

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

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

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

😔 🏠 Account Management		
opped in as: Your TWIA User ID (Log Out		
Account Details & Activity		
Registered Email Address		
Add/Remove 2-Step Authentication		
Change 2-Step Authentication Security Code Delivery Method		
Back		

3. 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).

Add/Remove 2-Step Authentication				
	By checking this box you consent to rece application. You also agree to not share t	tive messages from Texas W this security code or other a	indstorm Insurance Association in order to log into this coount information with others.	
	2-Step Authentication Method:*	Email O Cell Phone O		

If Email is selected:

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

user-dev.twia.org says				
Are you sure you want to add 2-Step Authentication to your account?				
It is much more secure and you will be prompted to login to this website with a username, password and security code.				
	ОК	Cancel		



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.

Please enter your cell phone # [S	MS enabled] below to enroll. A test	security code will be sent immediately for confirmation.
Country	United States	
Cell Phone Number Your Cell Phone Number		
By submitting this form you cons may apply. You may unsubscribe checkbox. Enrolling in this servic	ent to receive text messages from T any time by accessing the Account I e is NOT required to use this applicat	xas Windstorm Insurance Association. Message data and rate fanagement screen and unchecking the '2-Step Authentication ion.
		Course 1

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.

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			

d. Click OK on the confirmation screen.

Are you sure you want	to add 2-Step Authentication to your account?
It is much more secure website with a usernam	and you will be prompted to login to this ne, password and security code.

A screen will appear letting you know you were successful.

Registered Cell Phone				
Cell phone successfully added				
Refresh the account management page				



4. 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.

Security Code Require	d			
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.				
Username				
Your Username				
	TWIA TEPA			
Password				
•••••				
Security Code				
Remember this device?				
Login	Cancel			

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

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

🧓 🍓 Account Management				
agged in as: Your TWIA User ID Log Out				
Account Details & Activity				
Registered Email Address				
Add/Remove 2-Step Authentication				
Change 2-Step Authentication Security Code Delivery Method				
Remembered Browser Sessions				
Back				

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

Change 2-Step Authentication Security Code Delivery Method				
Website Login: <i>Cell Phone</i> 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				
Cell Phone				
Email	Cancel			

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





4. 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.



5. 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:	Security Code below to continue.				
Security Code					
Continue	Cancel				
Continue	Cancer				

6. 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

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



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





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



4. 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

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

🧓 🍻 Account Management
Logged in as: Your TWIA User ID Log Out
Account Details & Activity
Registered Email Address
Add/Remove 2-Step Authentication
Change 2-Step Authentication Security Code Delivery Method
Remembered Browser Sessions
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2. Click the checkbox to de-select the option.

Add/Remove 2-Step Authentication	
By checking this box you consent to receive messages from Texas Windstorm Insurance Association in order to log into this application. You also agree to not share this security code or other account information with others.	

3. 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.

Account Details & Activity		
Registered Email Address		
Add/Remove 2-Step Authenti	cation	_
Change 2-Step Authentication	Security Code Delivery Method	
Registered Cell Phone		
Registered Cell Phone Cell Phone	Enrolled Action	_

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.

user-dev.twia.org says		
Are you sure you want to remove phone Your C	Cell Phone # [US]	?
	ОК	Cancel

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
Vour Lieor ID
Password
Example Code
Click here for help logging in.
Demember this device?
C Remember this device?
Login Cancel