

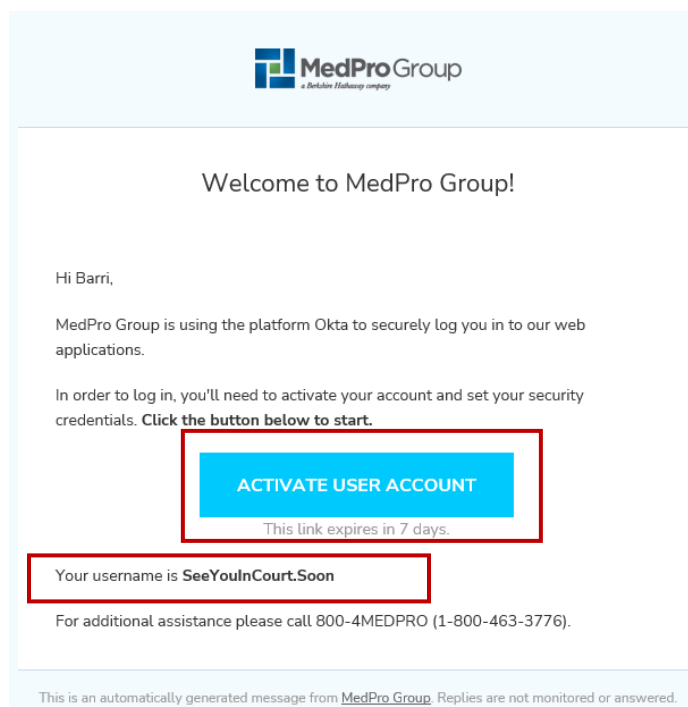
# Activate Your Claims Communication Portal User Account

Impacted Parties	<ul style="list-style-type: none"> <li>All Defense firm users of Claims Communication Portal.</li> </ul>
Impacted Roles	<ul style="list-style-type: none"> <li>Any Defense firm representative that has received an email from MedPro to activate their Claims Communication Portal account.</li> </ul>
Overview	<ul style="list-style-type: none"> <li>I need to set up my password and 2-factor authentication, so that I can gain access to the Claims Communication Portal.</li> </ul>

**Before You Begin:** It is assumed that the user has been set up with an active account on the Claims Communication Portal and has received an activation email. Please refer to job aids for Requesting an Account, Logging in / Logging Off Claim Communication Portal (after initial activation) for instructions on how to complete these activities. **Recommended browsers are Chrome, Microsoft Edge, Safari and Firefox (IE is not compatible).**

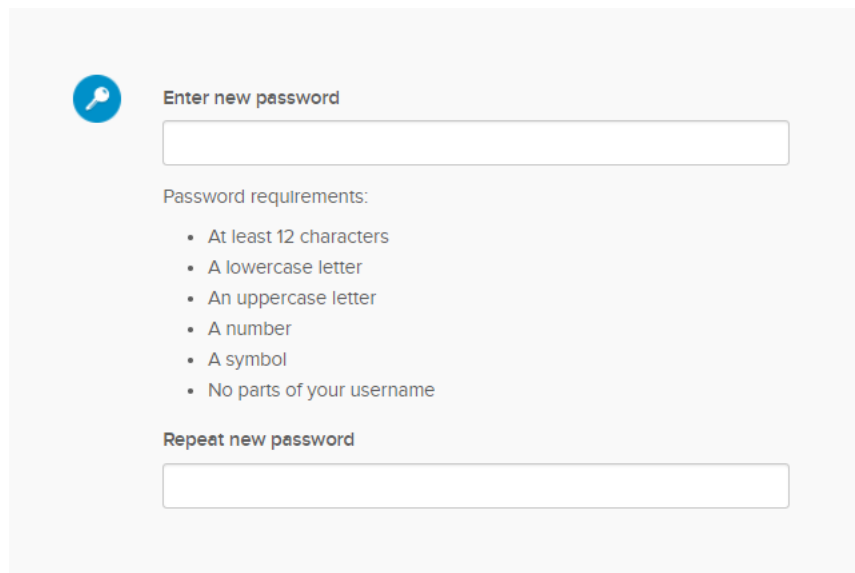
## Step 1: Activate User Account

- Once your account has been set up in the Claims Communication Portal, you will receive an email from MedPro Group to activate the account. NOTE: If you do not see this in your inbox, please check your spam folder. THIS LINK WILL EXPIRE IN 7 DAYS!
- Make note of your username as you will need to remember this for future log in.
- Click to Activate User Account.



## Step 2: Create your password

1. You'll be prompted to create your MedPro Group account, starting with creating your password for the Claims Communication Portal.



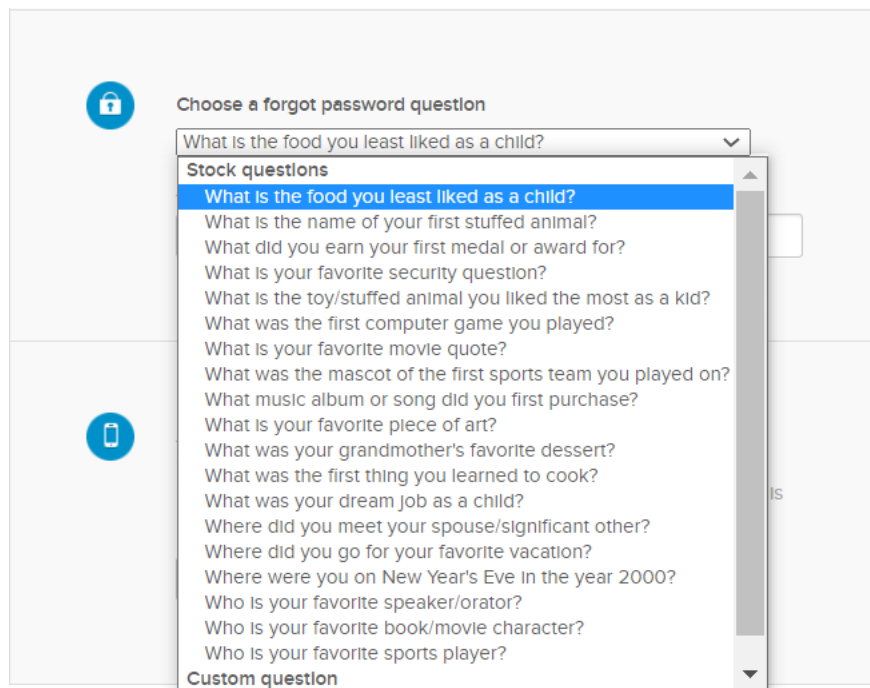
**Enter new password**

Password requirements:

- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username

**Repeat new password**

2. Choose a "forgot password" question. This will be used if you forget your password and need to use the automated password reset to regain access to the portal.



**Choose a forgot password question**

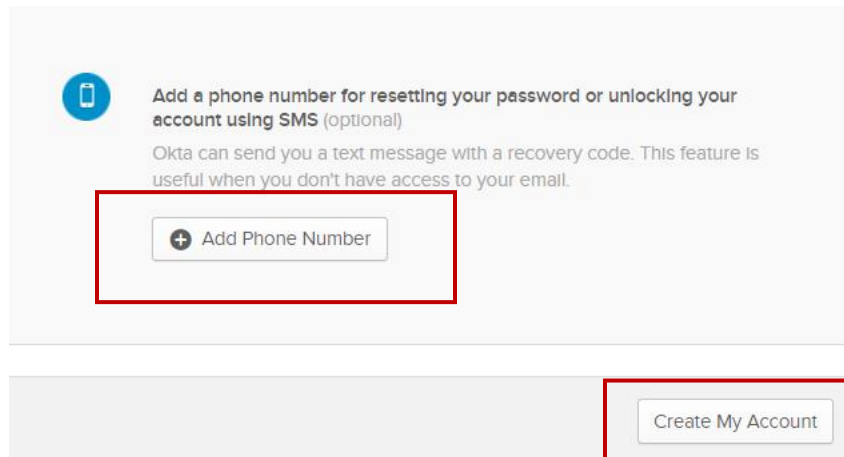
What is the food you least liked as a child?

**Stock questions**

- What is the food you least liked as a child?
- What is the name of your first stuffed animal?
- What did you earn your first medal or award for?
- What is your favorite security question?
- What is the toy/stuffed animal you liked the most as a kid?
- What was the first computer game you played?
- What is your favorite movie quote?
- What was the mascot of the first sports team you played on?
- What music album or song did you first purchase?
- What is your favorite piece of art?
- What was your grandmother's favorite dessert?
- What was the first thing you learned to cook?
- What was your dream job as a child?
- Where did you meet your spouse/significant other?
- Where did you go for your favorite vacation?
- Where were you on New Year's Eve in the year 2000?
- Who is your favorite speaker/orator?
- Who is your favorite book/movie character?
- Who is your favorite sports player?

**Custom question**

3. [OPTIONAL] You are encouraged to also add in a cell phone number as an additional method for resetting your password. When you add your number, a SMS message will be texted to you to verify the number. You'll need to type in the validation code to complete the process.



The screenshot shows a light gray background with a blue circular icon containing a white phone handset. To the right of the icon, the text reads: "Add a phone number for resetting your password or unlocking your account using SMS (optional)". Below this, a smaller line of text states: "Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email." A red rectangular box highlights a button labeled "+ Add Phone Number". Below this section, another red rectangular box highlights a button labeled "Create My Account".

4. Select "Create My Account" to complete account creation. Once you do this, you'll be prompted to set up Multifactor authentication.

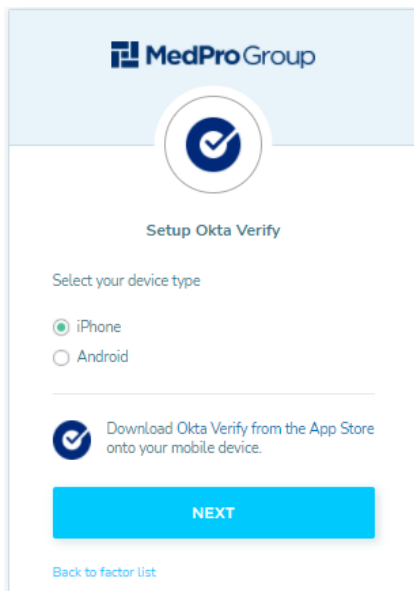
## Step 3: Multifactor Authentication

MedPro requires multifactor authentication as an added layer of security for accessing the portal.

1. You will need to choose **at least one (1) method** for multifactor authentication. You may choose more than one method. NOTE: If you need to change/update/add methods in future, you can maintain these within the Claims Communication Portal in your Account Profile. (*refer to Job Aid: Edit Profile*)

You may already have an authenticator app (OKTA, Google) for your mobile device to support authentication for other applications/systems used by your firm. If so, you can follow the steps to add the Claims Communication Portal authentication to that app.

### a. OKTA Authenticator




**MedPro Group**

**Setup Okta Verify**

Select your device type

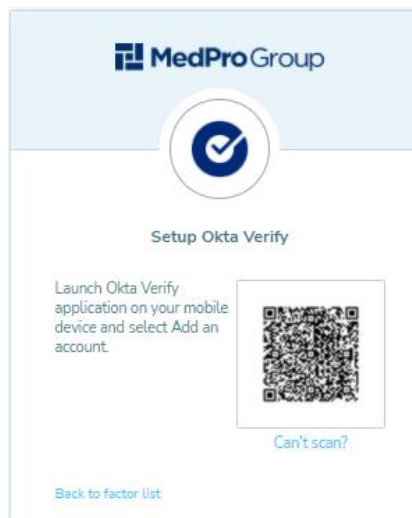
☒ iPhone

☐ Android

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

**NEXT**

[Back to factor list](#)



**MedPro Group**

**Setup Okta Verify**

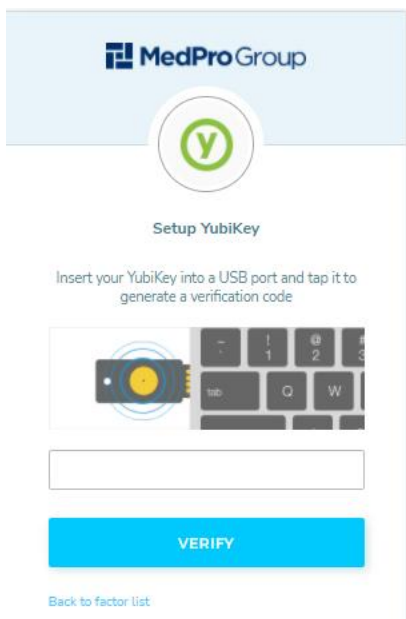
Launch Okta Verify application on your mobile device and select Add an account.



[Can't scan?](#)

[Back to factor list](#)


### b. Setup YubiKey



**MedPro Group**

**Setup YubiKey**



Insert your YubiKey into a USB port and tap it to generate a verification code



**VERIFY**

[Back to factor list](#)

### c. Setup Google Authenticator





Setup Google Authenticator

Select your device type



☒ iPhone

☐ Android

 Download Google Authenticator from the App Store onto your mobile device.


**NEXT**

[Back to factor list](#)

Setup Google Authenticator

Launch Google Authenticator, tap the "+" icon, then select "Scan barcode".





[Can't scan?](#)

**NEXT**

[Back to factor list](#)

### d. SMS authentication

Receive a code via SMS to authenticate

United States ▼



Phone number

+1

**SEND CODE**

[Back to factor list](#)

### e. Set up email authentication

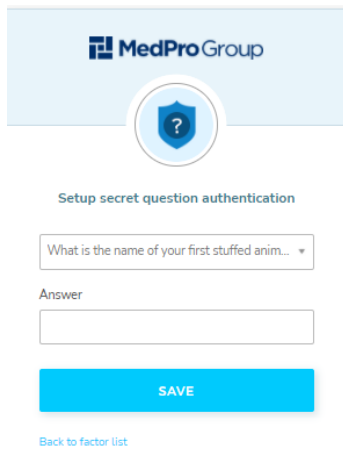
Set up Email Authentication

Send a verification code to your registered email.

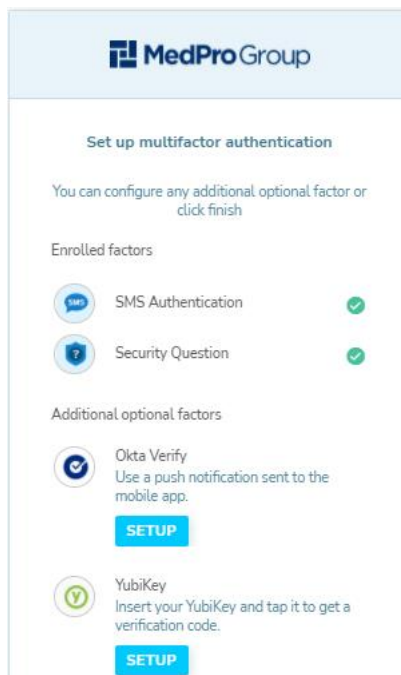
**SEND ME THE CODE**

[Back to factor list](#)

f. Set up secret question authentication



2. Once you've completed the authentication setup, you'll see a message similar to this that will reflect the methods you've set up.



**Success! Your account has been fully activated and you will arrive at the Document Submission landing page!**

## Frequently Asked Questions

**Q: What happens if I don't activate my account within 7 days of receiving the activation email?**

*A: If you haven't activated your account and try to do so after the time window has expired, you'll receive a "token expired" error message. The message will have a link where you can request a new token. When the account is reactivated, you will have an additional 7 days to complete the activation process. NOTE: If you have difficulties requesting a new token, please contact 1-800-4MEDPRO (1-800-463-3776) for support.*