

Liberty Mutual Agent Portal Multifactor Authentication FAQ

Overview

Multi-factor authentication (MFA) drastically reduces the risk of data theft compared to the use of passwords alone. That's why we're rolling out multi-factor authentication to agents who use Liberty Mutual systems to sell and service our products.

Frequently Asked Questions

Q: What are the authentication methods?

A: You can choose to have your one-time passcode sent to your email or phone via text message or voice call.

Q: How do I update my e-mail address?

A: You must authenticate and successfully log onto Agents' Portal to update your email address.

- Select SMS (text message) or Voice (phone call) as your authentication method.
- Once logged onto Agents' Portal:
 - Click 'Manage ID & Password' in the upper right-hand corner
 - This will bring you to an Individual ID Management screen
 - Edit the email field
 - Click 'Submit'

Q: How do I add an authentication method?

A: Email, SMS (text message) and Voice (phone call) are the available authentication methods.

- To add a phone number, you first must authenticate and successfully log onto Agents' Portal
- Select Email as your authentication method
- Once logged onto Agents' Portal:
 - Click 'Manage ID & Password' in the upper right-hand corner
 - This will bring you to an Individual ID Management screen
 - Add a unique, business phone number to the Phone field
 - Important note: Phone numbers must be unique to you and able to receive text messages if selecting SMS. If your agency utilizes a shared agency phone number, email is the best authentication method.
 - Click Submit

Q: Why didn't I receive the email with my passcode?

A: The email will come from 'noreply@mfa.libertymutual.com'. Email subject is "Your Liberty Mutual Passcode". If you do not see the e-mail, please follow the process below.

- Check your spam or junk folder. Check any email filters you may have in place.
- If you have an email scanning and filter software, you'll need to add @mfa.libertymutual.com
- Wait 2-3 minutes before you try resending the code by clicking the 'Resend' button.

Agent Quick Reference

- If that doesn't work and you have a unique phone number on file, click the 'Change Authentication Method' link on the passcode screen.
- Select SMS (text message) or Voice (phone call) as the authentication method.
- Once logged onto Agents' Portal:
 - Click 'Manage ID & Password' in the upper right-hand corner
 - This will bring you to an Individual ID Management screen
 - Validate and/or edit the email field
 - Click 'Submit' if changes have been made

Note: Agents must have a unique ID to get through the Multifactor authentication process. If you do not have your own ID, reach out to your agency administrator for support.

Q: Why am I not receiving the text message or phone call with my passcode?

A: Try resending the code by clicking the 'Resend' button. If that doesn't work, please follow the process below.

- Click the 'Change Authentication Method' link on the passcode screen.
- Select Email as the authentication method.
- Once logged onto Agents' Portal:
 - Click 'Manage ID & Password' in the upper right-hand corner
 - This will bring you to an Individual ID Management screen
 - Add a unique, business phone number to the Phone field
 - Important notes: Phone numbers must be unique to you and able to receive text messages if selecting SMS. If your agency utilizes a shared agency phone number, email is the best authentication method
 - Click Submit

Q: Do I need to multifactor authenticate every time I log in to the portal?

A: Multifactor authentication sessions expire every 12 hours. If the session ends, i.e. the web browser is closed, you will need to open a new web browser and MFA again. To avoid having to MFA multiple times in a day, you can leave the authenticated web browsing session open

Q: I don't have my own unique ID; how can I log in?

A: Contact your agency administrator. They can create IDs for users in the agency.

Still need help?

If you need further assistance? Contact us at 888-451-8414. Our support team is available Monday – Friday 8 am to 8 pm ET.