Notice to all Stakeholders
utilizing the On-Line Portal

Implementation of
Multi-Factor Authentication (MFA)

Dated Aug 4/22
Emailed to all stakeholders

The Insurance Council of Manitoba (ICM) has implemented Multi-Factor Authentication (MFA), which will be required by all users of the On-line Portal as of August 8, 2022.

Brief explanation of Multi-Factor Authentication (MFA)
MFA is an authentication method that requires the user to provide two or more verification factors to gain access to an application. MFA is a core component of a strong identity and access management (IAM) policy. Rather than just asking for a username and password, MFA requires one or more additional verification factors, which decreases the likelihood of a successful cyber attack.

How will this work?
1. Once a User provides their correct User ID and Password at the login page, a 5-digit numeric code will be sent by email to the email address the User has on file with the ICM.
2. The User would then be redirected to the MFA page to provide the code that is sent to them by email.
3. The User would enter the correct code and click "Verify", which will allow login to the system.

Importance of maintaining a current email address with the ICM
The ICM would like to reinforce how important maintaining a current email address is within the On-line Portal. This applies to all users of the system (licence holders, authorizers, third party users, and continuing education course provider contacts). ICM communicates all information via email, and uses the primary email address listed on file for each stakeholder. Communications from the ICM office are sent from one of the below email addresses; ICM recommends that you whitelist these email addresses in your system to ensure ICM emails are not blocked or directed to your junk email.

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