

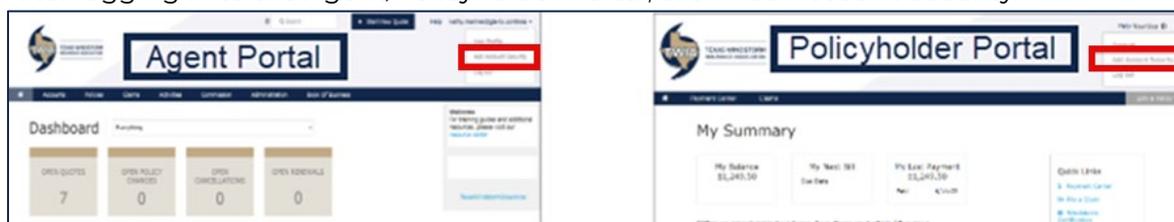
2-Step Authentication Guide for Agent or Policyholder

This guide demonstrates the new Two-Step Multi-Factor Authentication (MFA) functionality.

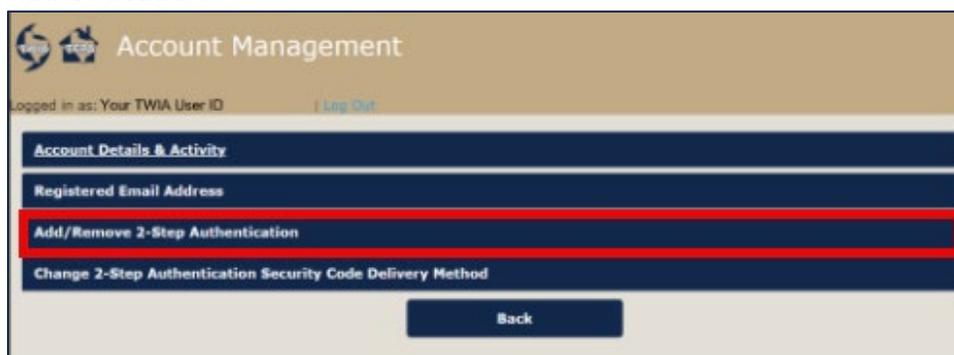
- [Establish a New 2-Step Authentication](#)
- [Change Security Code Delivery Method: Email to Cell Phone](#)
- [Change Security Code Delivery Method: Cell Phone to Email](#)
- [Remove 2-Step Authentication](#)
- [Remove Cell Phone](#)
- [Miscellaneous](#)

Establish a new 2-Step Authentication

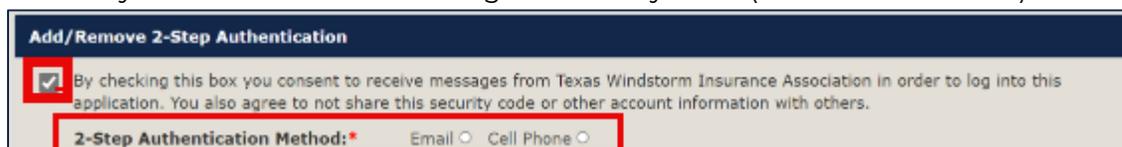
- After logging in to the Agent/Policyholder Portal, click Add Account Security.



- The system responds with the Account Management screen. Then click Add/Remove 2-Step Authentication.

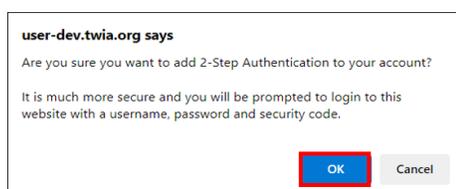


- Read the pop-up message and check the box if you consent to receive messages. Then, select the method you want to use for receiving the security code. (Email or Cell Phone).



If Email is selected:

- If you selected Email, a message will appear asking you to confirm you want to add 2-Step Authentication. To confirm, click OK.



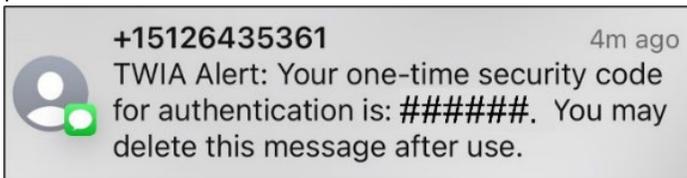
- b. The next time you login, you will need to enter the security code sent via an email with the subject "One-Time Security Code for Authentication".



If Cell Phone is selected:

- a. Enter your cell phone number in the Cell Phone Number field and click Continue.

- b. A text message with a six-digit security code will be sent to the cell phone number you provided.



- c. Enter the one-time security code you received in the Security Code field and click Continue.

- d. Click OK on the confirmation screen.

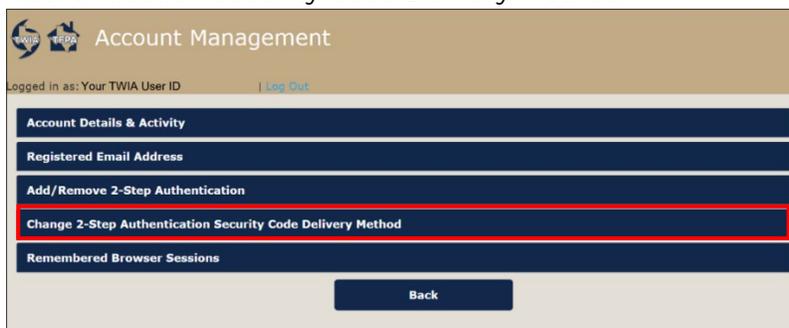
A screen will appear letting you know you were successful.

- The next time you login, you will be required to follow the 2-step authentication process and enter the Security Code that was sent to you. Then, click Login. You should now be logged in.

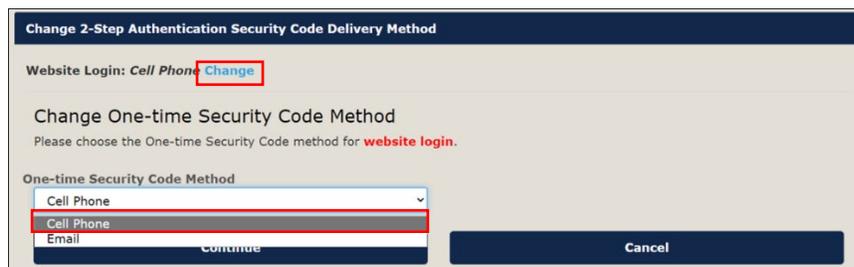


Changing the 2-Step Authentication Security Code Delivery Method from Email to Cell Phone

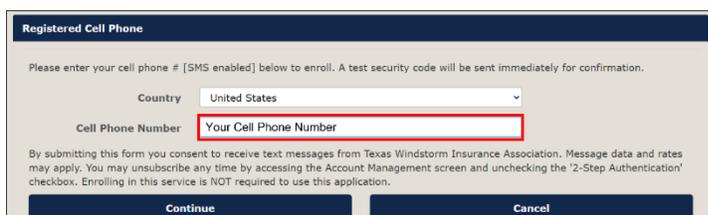
- After logging in to the Portal, from the Account Management screen, click Change 2-Step Authentication Security Code Delivery Method.



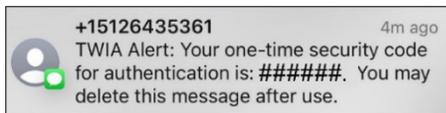
- Click Change. Then the window will expand. Click in the One-time Security Code Method field, select Cell Phone, and click Continue.



- Enter the cell phone number to use for 2-Step Authentication and click Continue.



- The application will confirm the Cell Phone number you entered by sending an SMS (text) message to the cell phone number with a one-time security code.



- To verify the correct cell phone number was entered, enter the one-time security code into the Security Code field and click Continue.



Registered Cell Phone

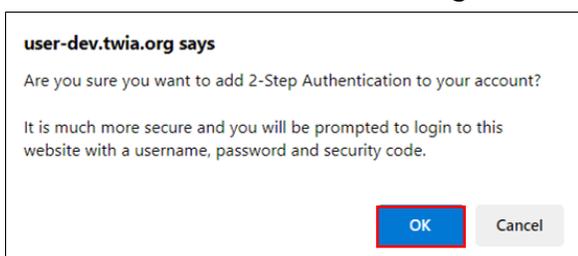
A one-time security code will be delivered as a text/SMS to:
 xxx-xxx-9999

It could take 60 seconds to be delivered. Upon receipt, please enter the Security Code below to continue.

Security Code

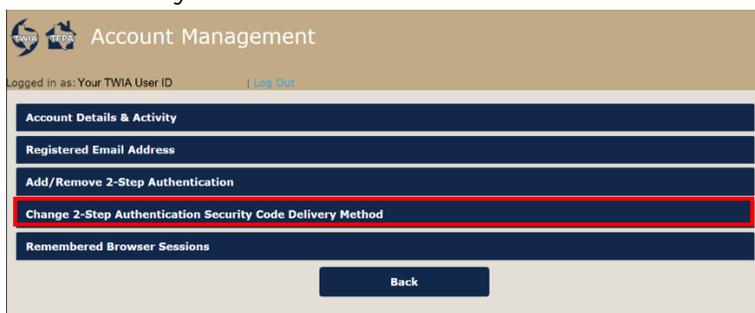
Continue **Cancel**

- Confirm you want to use 2-Step Authentication by clicking OK. The change is complete and you will be returned to the Account Management screen.

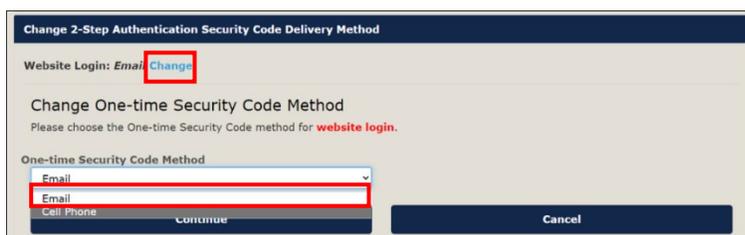


Changing the 2-Step Authentication Security Code Delivery Method from Cell Phone to Email

- Once logged in, from the Account Management screen, click Change 2-Step Authentication Security Code Delivery Method.



- Click Change. Then the window will expand. Click in the One-time Security Code Method field, then select Email, and click Continue.



Change 2-Step Authentication Security Code Delivery Method

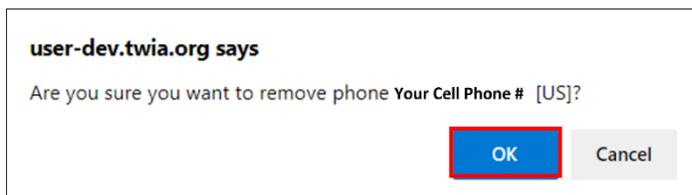
Website Login: Email **Change**

Change One-time Security Code Method
 Please choose the One-time Security Code method for **website login**.

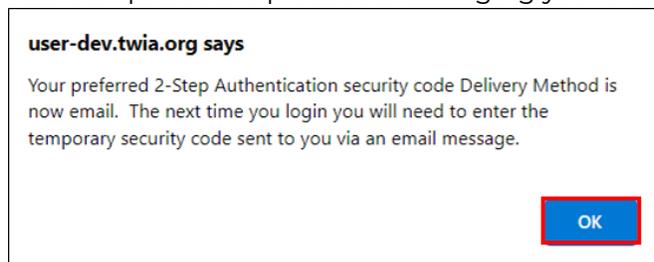
One-time Security Code Method

Cell Phone **Continue** **Cancel**

- A pop-up message will appear confirming the change. If you are sure, click OK.

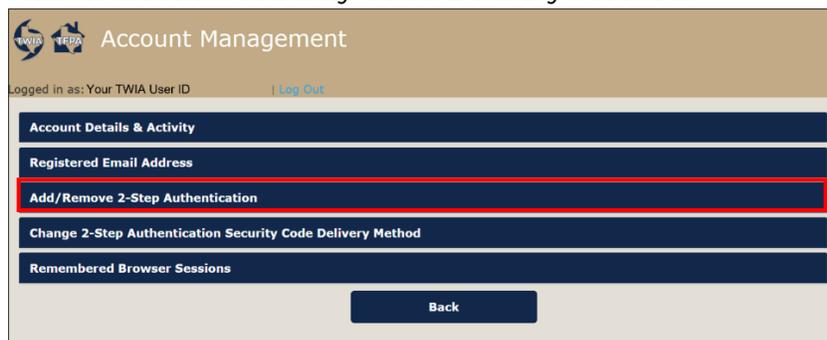


- Another pop-up will appear confirming your MFA Passcode Delivery Method is now email. Click OK. This completes the process of changing your Passcode Delivery Method from Cell Phone to Email.

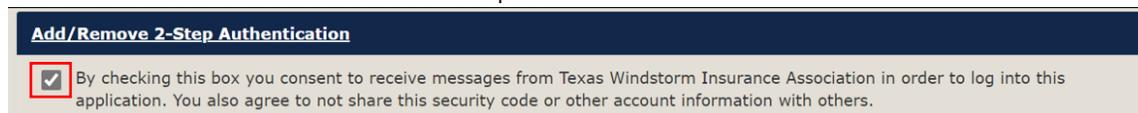


Remove 2-Step Authentication

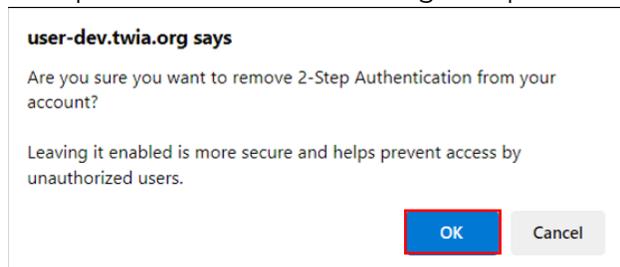
- Once logged in, from the Account Management screen, click Add/Remove 2-Step Authentication Security Code Delivery Method.



- Click the checkbox to de-select the option.



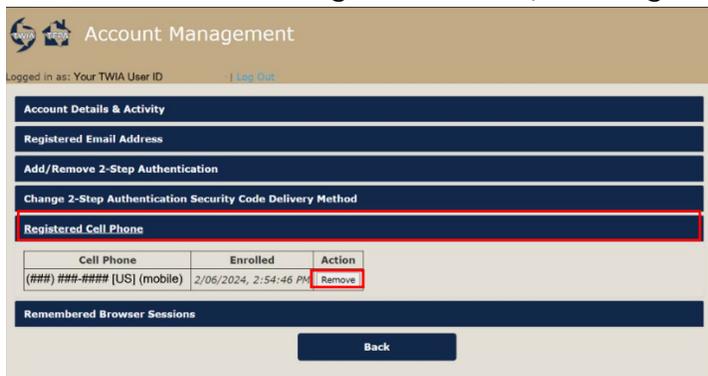
- A popup screen will appear asking for confirmation to remove 2-Step Authentication. Click OK. The 2-Step Authentication is no longer required.



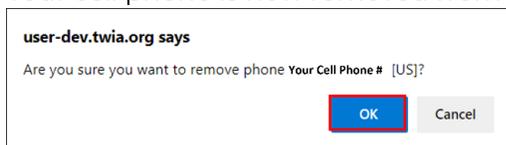
NOTE: Even though you have removed 2-Step Authentication, your Cell Phone number will remain in the system.

Remove Cell Phone

1. From the Account Management screen, click Registered Cell Phone. Then select Remove.



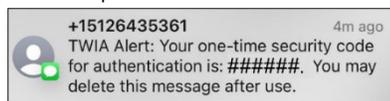
2. A pop-up message will appear asking you to verify you want to remove your cell phone. Click OK. Your cell phone is now removed from the system.



Note: If you had 2-Step Authentication enabled using your Cell Phone as the one-time security code delivery method, removing your cell phone will automatically change the one-time security code delivery method to Email.

Miscellaneous Information

- If someone tries calling 512-643-5361, they will receive the voice message, “This number does not accept calls. For help from Texas Windstorm Insurance Association, please call 800-979-6443.”



- If someone tries to reply to the SMS one-time security code for authentication text message they received, they will receive the following message back.



- If someone's cell phone is lost or stolen and they cannot receive their one-time security code, they need to contact Policy Services at 1-800-979-6443. Policy Services will need to open a Kace ticket to have the cell phone removed and 2-Step Authentication turned off.
- If someone enters an incorrect one-time security code, they will receive a Login Error. Re-enter the one-time security code that was sent to you via the 2-Step Authentication Security Code Delivery Method you selected.



Security Code Required

A one-time security code will be delivered as a text/SMS to:
xxx-xxx-9999

It could take 60 seconds to be delivered. Upon receipt, please enter the Security Code below to continue.

Login Error
The information you entered does not match our records. Please try logging in again.
After 5 login errors, your account will be locked for 5 minutes. You have tried to login 1 time

Username
Your User ID

Password

Security Code

[Click here for help logging in.](#)

Remember this device?