

# MFA on the Protection Platform – Information for Advisers

Multifactor Authentication (MFA) adds an extra layer of security to your Protection Platform account. It means that when you sign in, you'll use:

- Your **password** (something you know), and

A **one-time code** from an app on your phone or Recovery Codes (something you have). This page explains what you can expect if your firm has MFA turned on for the Protection Platform, and what to do if you lose access to your MFA device.

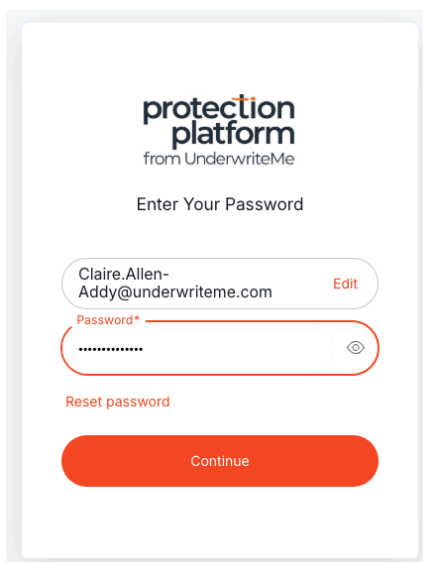
## 1. When will I see MFA?

- MFA will be turned on for all firms and advisers by **end of June 2026**.
- When your firm has **MFA enabled**, you will be asked to set up and use MFA when you sign in.

## 2. What will my login experience look like?

### 2.1 Signing in as normal

1. Go to the usual Protection Platform sign in page.
2. Enter your **email address**.
3. Enter your **password**.



The screenshot shows the login interface for the Protection Platform. At the top, the logo 'protection platform from UnderwriteMe' is displayed. Below the logo, the text 'Enter Your Password' is centered. There are two input fields: the first is for the email address, containing 'Claire.Allen-Addy@underwriteme.com' with an 'Edit' link to its right; the second is for the password, labeled 'Password\*' and containing a series of dots, with an eye icon to its right for toggling visibility. Below the password field is a 'Reset password' link. At the bottom of the form is a large orange 'Continue' button.

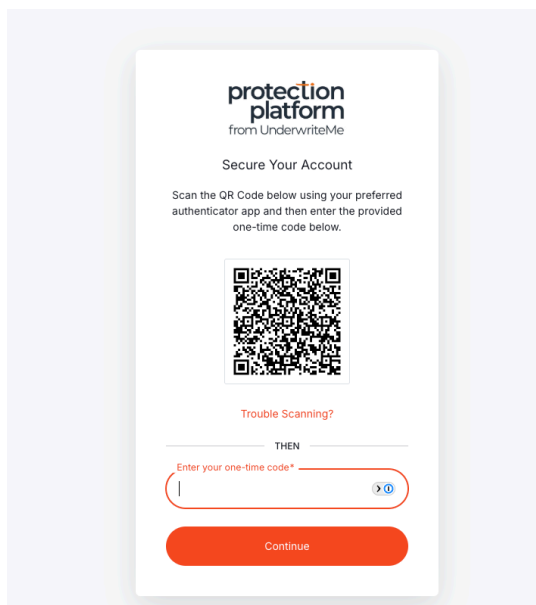
Once your firm has MFA enabled, you'll then be guided through MFA setup the first time you log in.

### 3. First-time MFA setup

The first time you sign in after MFA has been enabled for your firm, you'll be asked to set up MFA. You'll go through two short steps:

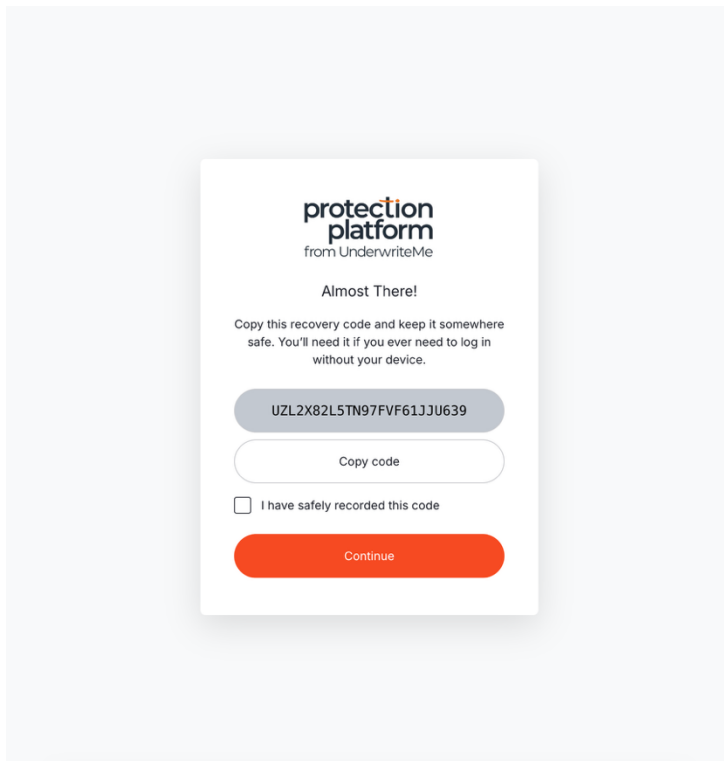
#### 3.1 Set up an authenticator app

1. You'll see a screen asking you to **set up an Authenticator app**.
2. Open your preferred authenticator app on your phone (e.g. Microsoft Authenticator, Google Authenticator or similar).
3. Use the app to **scan the QR code** displayed on the screen (or enter the code shown).
4. Your app will then show a **6-digit code** for the Protection Platform.
5. Enter this code back into the Protection Platform screen to confirm setup.



### 3.2 Save your Recovery Codes

1. After your authenticator app is set up, you'll be shown a list of **Recovery Codes**.
2. These are **backup one-time codes** that can be used if you lose access to your phone or authenticator app.
3. Please **store these codes somewhere safe** (for example in a secure password manager or printed and kept securely).
4. Each Recovery Code can only be used **once**.



Once you've finished these steps, MFA is set up on your account.

## 4. Using MFA each time you sign in

After you've enrolled:

1. Go to the Protection Platform sign in page.
2. Enter your **email** and **password** as normal.
3. You will then be asked for a **verification code**.

**NB: You can choose the option for it to remember the code for 30 days; to save you being asked every time.**

4. Open your authenticator app and enter the **6-digit code** shown for the Protection Platform.
5. You will then be signed in and taken to your dashboard.

If your firm doesn't have MFA enabled, you will not see this extra step.

protection  
platform  
from UnderwriteMe

Verify Your Identity

Check your preferred one-time password application for a code.

Enter your one-time code\*

654334

Remember this device for 30 days

Continue

[Try another method](#)

## 5. If you lose your phone or your authenticator app

If you:

- Lose your phone
- Replace your phone
- Delete or reset your authenticator app

You may not be able to access your one-time codes.  
You have two options.

### 5.1 Use a Recovery Code

If you saved your Recovery Codes during setup:

1. Go to the Protection Platform sign in page.
2. Enter your **email** and **password**.
3. When prompted for a code, choose to use a **Recovery Code** (if that option is shown).
4. Enter one of your unused Recovery Codes.

This will sign you in, even if you don't have your authenticator app.

Remember: each Recovery Code can only be used once. After you use it, cross it off your list.

### 5.2 Ask for your MFA to be reset

If you don't have access to your authenticator app **and** you don't have your Recovery Codes:

- Contact your usual internal contact (e.g. your firm's administrator) or your UnderwriteMe support contact.
- Explain that you need your **MFA reset** for the Protection Platform.

Once your MFA has been reset, the next time you sign in you will go through the **MFA setup** steps again (authenticator app + new Recovery Codes).