



PMA's Enhanced Online Report a Claim Solution

Self-Registration and Multi-factor Authentication Guide

July 2025
Version 1.02



OLD REPUBLIC INSURANCE GROUP

Welcome to
RADIUS[®]

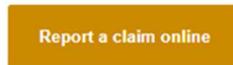
PMA's Enhanced Online Report a Claim Solution featuring

- New look and feel to PMA's online claim reporting functionality
- User self-registration
- Multi-factor authentication for greater client data security
- Ability to save draft claims to complete during a later session

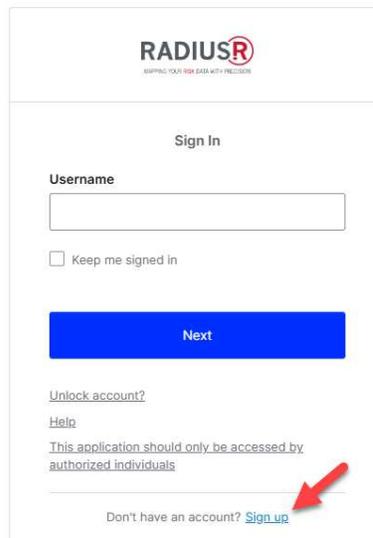
Self-Registration and Multi-factor Authentication Instructions

New User Self Registration

Go to <https://www.pmacompanies.com/support/report-a-claim> and click on the gold "Report a claim online" button at the bottom of the page.

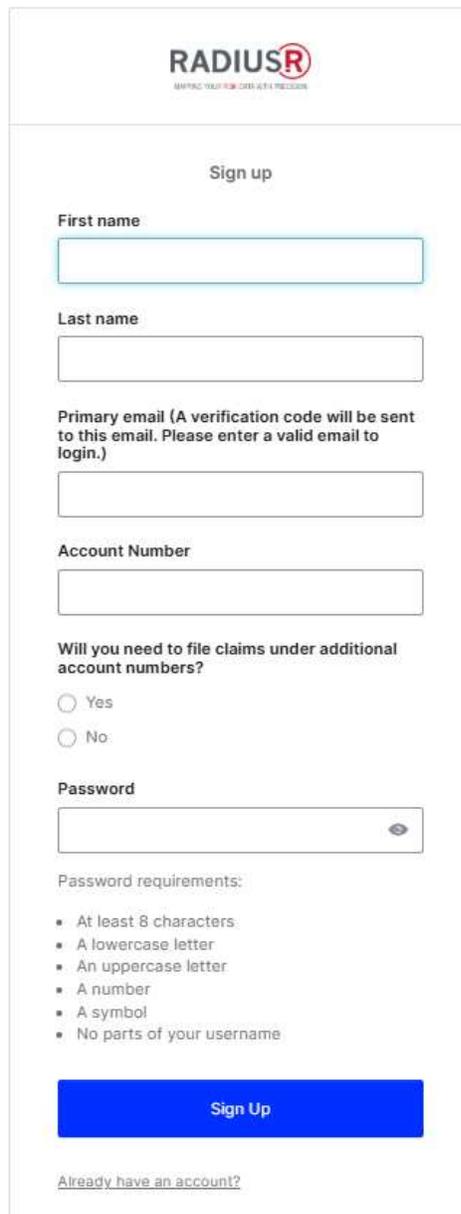


A log-in screen will appear. Click the **Sign up** link.

A screenshot of the RADIUS Sign In screen. At the top is the RADIUS logo with the tagline "EMPOWER YOUR RISK DATA WITH PRECISION". Below the logo is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. At the bottom of the form, there are links for "Unlock account?", "Help", and "This application should only be accessed by authorized individuals". At the very bottom, there is a link "Don't have an account? Sign up" with a red arrow pointing to it.

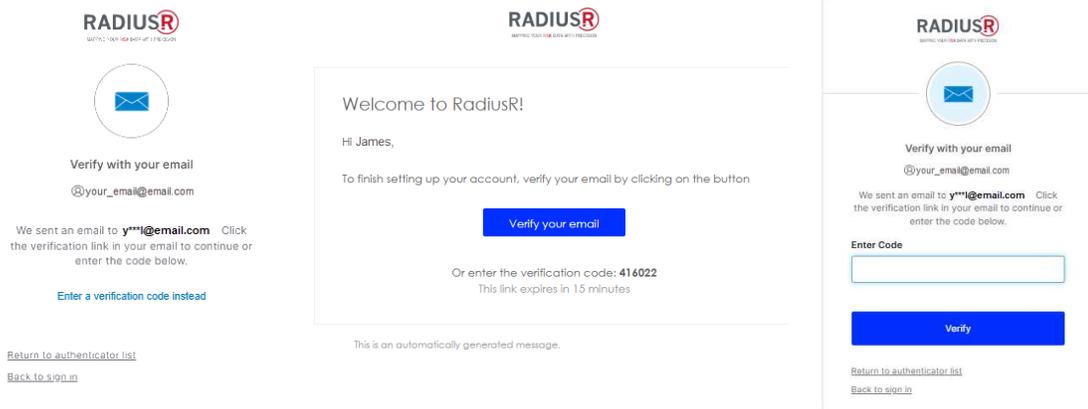
Complete the registration form. Please note:

- The email address you enter will become your user name for RadiusR.
- Your Account Number is a seven digit number. You may have received this number from your employer contact or your PMA representative. When filing claims online prior to July 2025, you used this number as your log in ID. If you need assistance identifying your account number please contact your PMA representative.
- Select Yes under “Will you need to file claims under additional account numbers?” if you will need to report claims under multiple account numbers. Once your registration is complete, a member of our team will contact you to ensure you have access to file claims for all account numbers needed.



The image shows a screenshot of the RadiusR registration form. At the top is the RadiusR logo with the tagline "HELPING YOU GET THE MOST FROM YOUR CLAIMS". Below the logo is the heading "Sign up". The form contains several input fields: "First name", "Last name", "Primary email (A verification code will be sent to this email. Please enter a valid email to login.)", and "Account Number". There is a question "Will you need to file claims under additional account numbers?" with radio button options for "Yes" and "No". Below this is a "Password" field with a toggle icon. Underneath the password field are "Password requirements:" listed as: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "A symbol", and "No parts of your username". At the bottom of the form is a blue "Sign Up" button and a link that says "Already have an account?".

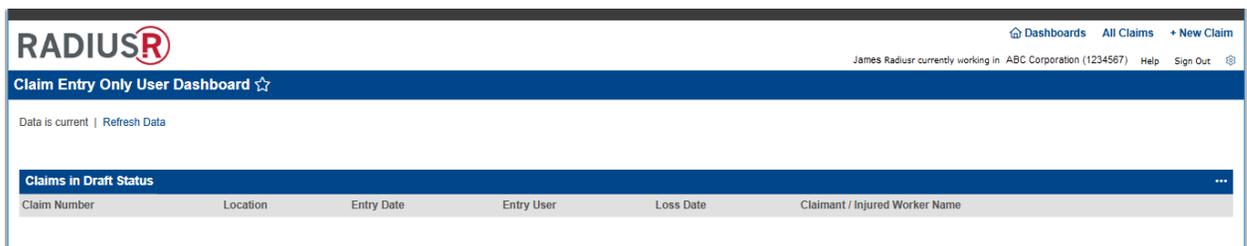
Once you have completed the registration form, click the **Sign Up** button.



You will be prompted to verify your email address and will automatically receive an email from pmacinch@pmagroup.com with the subject PMA RMIS – Welcome to RadiusR.

Click the **Enter a verification code instead** link in the email. The **Enter Code** box will display. Enter the code contained in your email. (If you received the email on the same device you used to register, you can click on the **Verify your email** button to go directly to RadiusR without entering a code.)

You know you have logged in successfully, when you see the RadiusR Claim Reporting Dashboard



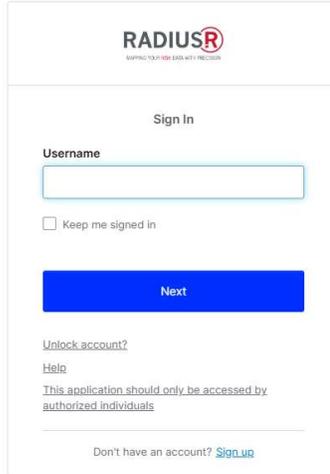
Congratulations! You have successfully completed the registration process!

Multi-factor Authentication Instructions

When you need to file a claim go to:

<https://www.pmacompanies.com/support/report-a-claim>

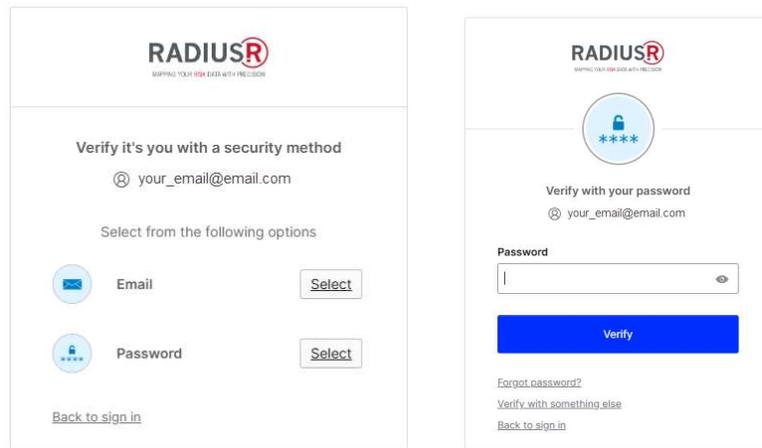
Click on the gold **Report a claim online** button at the bottom of the page. A log-in screen will appear.



The image shows the RADIUS Sign In screen. At the top is the RADIUS logo with the tagline "RAPIDLY YOUR BEST DATA WITH PRECISION". Below the logo is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. At the bottom of the form, there are links for "Unlock account?", "Help", and "This application should only be accessed by authorized individuals". At the very bottom, there is a link "Don't have an account? Sign up".

Enter your username. This is the email address you entered during the registration process. Click Next.

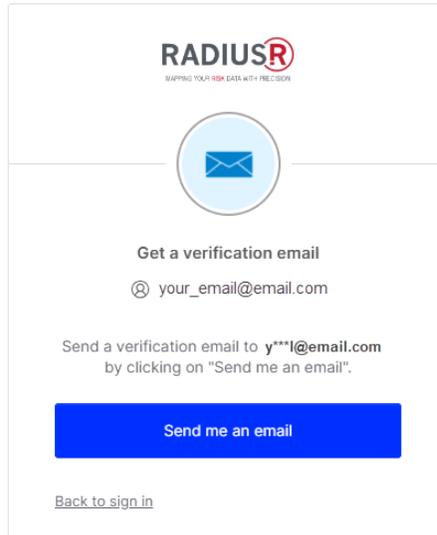
You will see options for the first form of authentication. Select **Password**.



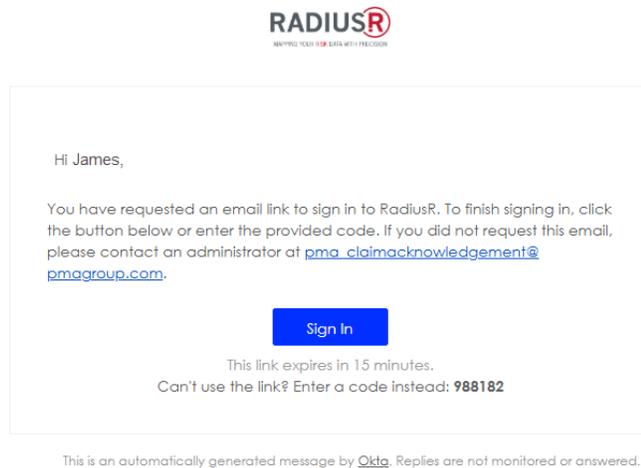
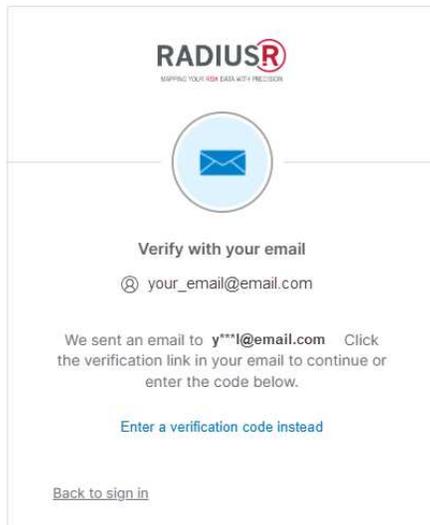
The image shows two sequential screens from the RADIUS authentication process. The left screen is titled "Verify it's you with a security method" and shows the email address "your_email@email.com". It offers two options: "Email" and "Password", each with a "Select" button. A "Back to sign in" link is at the bottom. The right screen is titled "Verify with your password" and shows the same email address. It has a "Password" label above a text input field with a toggle eye icon. A blue "Verify" button is below the input field. At the bottom, there are links for "Forgot password?", "Verify with something else", and "Back to sign in".

Enter your password and click **Verify**.

You will be prompted for the second form of authentication. The following message will appear on your screen. Click **Send me an email**.



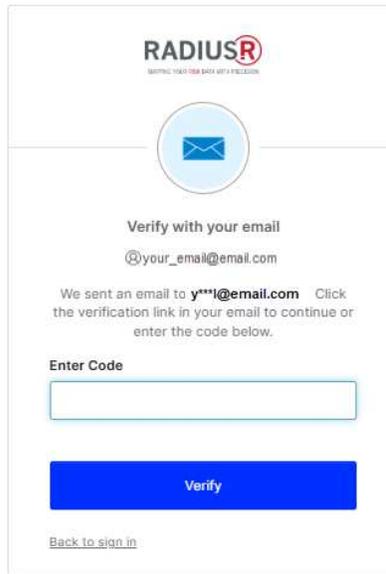
The **Verify with your email** screen will appear. Check your inbox for an email from PMA Cinch with the subject "One-time verification code".



You have two options for authenticating.

Option 1 - Click the **Sign In** button in the email to continue. This option works best when you are viewing your email on the same device you will use to enter a claim.

Option 2 - Click **Enter a verification code instead** and type the code from the email into the **Enter Code** field. Click **Verify**.

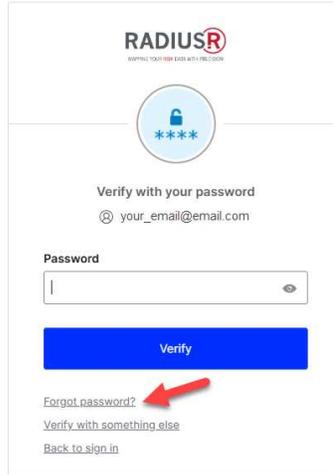


The screenshot shows a web interface for RadiusR. At the top is the RadiusR logo with the tagline "GETTING YOUR DATA BACK INTO YOUR HANDS". Below the logo is a blue envelope icon in a circle. The text "Verify with your email" is followed by a placeholder email address "@your_email@email.com". A message states: "We sent an email to y***@email.com. Click the verification link in your email to continue or enter the code below." There is an "Enter Code" label above a text input field. Below the input field is a blue "Verify" button. At the bottom left, there is a link that says "Back to sign in".

You know you have logged in successfully, when you see the RadiusR Claim Reporting Dashboard. Please note, if you have access to file claims for more than one account, you will be asked to select an account before the RadiusR Claim Reporting Dashboard is displayed.

Reset Your Password

Click on the **Forgot Password?** link. You will be asked to authenticate using your email.



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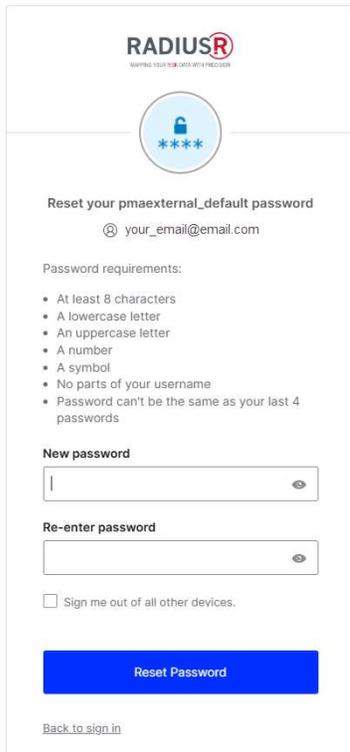
Verify with your password
your_email@email.com

Password

Verify

[Forgot password?](#)
[Verify with something else](#)
[Back to sign in](#)

After authenticating, you will see the password reset screen. Enter a new password following the listed password requirements. Click the Reset Password button. You will receive an email confirming the change.



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Reset your pmaexternal_default password
your_email@email.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Password can't be the same as your last 4 passwords

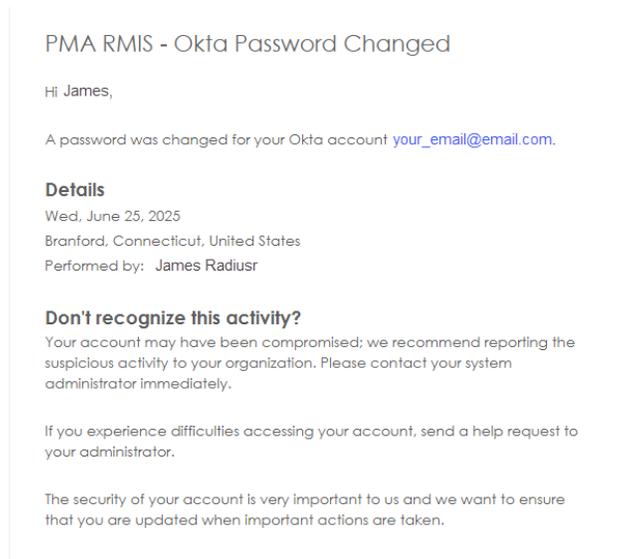
New password

Re-enter password

Sign me out of all other devices.

Reset Password

[Back to sign in](#)



PMA RMIS - Okta Password Changed

Hi James,

A password was changed for your Okta account [your_email@email.com](#).

Details
Wed, June 25, 2025
Branford, Connecticut, United States
Performed by: James Radiusr

Don't recognize this activity?
Your account may have been compromised; we recommend reporting the suspicious activity to your organization. Please contact your system administrator immediately.

If you experience difficulties accessing your account, send a help request to your administrator.

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

This is an automatically generated message by [Okta](#). Replies are not monitored or answered.