Bordereaux Web Portal Access & DUO Authentication Guide

Version	Date	Description
2.0	26 April 2023	New Flood Re Portal Access and MFA guide

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2 Introduction

To access the Flood Re Portal for bordereau validation and submission you must have completed the participant Onboarding process and received your login details.

The Portal will require you to complete the DUO authentication process before it can be accessed for bordereau uploading.

2.1 Document Audience

This document is for users belonging to an Industry Participant who has been through the Flood Re Onboarding process.

2.2 Document Purpose

This document provides a step-by-step high level Duo authentication set up guide for the intended users of the Flood Re Portal.

3   Portal Access

To access the Flood Re Portal you are first required to have gone through the Onboarding process, via which Flood Re authenticates your company and users. Only after this important step should you attempt to access the Portal.

3.1   Portal Access - Existing Participants

All users registered on our old system before the **3rd of April 2023** should have received an email with new login details. Please get in touch with our Service Desk on support@floodre.co.uk if you have not received your login details to the new portal. Once you receive these details, please use the URL: Log in | Flood Re Portal to log in.

Users are required to set up the **DUO authenticator** according to section 4 of this document when they login for the first time.

3.2   Portal Access - New Participants/Users

All new users trying to access the portal after the **3rd of April 2023** should contact our support team to complete the onboarding process or request new user access.

Our support team can be available via; support@floodre.co.uk

4 Setting up Duo Authentication

To access the Flood Re Portal, you must set up DUO Authentication and choose your preferred authentication method, i.e., either by Text Message as described in section 4.1 or by downloading the Duo App as described in section 4.2.

Steps
Step 1: Navigate to the following URL Log in	Flood Re Portal and enter your Username and your password as shown above then Click the "Login" option
Step 2: On the displayed page, click the "Start setup" button
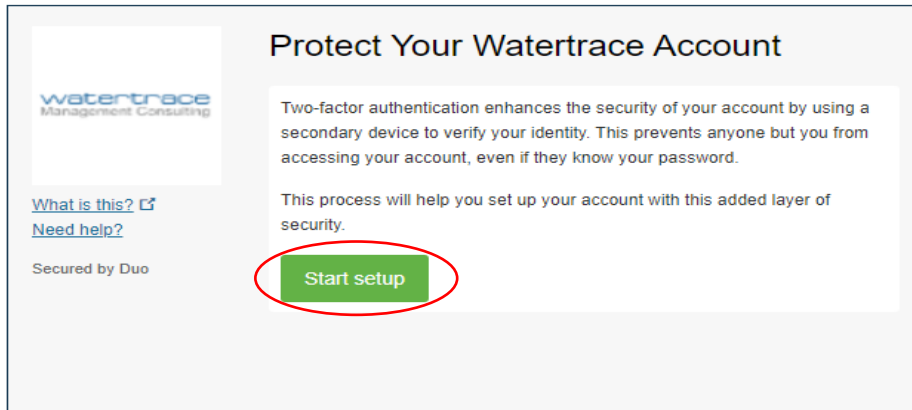
Step 3: Select the option "**Mobile phone**" and then click the "Continue" button

Step 4: Select your "**Country**" from the dropdown list and enter your "**Phone Number**"

Duo Authentication

Enter your phone number

United Kingdom

+44 [   ]

Example: 121 234 5678

What is this?
Need help?

Secured by Duo

Back   Continue

Step 5: Once your "**Phone Number**" is populated, the following "**Tick Box**" will appear with a question. Check if the number is correct. If it is correct, please tick the box and click the "**Continue**" button

☐   You entered **694 400 1627**. Is this the correct number?

Step 6: From the displayed list, select the software of your device and click the "**Continue**" button

Duo Authentication

watertrace
Management Consulting

What type of phone is +30 694 400 1627?

○ **iPhone**
○ **Android**
○ **Windows Phone**
○ **Other** (and cell phones)

What is this?
Need help?

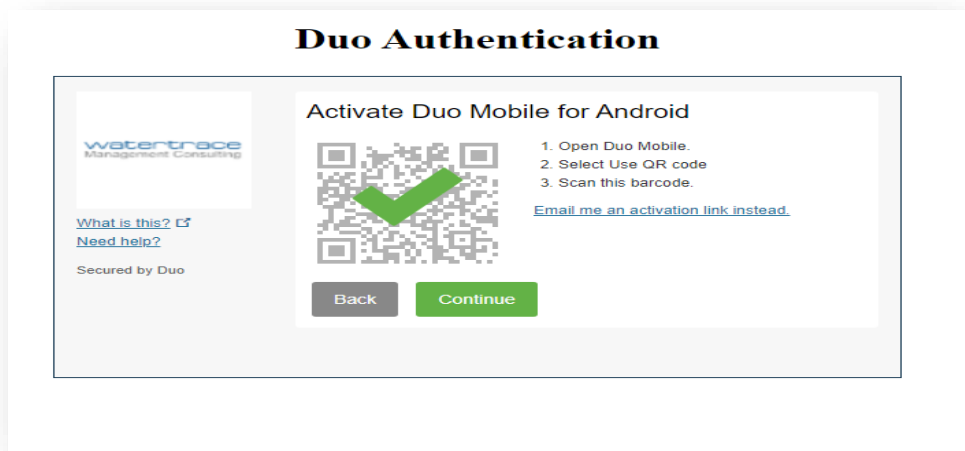Secured by Duo

Back   Continue

Step 7: A QR code will appear on your screen. From this screen, users will be able to set up Duo by Text Message or by the Duo app.
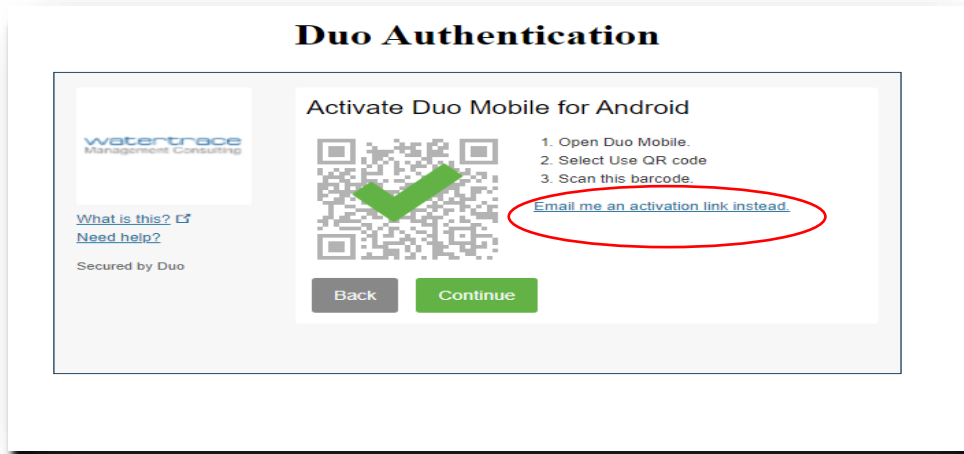
- o Please select your preferred method to continue.
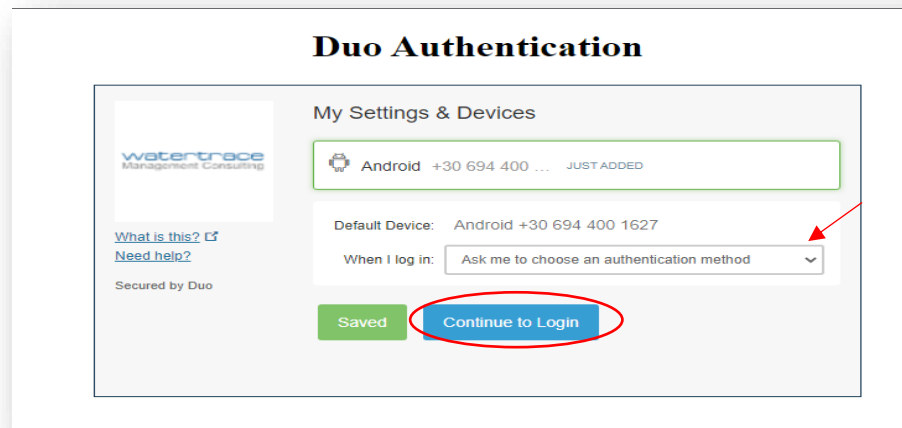
4.1   Authenticating with Text Message

Step 1: To authenticate by Text Message, please ignore the QR code and do not download the app
- o   Click the email me an activation link instead and enter your email address.
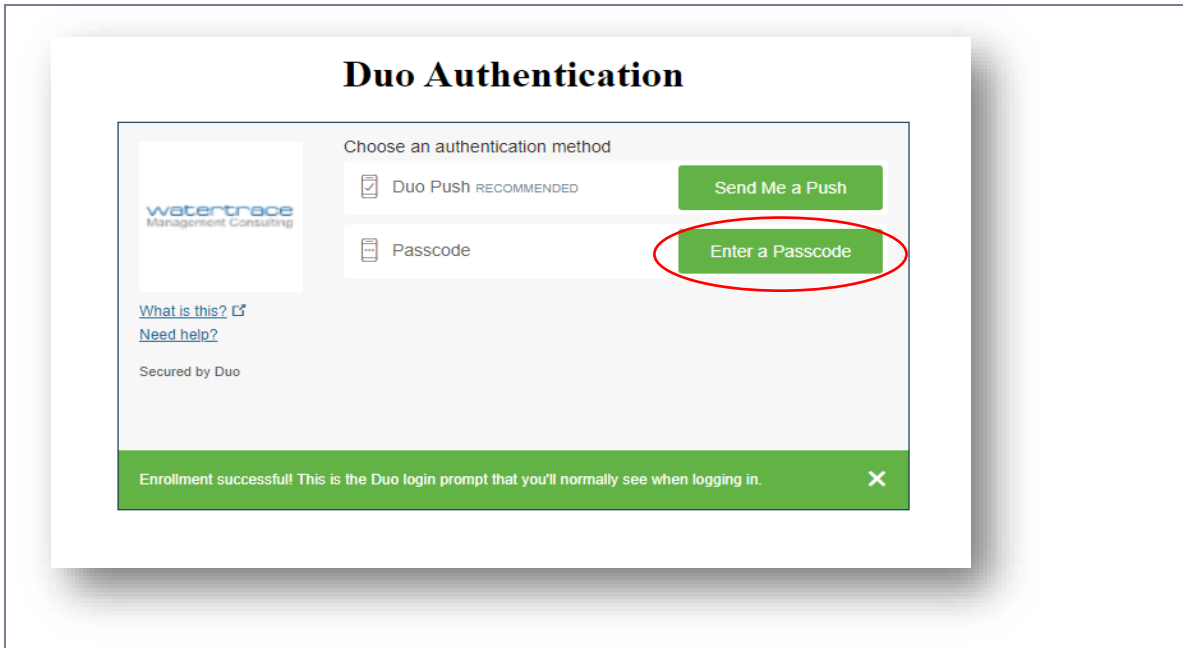- o   An email will be sent to you containing a code. Enter the code you received by e-mail

Step 2: From your computer, select the following from the dropdown list:
- o   *Ask me to choose an authentication method*
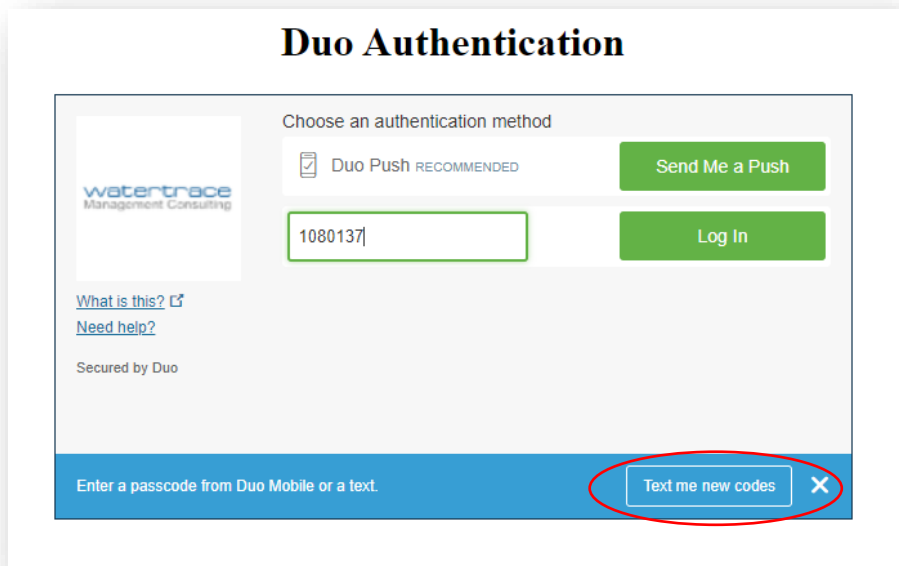- o   Then click the "Continue to Login" option

Step 3: Two Options will be displayed as the authentication method.
- o   Click **"Enter a Passcode"** that appears on screen.

Step 4: You will now have an option appear at the bottom right

- o Click 'Text me new codes'
- o You will receive a text message with a code
- o Enter this into the field as per below and click 'Log In'

You will receive a text message

4.2 Authenticating with the Duo App

Step 1: Navigate to the Play Store or App Store depending on your device and;

- o Search and install the "**DUO mobile**" application
- o "Open" the application after the download has completed

- o Click "Set up account"
- o Click "Use a QR code"
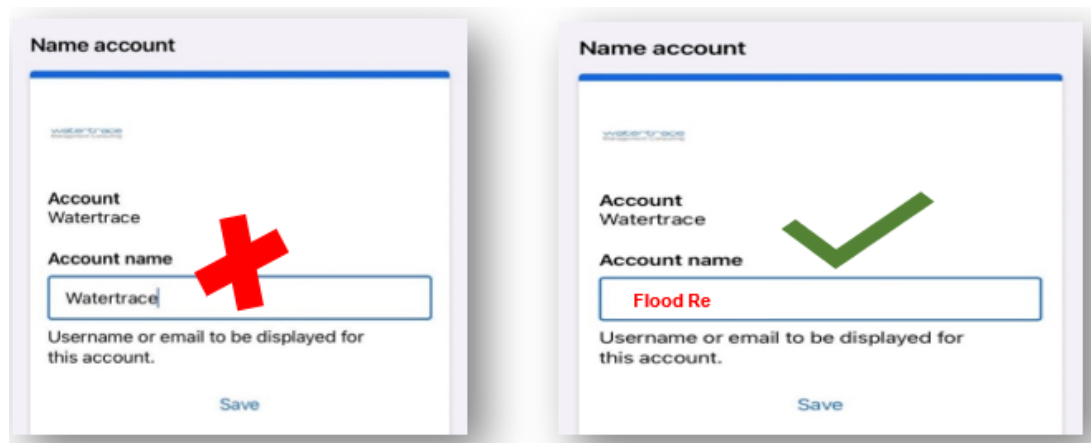- o Hold the camera of your phone in front of your PC and scan the QR code

Step 2: Once the scanning is completed, the below screen will be displayed on your PC.
- o Click the "Continue" button
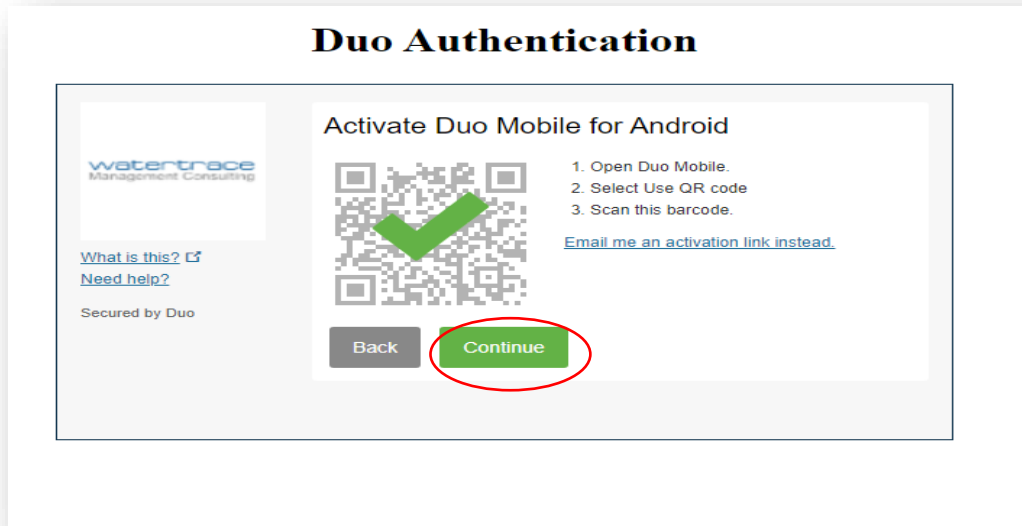
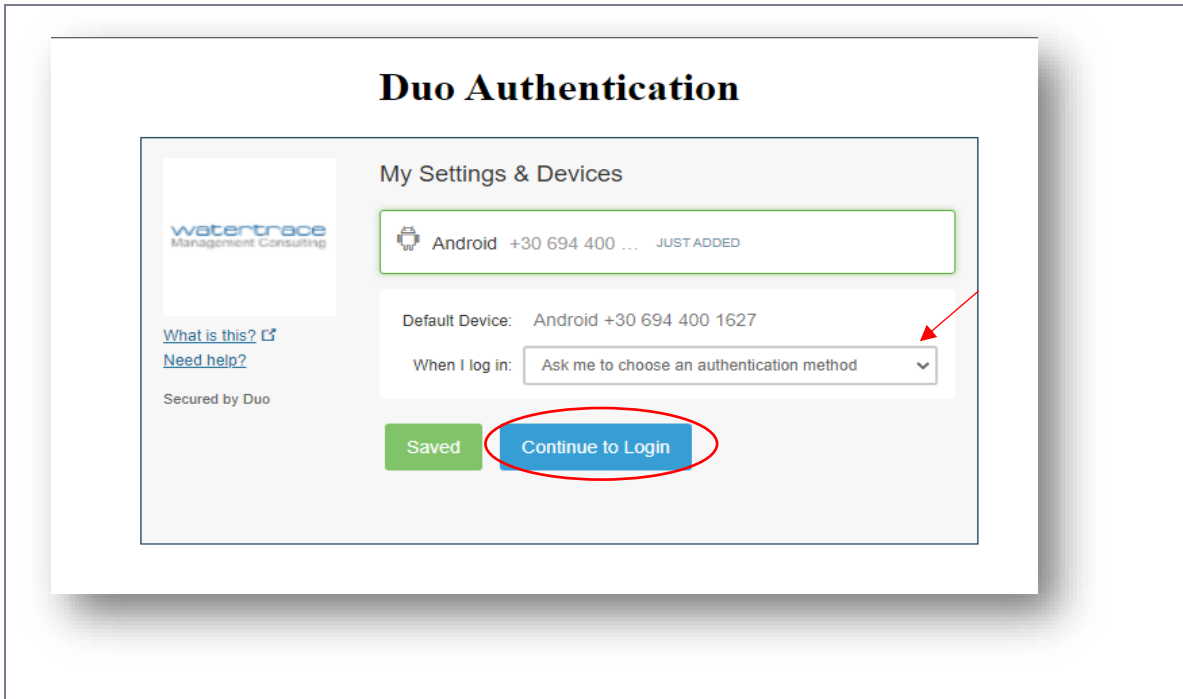**Step 3:** In the meantime, the below screen will pop up on your mobile device.
- o In the **"Account Name"** field, type in "**Flood Re**" not "Watertrace.
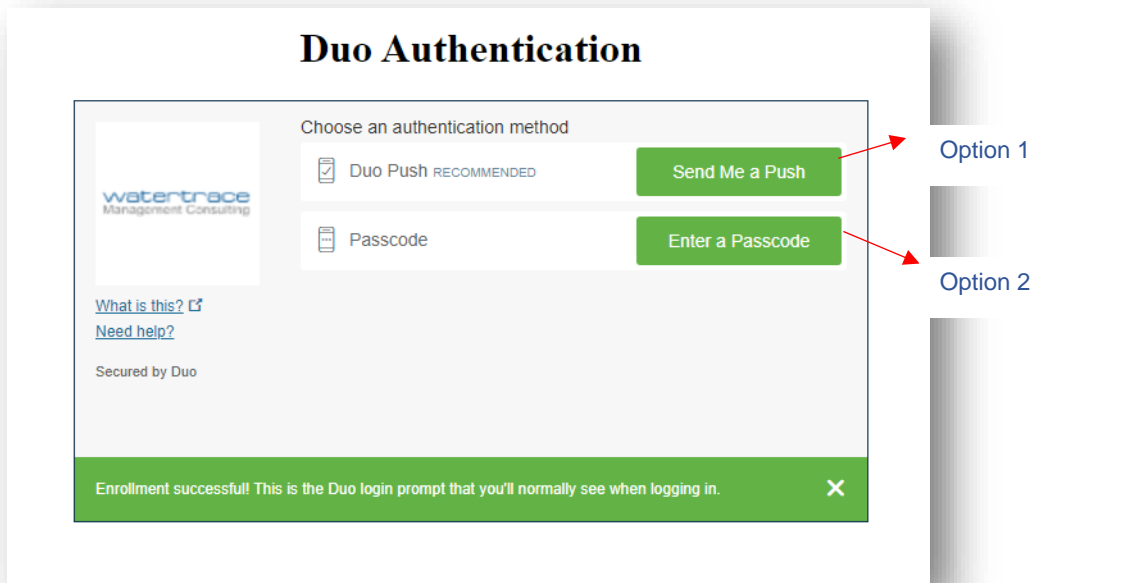- o Then click the "**Save**" button.

Step 4: From your computer, select one of the two options from the dropdown list:
- o *Ask me to choose an authentication method*
- o *Automatically send this device a Duo Push*

Then click the "Continue to Login" option

Step 5: Two Options will be displayed as the authentication method.

Option 1: If you select this option, a Push Notification will be sent to your mobile device. Click on *"Approve"* to authenticate.

Option 2: If you select this option, open the DUO app on your mobile and enter the *"Passcode"* that appears on screen. End

5   Contact Support

Should you have any questions regarding this document or need support during this process, please contact the Service Desk using one of the following methods:

- **Telephone:** +44 (0)330 912 7700

- **Email:** support@floodre.co.uk