

# Customer Portal Account

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## Frequently Asked Questions

## Issues with signup

If you are facing issues with signup, **please check the details entered**. We validate that the details entered in **"Email"**, **"First name"**, **"Last name"**, and **"Policy effect date"** match the details you entered when purchasing your policy. We also validate that the policy number entered is active.

When you are creating an account, **you will need to enter the validation code that is sent to your email address**. This can take up to a few minutes to arrive.

This email will come from **msonlineserviceteam@microsoftonline.com**. The email subject will be **"GRM East Liberty Mutual account email verification code"**.

**Have you not received the email to register for your customer portal?**

Please check your junk mail/spam folder.

## Password issues

Your password needs to be at least 8 characters in length, it must also contain 3 of the following:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numbers (0-9)
- Special characters (-\_+=[\]|:','?`~";()!)

Also make sure both password fields match.



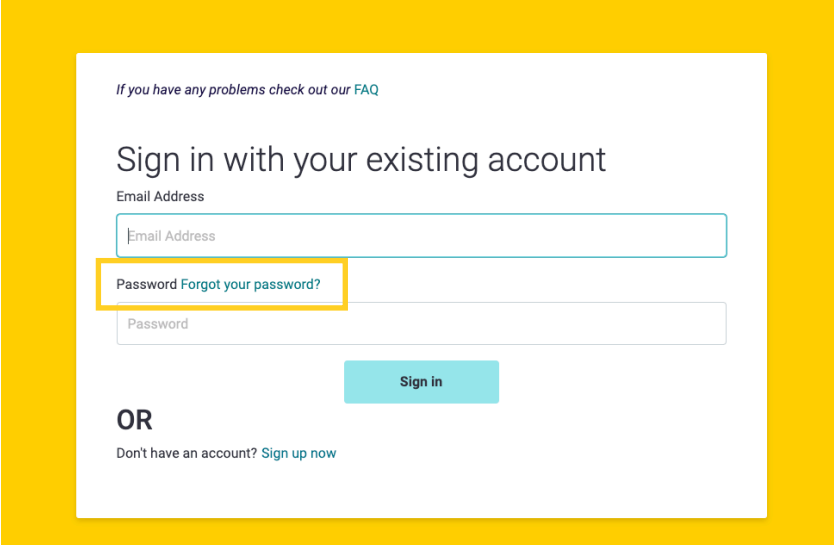
## MFA - Multi-Factor Authentication

We enforce the use of MFA on all accounts this is an added layer of security since the portal contains a lot of your very sensitive data. **You will be asked to enter a phone number during the signup process.** This phone number does not need to match the number entered during the purchase of your policy.

If you incorrectly entered the phone number for MFA, please call the call centre. An agent will remove the number you entered during signup and on next login you will be prompted to enter a new phone number.

## Password reset

If you forget your password, you can reset it using the **"Forgot your Password"** link on the sign in page. This will allow you to reset your password for your account.



The screenshot shows a sign-in form with the following elements:

- Link: [If you have any problems check out our FAQ](#)
- Section: **Sign in with your existing account**
- Field: Email Address (input type="text")
- Field: Password (input type="password")
- Link: **Forgot your password?** (highlighted with a yellow box)
- Button: **Sign in**
- Section: **OR**
- Text: Don't have an account? [Sign up now](#)

