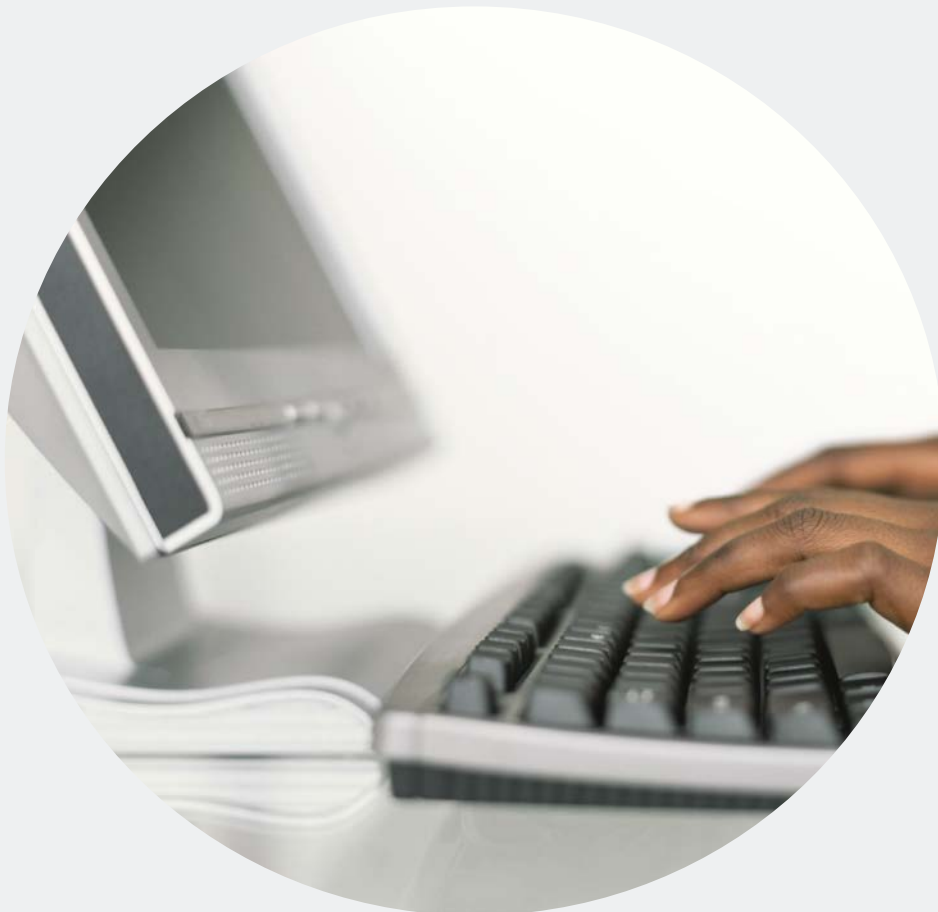


MyAccount

Login Instructions (Effective March 15, 2021)



Portal Login page.

ZURICH

Log In

Username

Remember me

Next

Need help logging in?

Don't have an account? Sign up

Enter Username, click **Next**.

ZURICH

Log In

Username

Password

Remember me

Log In

Need help logging in?

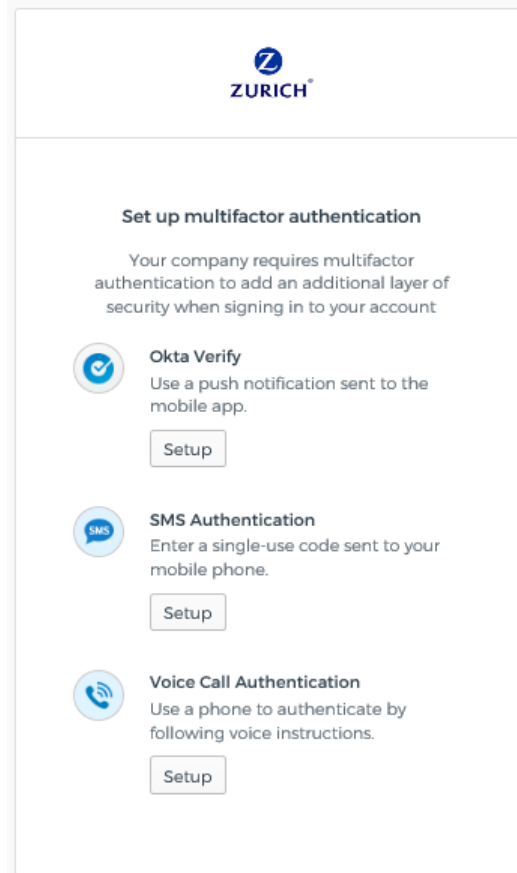
Don't have an account? Sign up

Enter Password, click **Log In**.

Set up multifactor authentication screen.

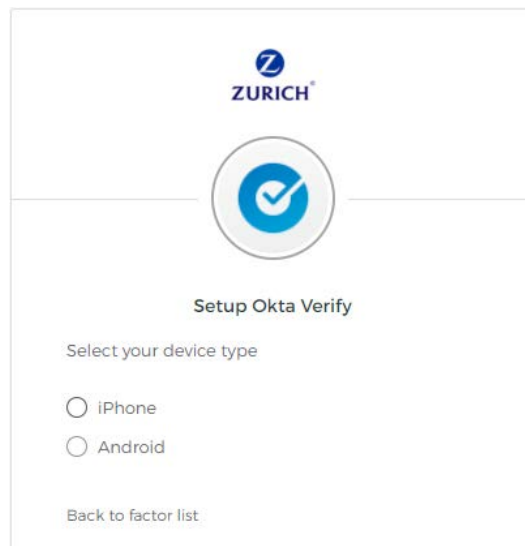
User will select one of the following: **Okta Verify**, **SMS Authentication**, or **Voice Call Authentication**

For the **Okta Verify** option, click **Setup**.



The screenshot shows the Zurich multifactor authentication setup screen. At the top is the Zurich logo. Below it, the heading "Set up multifactor authentication" is followed by a message: "Your company requires multifactor authentication to add an additional layer of security when signing in to your account". There are three options listed, each with a "Setup" button:

- Okta Verify**: Use a push notification sent to the mobile app. (Setup button)
- SMS Authentication**: Enter a single-use code sent to your mobile phone. (Setup button)
- Voice Call Authentication**: Use a phone to authenticate by following voice instructions. (Setup button)



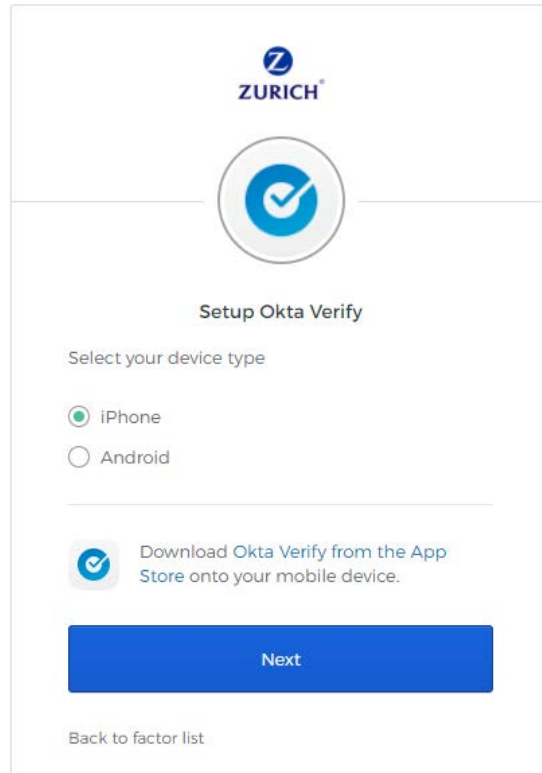
The screenshot shows the Zurich Okta Verify setup screen. At the top is the Zurich logo. Below it is a large circular icon with a checkmark. The heading "Setup Okta Verify" is followed by the instruction "Select your device type". There are two radio button options:

- iPhone
- Android

At the bottom, there is a link: "Back to factor list".

Select device (phone) type.

The box expands, click **Next**.




ZURICH

Setup Okta Verify

Select your device type

iPhone

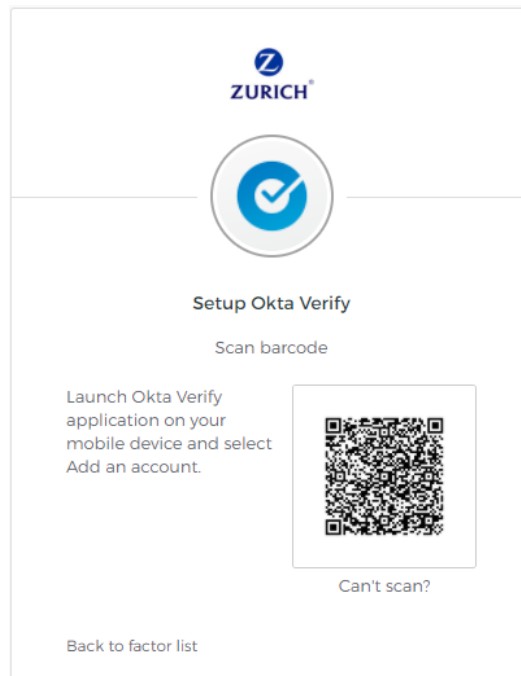
Android

 Download Okta Verify from the App Store onto your mobile device.

Next

[Back to factor list](#)

User scans barcode and the OKTA app is downloaded to phone.




ZURICH

Setup Okta Verify

Scan barcode

Launch Okta Verify application on your mobile device and select Add an account.

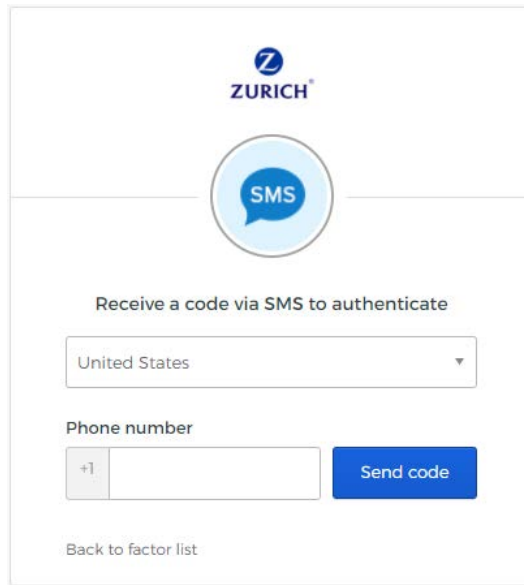


[Can't scan?](#)

[Back to factor list](#)

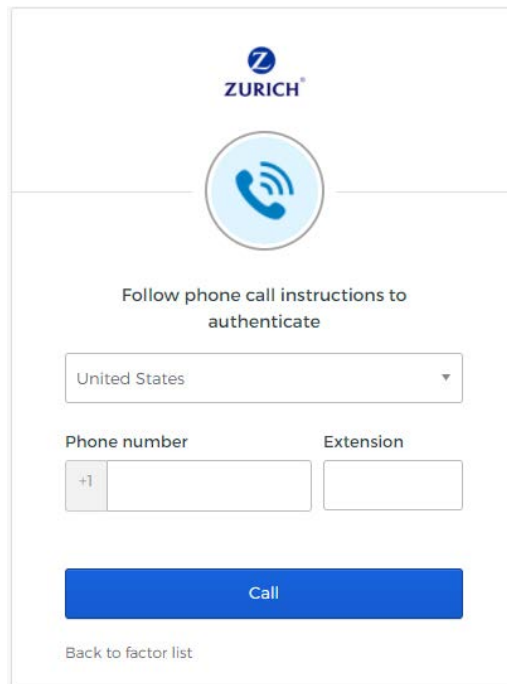
For the **SMS Authentication** option, click **Setup**.

Enter the Phone Number, click **Send Code**.



The screenshot shows the Zurich SMS authentication interface. At the top is the Zurich logo. Below it is a circular icon with 'SMS' inside. The text 'Receive a code via SMS to authenticate' is centered. There is a dropdown menu for 'United States'. Below that is the 'Phone number' section with a '+1' prefix and a 'Send code' button. At the bottom left is a link 'Back to factor list'.

Enter the code sent to phone, click **Verify**.
or the **Voice Call Authentication** option, click **Setup**.




The screenshot shows the Zurich Voice Call Authentication interface. At the top is the Zurich logo. Below it is a circular icon with a phone handset and signal waves. The text 'Follow phone call instructions to authenticate' is centered. There is a dropdown menu for 'United States'. Below that are two input fields: 'Phone number' with a '+1' prefix and 'Extension'. A large blue 'Call' button is centered below the input fields. At the bottom left is a link 'Back to factor list'.

Enter Phone Number, click **Call**.
User enters code sent via Voice Call, click **Verify**.

Users will need to reset their passwords using the following screen

Reset Password box.



Reset your password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 8 passwords.

New password

Repeat password

Reset Password

[Logout](#)