

MFA email bulk loading guidelines

February 2022





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Introduction

Claims Portal will shortly be implementing Multi-Factor Authentication (MFA) logging in credentials; this will introduce an additional layer of security for the verification of the identity of the user, along with your current credentials, you will be requested to enter a token delivered to verified email or to a verified mobile phone.

As an Administrator for your Organisation you are requested to fill in and confirm the MFA email addresses of each user belonging to your Organisation.

What do I have to do as an Administrator?

You need to log in with your current portal credentials to the temporary website <https://www.rapidclaimsettlement.org.uk/verification> and follow the guideline which you can download on the homepage or at the following link: <https://www.claimsportal.org.uk/>

The aim of this temporary website is to allow you to check that the users email address is correct, enter a valid email address when necessary and confirm the email addresses for all users belonging to your Organisation .

When do I have to perform this activity?

This activity is due between February 23 and March 9. After this period the temporary website will no longer be available and the configuration of the user will have to be performed manually from the Admin console of the Portal at a later date.

Why do I have to perform this activity?

This is a preliminary activity due before the switch on of the MFA for the Portal in March.

After the switch on of the MFA, only the web users that have at least one additional verification factor configured will be able to access the Portal.

Should you require any further assistance, please do not hesitate to contact us at ClaimsPortal@mib.org.uk.



Glossary of terms and reference

- **MFA verification website**

Go to <https://www.rapidclaimsettlement.org.uk/verification>

- **Claims Portal or “Portal”**

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

- **Multi Factor Verification (abbr. MFA) and Token**

We refer to MFA as an additional layer of security for the verification of the identity of the user, so that, along with your current credentials, you are requested to enter a token. We refer to token as a 6 digits code which is exchanged between the system and the user through a verified MFA email address.

- **Administrator**

User with one of the following roles: CR Administrator, COMP Administrator,

- **MFA email address**

Email address where the user will receive the token to log into the Portal. This email address is different from the user email address in the Admin Section - User Detail, which is not a mandatory field. Main difference is that, the MFA email address is used to certify the identity of the user, this has to be verified by the user or the Admin. Please note: email address in the Admin Section – User Detail MFA email address maybe identical (e.g. both are john.surname@gmail.com) but the second has to go through the verification process prior to start receiving tokens.

- **Verification process**

Confirmation that a certain email address (MFA email address) belongs to a certain user in order to identify the user to the Portal. Goal for this activity is to allow Admin to check that the users email address is correct, enter a valid email address when necessary and confirm the email addresses for all users belonging to the Organisation.



Logging into the MFA verification website

Please use your current login credentials to log into the MFA verification website.

Please note that only Administrators who have received the preemptive email from Claims Portal are allowed to log into the temporary portal. All other users including users who are not Admin users, will get an error message.

The standard login controls will apply when you login if you receive an error message please go to:

<https://www.claimsportal.org.uk/more-from-us/how-to-troubleshoot-common-errors-logging-onto-the-portal/>

and

Please go to <https://www.rapidclaimsettlement.org.uk/> and perform the operation there; then, try to login again into the verification website.



Main page – UI elements

MFA email verification page

Username you are logged in with. **MIB_admin_criftest** [Exit](#)

Logout button.

Welcome MIB_admin_criftest
This is the list of web users for the MIB00001. Please fill in and confirm email addresses for MFA (Multi factor Authentication).

Is the user active? [Export list in .csv.](#) [Export list in CSV](#)

Type	Org ID	Org Name	User ID	Branch	First Name	Surname	Act	Email address MFA	Status
CM	MIB00001	Motor Insurers Bureau	mib_admin2	C Branch 1 MIB	admin	admin	N	<input type="text"/> Confirm	

[Email format check.](#) [Email address MFA form.](#) [Confirm button.](#) [Update status panel.](#)

- Status panel; shows the latest save for the row in the format “date” “time” “user who performed the action”. If blank means that the value has not been saved.
- Email format check; it can show the following status: Email address valid ; Email address in the wrong format; Email address empty.
- Confirm button; if you click it you will confirm the email address currently shown in the Email address MFA form.
It can show the following status: [Confirmed](#) Data in the form has been confirmed by you ; [Confirm](#) Data in the form has yet not been confirmed by you.
Every time you click it you save the data again.



Verification of data by Admin (slide 1 of 3)

When you login for the first time you'll see the full list of users belonging to the Organisation for which you have an Admin role, including You and the other Admins.

Type	Org ID	Org Name	User ID	Branch	First Name	Surname	Act	Email address MFA	Status
CM	MIB00001	Motor Insurers Bureau	mib_admin2	C Branch 1 MIB	admin	admin	N	<input type="text"/> <input type="button" value="Confirm"/>	
CM	MIB00001	Motor Insurers Bureau	mib_ch	C Branch 1 MIB	mib_name	mib_surname	Y	<input type="text"/> <input type="button" value="Confirm"/>	
CM	MIB00001	Motor Insurers Bureau	MIB_admin	C Branch 1 MIB	mib_name2	mib_surname2	N	<input checked="" type="checkbox"/> name@mib.org.uk <input type="button" value="Confirm"/>	

The third row proposes a *pre-filled* email address; this is taken from "User Detail" in the Admin Console.

User detail

User ID	MIB_admin
Profile(s)	COMP Administrator
First name	mib_name2
Second name	mib_surname2
Surname	Evans
Email address	name@mib.org.uk

You can accept it by clicking on Confirm button. In this case the MFA email address field in the DB will be filled with the proposed email address. Please note that in this specific scenario the "Email address MFA" and "Admin section – User detail – Email address" are identical.





Verification of data by Admin (slide 2 of 3)

As you will see none of the rows which are shown have both the Status panel filled and have to be confirmed.


Type	Org ID	Org Name	User ID	Branch	First Name	Surname	Act	Email address MFA	Status
CM	MIB00001	Motor Insurers Bureau	mib_admin2	C Branch 1 MIB	admin	admin	N	<input type="text"/> <input type="button" value="Confirm"/>	
CM	MIB00001	Motor Insurers Bureau	mib_ch	C Branch 1 MIB	mib_name	mib_surname	Y	<input type="text"/> <input type="button" value="Confirm"/>	
CM	MIB00001	Motor Insurers Bureau	MIB_admin	C Branch 1 MIB	mib_name2	mib_surname2	N	<input checked="" type="checkbox"/> name@mib.org.uk <input type="button" value="Confirm"/>	

In order to confirm MFA email address, you simply have to:

1. Fill in the form with a formally correct () email address and click the “Confirm” button.

2. The row will now appear as follows:  test_entry@test.com 11-02-2022 16:14:23 MIB_admin_crftest ; you can see that the confirm button now appears in status “Confirmed” and the Status panel shows the latest action performed by you.

You might want to leave the MFA email address blank for a reason.

In this case you just need to click the “Confirm” button, leaving the form empty.  11-02-2022 16:16:13 MIB_admin_crftest In this case the data field in the MFA system will be empty the user will **NOT** be able to log into the Portal once the Multi Factor Authentication is switched on.



Verification of data by Admin (slide 3 of 3)

Before leaving your session, you should always ensure that all the rows have been confirmed, if you do not, any data you have entered will be lost!

Type	Org ID	Org Name	User ID	Branch	First Name	Surname	Act	Email address MFA	Status
CM	MIB00001	Motor Insurers Bureau	mib_admin2	C Branch 1 MIB	admin	admin	N	<input type="text" value="test_entry@test.com"/> <input type="button" value="Confirmed"/>	11-02-2022 16:14:23 MIB_admin_cristest
CM	MIB00001	Motor Insurers Bureau	mib_ch	C Branch 1 MIB	mib_name	mib_surname	Y	<input type="text"/> <input type="button" value="Confirmed"/>	11-02-2022 16:16:13 MIB_admin_cristest
CM	MIB00001	Motor Insurers Bureau	MIB_admin	C Branch 1 MIB	mib_name2	mib_surname2	N	<input type="text" value="name@mib.org.uk"/> <input type="button" value="Confirmed"/>	11-02-2022 16:18:37 MIB_admin_cristest

IMPORTANT NOTE:

- MFA does not impact A2A, it relates to web access to the portal Production site. There are some users that are both A2A and Web Users; these users also have web access, therefore they are included in the lists.
- All active administrators have been sent this email, however the site CANNOT be used concurrently. Only one Admin user at a time can access this temporary web site. In case data has been modified concurrently a popup will show when you try to confirm and the page will be refreshed.
- All the data entered will be moved to the Production site at a later stage. This means that none of the modification you make are immediately visible in the Portal and there is NO possibility that your actions will impact in real time any of the data in Production.



Should you require any further assistance, please do not hesitate to contact us at ClaimsPortal@mib.org.uk.