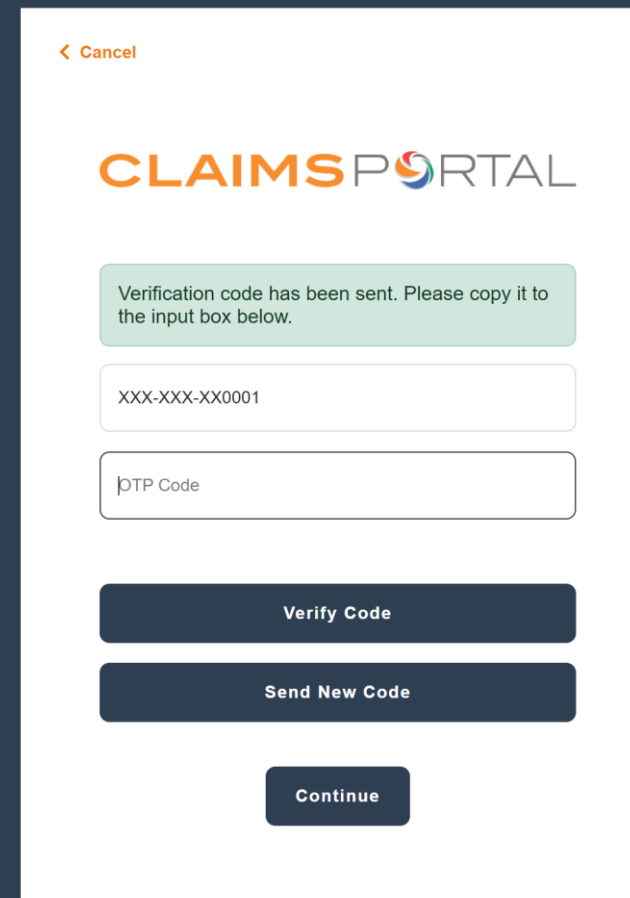
The screenshot shows a mobile app interface for CLAIMSPORTAL. At the top left, there is a back arrow and the text '< Cancel'. The CLAIMSPORTAL logo is centered at the top. Below the logo is a light green horizontal bar. Underneath that is a white input field containing the text 'XXX-XXX-XX0001'. Below the input field is a dark blue button with the text 'Send Verification Code'. At the bottom center is another dark blue button with the text 'Continue'.

User next steps:

The User will receive an SMS text from C.Portal and have 24 hours to validate their mobile number:

[222686](#) this is the token to access Claims Portal web. Token expires after 5 minutes.

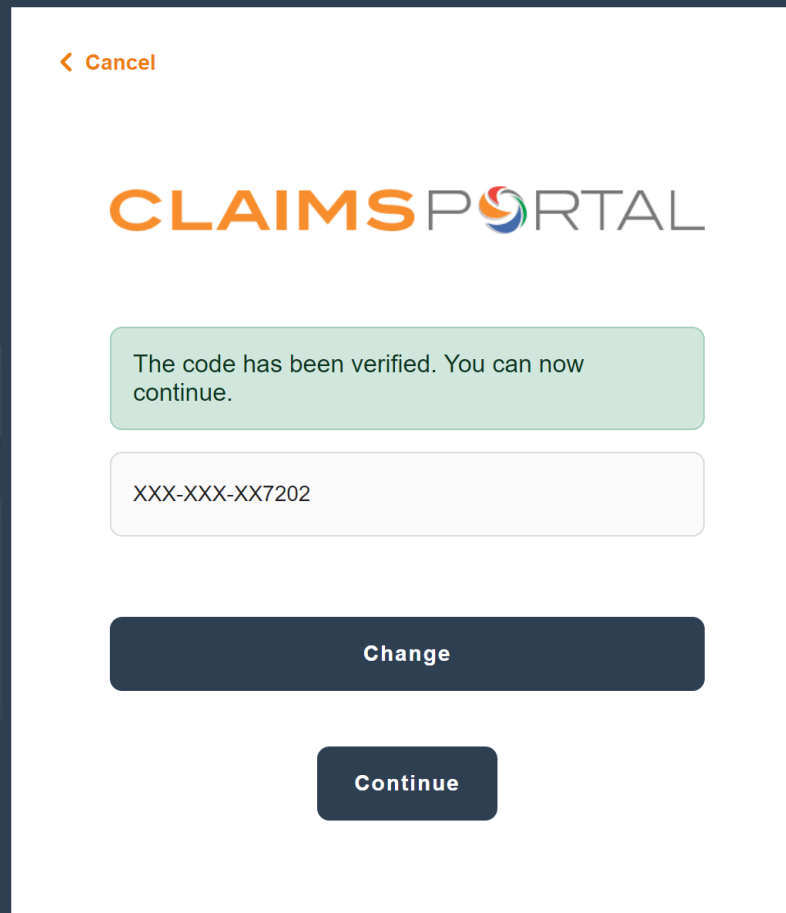
After receiving the SMS Token, the user should enter the code and click 'Verify Code'



The screenshot shows a mobile application interface for Claims Portal. At the top left, there is a back arrow and the text '< Cancel'. The main header is 'CLAIMSPORTAL'. Below the header, a green message box states: 'Verification code has been sent. Please copy it to the input box below.' Underneath this message is a text input field containing the placeholder 'XXX-XXX-XX0001'. Below that is another text input field labeled 'pTP Code'. At the bottom of the screen, there are three buttons: 'Verify Code', 'Send New Code', and 'Continue'.

User next steps:

Once the code has been verified, the user will need to click 'Continue'.



< Cancel

CLAIMSPORTAL

The code has been verified. You can now continue.

XXX-XXX-XX7202

Change

Continue