

MULTIFACTOR AUTHENTICATION FAQ

Safeguarding security on the agency portal



If you make purchases or conduct business online, you've probably encountered multifactor authentication by receiving a code to confirm your identity. That's how MFA works on Cincinnati's agency portal too, fortifying our already secure portal with extra protection for you and your policyholders. Here are your top MFA questions answered.

How does MFA work on the agency portal?

Each time you log in or forget your agency portal password, you'll request and receive a code to authenticate your identity. The confirmation code is delivered to you via the designated method you've requested: text, email and/or voice.

Please make sure to provide a unique email and/or phone number to ensure you receive prompt portal access. There can only be a single phone number and/or email address on file for each user account for MFA purposes, and only that email/phone number will receive portal access codes.

Take me through the forgotten password process. How does it work?

If you forget your agency portal password, you'll receive a code to authenticate your identity. This process replaces the need to use or answer unique security questions. The process is straightforward:

- Click "Forgot Password"
- Receive a code to the email account of record*
- Enter the code and reset your password
- Gain immediate access to the portal

What is an email account of record?

The email account of record is the email address associated with your portal account and is the only account that will receive forgotten password codes*. To ensure you receive a code, you must have an individual portal account where the associated email address is unique to you.

Your agency's portal administrator can help make the process smooth. Reach out to them if you:

- share portal accounts or email addresses
- use multiple portal accounts – unless you are a life agent with multiple writing agent codes

Where will identity authentication codes come from?

Codes will come from the email address, CincinnatiInsurance@cinfin.com. Please add it to your safe-sender list to ensure authentication codes come through in an expected and timely manner.

Take me through the portal log in MFA process. How will that work with MFA?

When you log in to the portal, a prompt to verify your identity will appear. You will request a confirmation code, receiving it via text message, email or voice – depending on the method you request. Once you correctly enter the code, your identity is verified and you gain access to the portal.

MFA is required at each portal login unless you click “Remember My Device” – in which case you’ll be prompted for it weekly.

I have multiple portal email and user accounts. Should I ask my portal administrator to delete my duplicate accounts?

Most users need only one portal account with one corresponding email address. There are some exceptions for life insurance business, such as agents with multiple writing agent codes. Contact your portal administrator if you are a life user with multiple accounts, and you believe you require multiple accounts.

My account is inactive. How do I restore it?

Your portal administrator can restore your account and assist with access and login issues. Once restored, you must log in to your agency portal account by 11:59 p.m. ET or the account will revert to an inactive status.

What is the MFA timeline?

Cincinnati announced MFA in July 2022, with plans to launch MFA in 2 phases:

- Phase 1: Forgotten Password MFA – effective August 29, 2022.
- Phase 2: Portal Access MFA – starting October 10, 2022. Registration is optional for several weeks, allowing agencies and users to register your MFA communication preferences when it works for your schedules. Portal users must register by December 2, 2022, to meet year-end regulation deadlines.

Can I still access my bookmarked pages?

If you’ve bookmarked a page, tool or link stored on the agency portal, you must delete the bookmark then log into the portal from the main page to create new bookmarks that will work for you going forward.

When using the new bookmarks to gain portal access, you will be prompted to enter an MFA code just as if you are accessing the portal through the main login page. Once MFA is complete, you’ll go directly to your new bookmarked page.

Where can I go to learn more?

These resources may help you navigate MFA on the agency portal:

- Review Agency Portal Top 10 Features, Adv. 1662, for portal tips and features
- Contact your portal administrator for access and log in assistance and questions
- Watch MFA Overview Video for Users, WCO506
- Contact Cincinnati’s IT Customer Support team, 866-513-1133, with technical questions

*Once you’ve provided your unique email and/or phone number to receive MFA codes to, that contact method will replace your email of record as the channel receiving your codes.

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