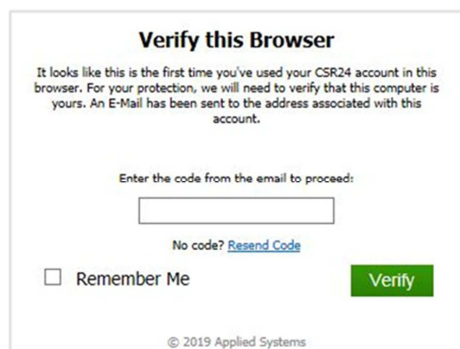


## Action Required: Multi-Factor Authentication

Multi-Factor Authentication is now required by Cline Wood, a Marsh & McLennan Agency LLC to remain compliant with the New York cybersecurity regulations.

Multi-Factor Authentication has been added for client users who log into the **Certificates Online and CSR24 Customer Portal**. As an extra security measure, a code is sent to the email address associated with the login after initial login. The code is required before the system allows the full login to the portal.

1. When you log in to the Certificates Online OR the CSR24 Customer Portal you will see this screen.



**Verify this Browser**

It looks like this is the first time you've used your CSR24 account in this browser. For your protection, we will need to verify that this computer is yours. An E-Mail has been sent to the address associated with this account.

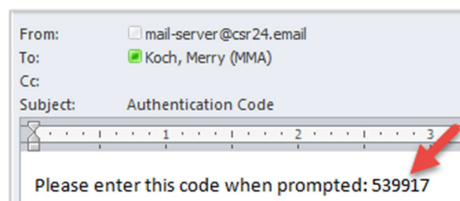
Enter the code from the email to proceed:

No code? [Resend Code](#)

Remember Me

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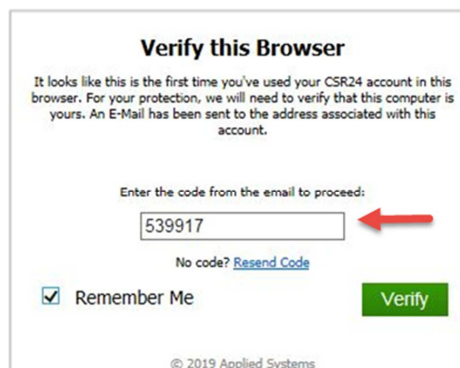
2. After login, a code is sent to the email address associated with your account.



From:  mail-server@csr24.email  
To:  Koch, Merry (MMA)  
Cc:  
Subject: Authentication Code

Please enter this code when prompted: 539917

3. To proceed with login, enter the 6-digit code from the email in the box below. Select the Remember Me checkbox before clicking Verify.



**Verify this Browser**

It looks like this is the first time you've used your CSR24 account in this browser. For your protection, we will need to verify that this computer is yours. An E-Mail has been sent to the address associated with this account.

Enter the code from the email to proceed:

No code? [Resend Code](#)

Remember Me

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Note: These steps should only need to be done once if the **Remember Me** checkbox is checked.