

Edit Profile in the Claims Communication Portal

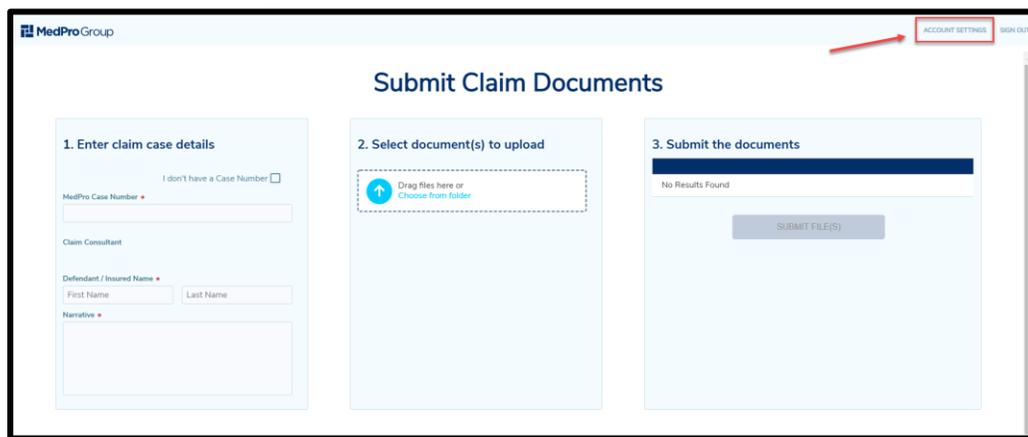
Impacted Parties	<ul style="list-style-type: none"> All Defense firm users of Claim Communication Portal.
Impacted Roles	<ul style="list-style-type: none"> Any Defense firm representative that has an approved and activated Claim Communication Portal account.
Overview	<ul style="list-style-type: none"> I need to update my personal information, change my password, or update forgotten password question in the Claims Communication Portal.

Before You Begin: It is assumed that the user has an active account on the Claim Communications Portal and has logged into the portal. Please refer to job aids for Requesting an Account, Logging in / Logging Off Claim Communication Portal for instructions on how to complete these activities.

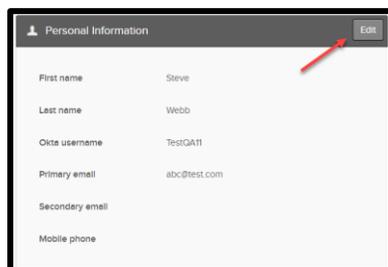
Recommended browsers are Chrome, Microsoft Edge, Safari and Firefox (IE is not compatible).

Step 1: Edit Profile in Account Settings

1. Select "Account Settings".



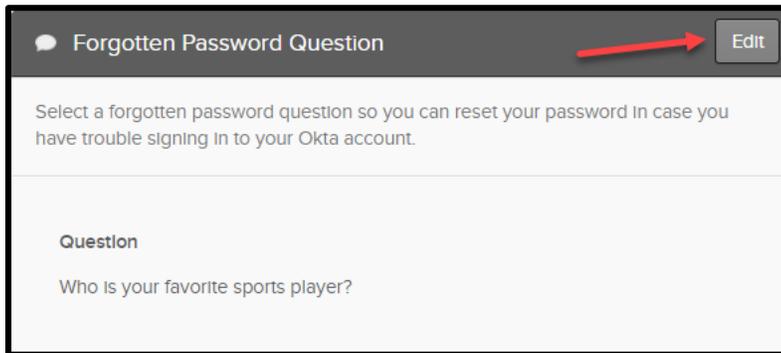
2. You may be prompted to re-enter your password and/or re-authenticate.
3. To edit personal information, select the "Edit" button.



- If you desire to update your personal information you can add first and last name, primary and secondary email, and mobile phone. Select "Save" to save changes (you cannot change your Okta username).

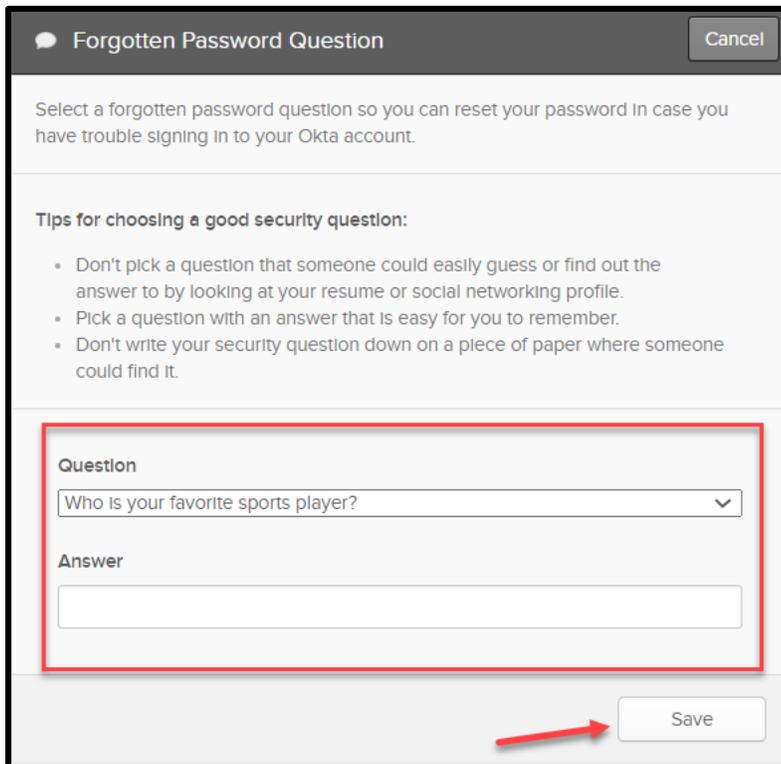
- If you desire to change your password, follow the password requirement listed. Enter your current password, new password, and confirm new password. Select "Change Password" to save new password. NOTE: Passwords do not expire however it is recommended that you periodically manually change your password for enhanced security.

6. If you desire to update your "Forgotten Password Question" select "Edit".



The screenshot shows a dialog box titled "Forgotten Password Question". At the top right, there is a button labeled "Edit" with a red arrow pointing to it. Below the title, there is a text instruction: "Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account." Underneath, there is a section labeled "Question" with the text "Who is your favorite sports player?"

7. Follow tips for choosing a good security question, select your security question from the drop-down options, and enter your answer. Select "Save" to save your question and answer.



The screenshot shows the same dialog box as in step 6, but with additional content. Below the instruction, there is a section titled "Tips for choosing a good security question:" followed by a bulleted list: "Don't pick a question that someone could easily guess or find out the answer to by looking at your resume or social networking profile.", "Pick a question with an answer that is easy for you to remember.", and "Don't write your security question down on a piece of paper where someone could find it." Below the tips, there is a "Question" section with a dropdown menu currently showing "Who is your favorite sports player?". Underneath that is an "Answer" section with a text input field. At the bottom right, there is a "Save" button with a red arrow pointing to it. A "Cancel" button is visible at the top right of the dialog box.

- 8. If you desire to add a phone number to receive a text message for forgotten password, select "Add Phone Number." Select "Country" and add "Phone number." Select "Send Code." Retrieve and enter password. Select "Verify."

