PMA CINCH® Multi-factor Authentication Instructions

Initial Log-in

To access PMA Cinch, go to http://www.pmacompanies.com/pma-cinch-rmis-tool and click on "Log-in to PMA Cinch" at the bottom of the page. This is the same link you currently use to access Cinch.

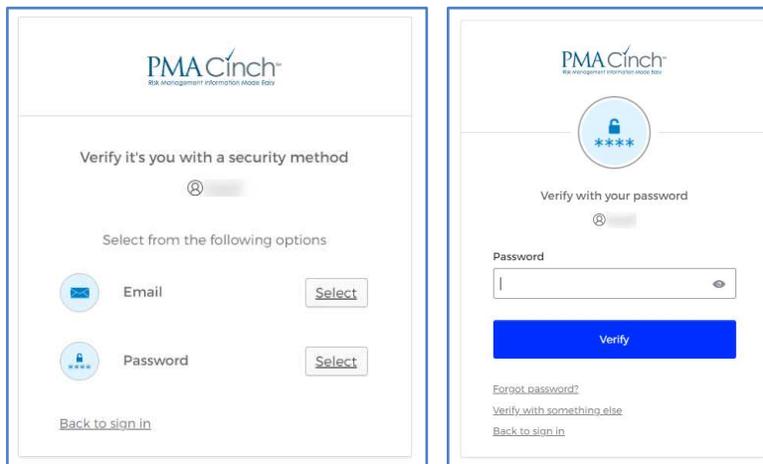A log-in screen will appear. Please note it will look a bit different than the log-in page you are accustomed to seeing.
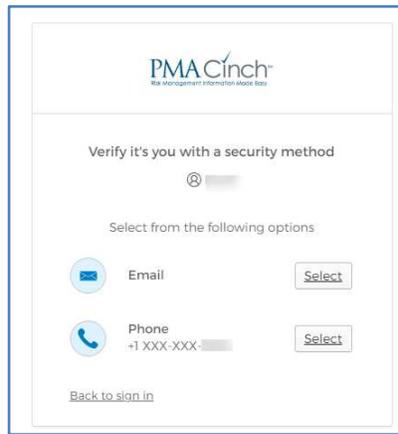

Enter your current PMA Cinch user ID and click Next. You will see options for the first form of authentication. Select **Password**.

Enter your password and click **Verify**. The options for the second form of authentication will appear.

We have provided options for authentication using the email and/or phone number PMA has associated with your Cinch profile.

- **Email** - an authentication link/code will be sent to you via email
- **Phone** – an authentication code will be provided via an automated phone call or, if you have provided PMA Cinch with your cell phone number, you will have the option to receive an authentication code via text message

Email

If you select **Email,** the following message will appear on your screen. Click **Send me an email.**
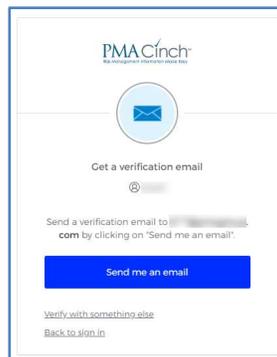
The **Verify with your email** screen will appear. Check your inbox for an email from PMA Cinch with the subject "PMA Cinch One Time Registration Code".

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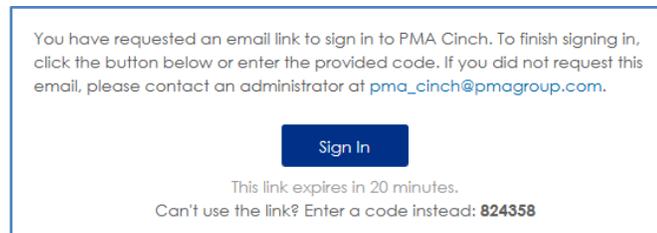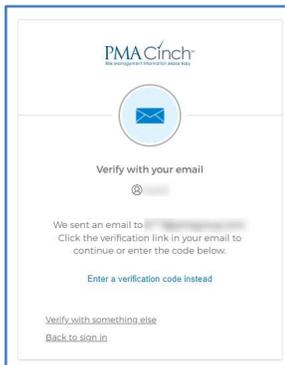
You have two options for authenticating.

Option 1 - Click the **Sign In** button in the email to continue.

Option 2 - Click **Enter a verification code instead** and type the code from the email into the **Enter Code** field. Click **Verify**. Continue logging into Cinch as you always have.

Phone

If you have provided PMA with your cell phone number and would like to receive an authentication code via text select **Receive a code via SMS**. You will receive a text that reads "Your PMA Cinch verification code is" with a valid authentication code. Type the code into the **Enter Code** field and click **Verify**.

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If you would prefer to receive a voice call, select **Receive a Voice Call Instead**.
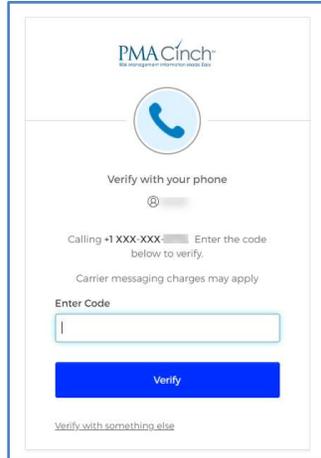

You will receive an automated phone call on the number indicated. The recording will say "Hello. Thank you for using our phone verification system. Your code is … " It will then read the code one digit at a time. The recording will repeat the code a second time and then say "Goodbye."

Type the code into the **Enter Code** field and click **Verify.**

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Updating Your Contact Information and Changing Your Password

You can add/update a phone number and change your password in the My Contact Settings page. A link to this page is available next to the PMA Cinch icon on the Citrix Apps page. Please note you will be required to enter your user ID and password and authenticate again to access your settings.
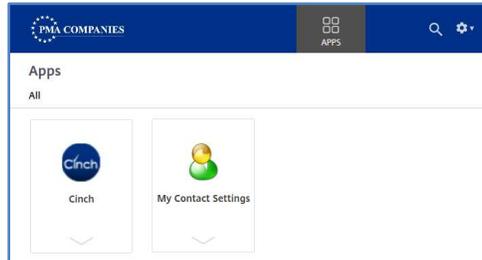
Click on the arrow next to your name to view your menu options. Select **Settings**.
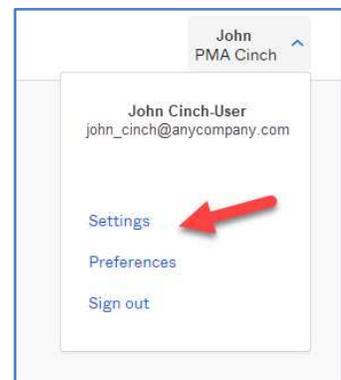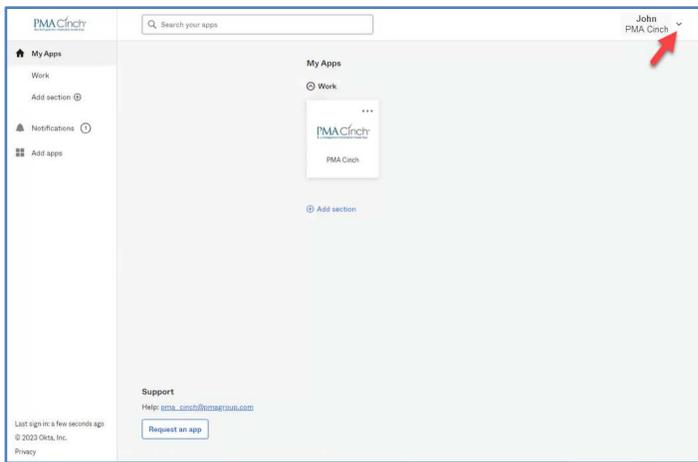

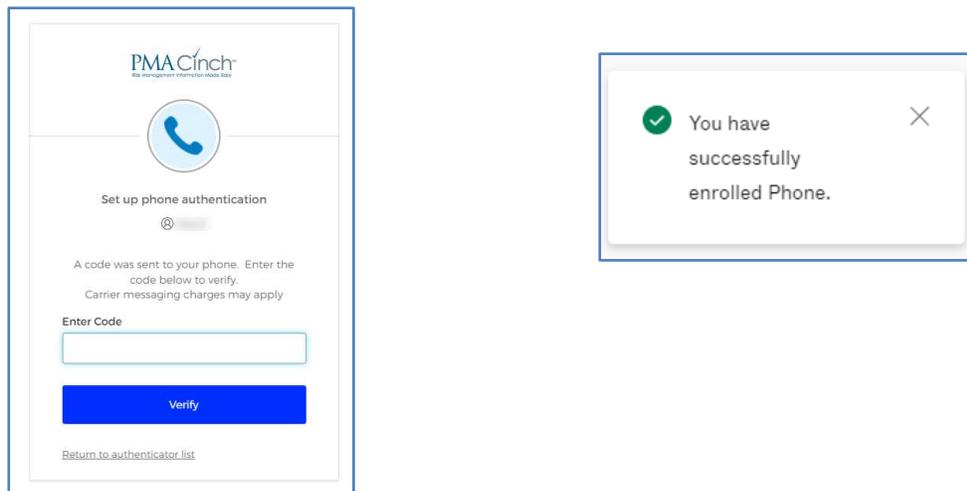Click the **Edit Profile** button in the upper right corner.
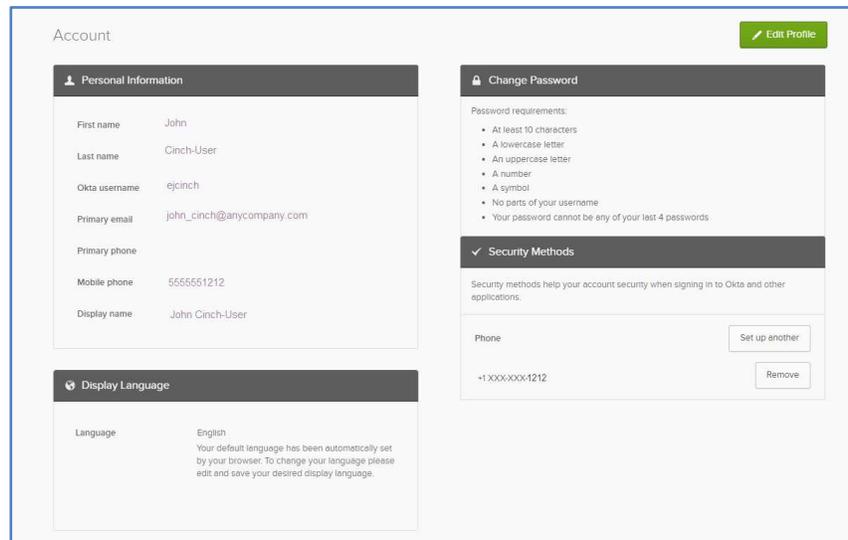
Some fields like First and Last Name and Email are directly integrated with your PMA Cinch log-in and, as such, cannot be updated in the My Contact Settings page. Please note these fields are grayed out. If you need to make a modification to your name or email, please contact us at pma_cinch@pmagroup.com.

Update Your Phone Information

To update the phone number we have on file for you, click the **Set Up Another** button in the **Security Methods** section. The **Set up security methods** page will appear. Click the **Set up** button. If you would like the option of receiving an authentication code via text message, select **SMS**. If you would prefer to receive a phone call with an authentication code, select **Voice call**. Add your number in the **Phone number** field.
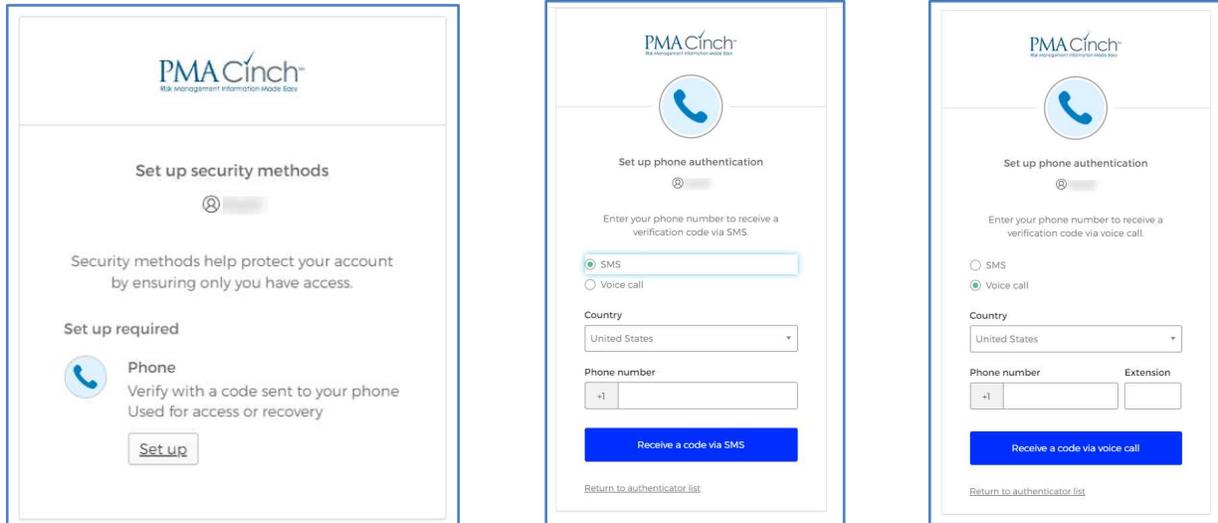
After entering the phone number click the **Receive a code via SMS/Receive a code via voice call** button. The **Set up phone authentication** screen will display and you will receive an authentication code via the method requested. Type the code in the **Enter Code** field and click **Verify** to update your changes. The Contact Settings page will display. You will see a message in the lower right indicating your change was successful.

Changing Your Password

Click the **Edit Profile** button in the upper right of the Account Settings page. In the **Change Password** section enter your current password and then enter your new password. Be sure to review the password requirements listed in the **Change Password** section. Confirm your new password and click the **Change Password** button.

Upon completion of the change, you will see the message **Password changed successfully**

When finished, click the My Apps menu item on the left side of the page then select PMA Cinch to return to the Cinch log in page.