



Self-Service Portal Multi-Factor Authentication Frequently Asked Questions

Q: Why did the login process change?

A: As your insurance carrier partner, our systems house a lot of sensitive information. Moving to multi-factor authentication ensures that your information stays safe and secure and is only accessible to authorized users.

Q: I did not receive an authentication code email.

A: There are two possible reasons why you did not receive the code.

1. Please check your spam/junk folder for the authentication code email, it will come from MICWebMaster@ffvamutual.com.
2. Is there an email address associated with the login that you are using?
 - If yes, check with the person that manages that email inbox for the code.
 - If no or you are unsure, ask your local administrator to add you as a new user.
 - Instructions on how to add new users are located here <https://webtopics.ffvamutual.com/webtopics/Login.asp>
 - If you do not know who your administrator is, email customersupport@ffvamutual.com or call us at #800-346-4825.

Q: Every time I try to log into the portal, I am asked to enter an authentication code.

A: When you see the screen below when logging in, be sure to check the box to “Trust this device.” Check this box *only* on devices you manage and trust (ie: not a public computer).

A screenshot of the 'MultiFactor Login' web form. At the top, it says 'MultiFactor Login' with a key icon. Below that is a light blue information box with a question mark icon and the text: 'Your authentication code has been sent. Please check your email then enter the code below.' Underneath is a text input field labeled 'Authentication Code'. Below the input field is a checkbox labeled 'Trust this device.' which is currently unchecked. At the bottom are three buttons: 'Submit Code', 'Email Code to me', and 'Back to Login'.

If you have a question not answered above, email customersupport@ffvamutual.com or call #800-346-4825.

Relationships at Work