



MFA Enhancement Now Live Update your Profile for SMS Access

Communicated to Industry Sep 5/25

To all Manitoba Stakeholders:

The Insurance Council of Manitoba (ICM) is pleased to announce that the multi-factor authentication (MFA) enhancement we previously communicated is now fully implemented in our system!

You now have the option to receive your MFA access code via SMS (text message) in addition to the existing email option. This added flexibility strengthens the security of your data and makes accessing your profile more convenient.

What You Need to Do

To take advantage of this new feature:

1. Log in to your portal at <https://lms.icm.mb.ca/lcmPortal/> using your User ID and password.
2. For security reasons, you will be prompted to receive an MFA code to access your online data.
3. If you have already added your personal cell phone number to your profile, you will be able to choose between receiving the code via SMS or email.
4. If you have not added a personal cell phone number, your MFA code will be sent only via email until your profile is updated.

How to Update Your Profile

Once logged in:

- Navigate to INFORMATION
- Select PERSONAL INFORMATION
- Add your personal cell phone number

Why This Matters

Including your personal cell phone number ensures you can still access your account even if you change your email address or forget which one you used. This can help you avoid delays and the need to contact the ICM for assistance.

Thank you for your continued cooperation as we enhance the security and usability of our systems.

INSURANCE COUNCIL OF MANITOBA

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