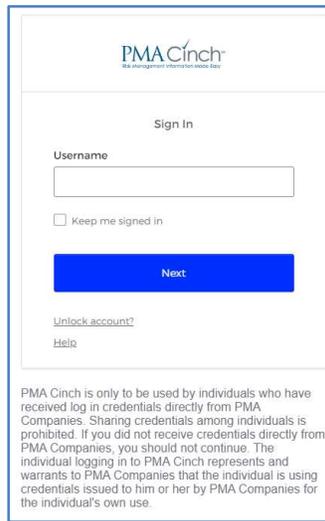


PMA CINCH® Multi-factor Authentication Instructions

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.

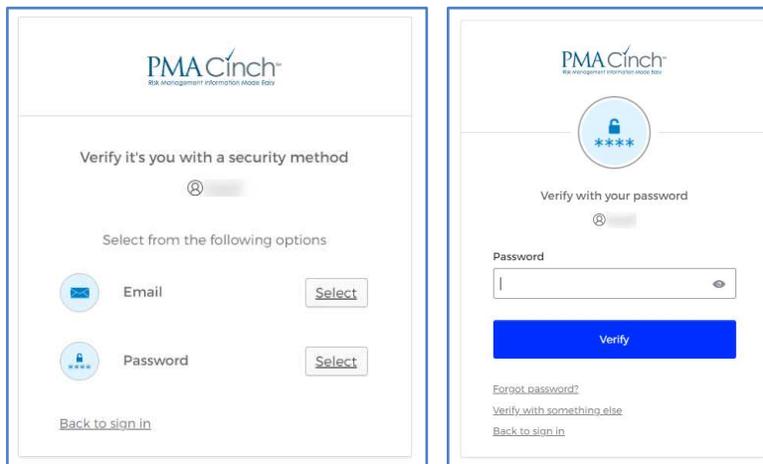
A log-in screen will appear. Please note it will look a bit different than the log-in page you are accustomed to seeing.



The screenshot shows the PMA Cinch Sign In page. At the top is the PMA Cinch logo. Below it is the text "Sign In". There is a "Username" label followed by 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 area are two links: "Unlock account?" and "Help".

PMA Cinch is only to be used by individuals who have received log in credentials directly from PMA Companies. Sharing credentials among individuals is prohibited. If you did not receive credentials directly from PMA Companies, you should not continue. The individual logging in to PMA Cinch represents and warrants to PMA Companies that the individual is using credentials issued to him or her by PMA Companies for the individual's own use.

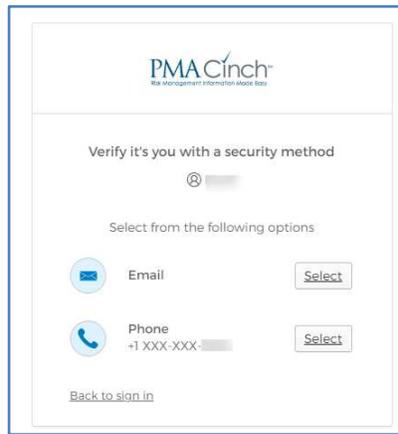
Enter your current PMA Cinch user ID and click Next. You will see options for the first form of authentication. Select **Password**.



The first screenshot shows the "Verify it's you with a security method" screen. It features the PMA Cinch logo, a masked user ID, and the instruction "Select from the following options". Two options are listed: "Email" with an envelope icon and "Password" with a lock icon. Each option has a "Select" button. A "Back to sign in" link is at the bottom.

The second screenshot shows the "Verify with your password" screen. It features the PMA Cinch logo, a lock icon with four asterisks, and the instruction "Verify with your password". There is a masked user ID and a "Password" label followed by a password input field with a visibility toggle. A blue "Verify" button is below the input field. At the bottom are three links: "Forgot password?", "Verify with something else", and "Back to sign in".

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

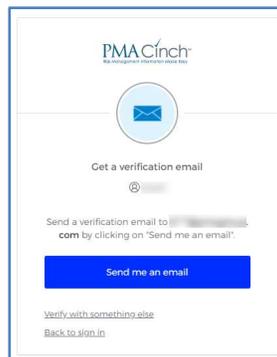


We have provided options for authentication using the email and/or phone number PMA has associated with your Cinch profile.

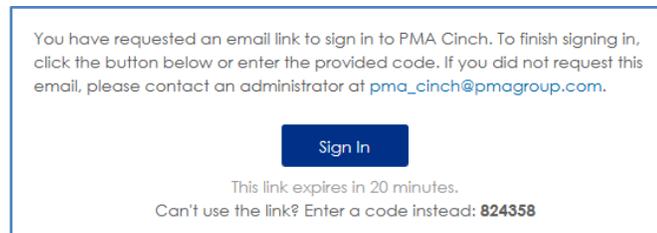
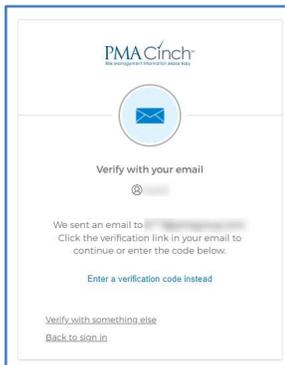
- **Email** - an authentication link/code will be sent to you via email
- **Phone** – an authentication code will be provided via an automated phone call or, if you have provided PMA Cinch with your cell phone number, you will have the option to receive an authentication code via text message

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”.



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.

The screenshot shows the PMA Cinch logo at the top. Below it is an email icon in a circle. The text reads "Verify with your email" followed by a redacted email address. Below that, it says "We sent an email to [redacted]. Click the verification link in your email to continue or enter the code below." There is an "Enter Code" input field and a blue "Verify" button. At the bottom, there are links for "Verify with something else" and "Back to sign in".

Phone

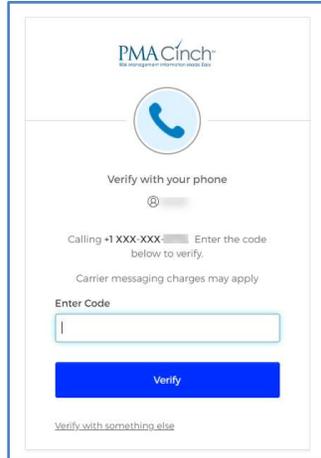
The screenshot shows the PMA Cinch logo at the top. Below it is a phone icon in a circle. The text reads "Verify with your phone" followed by a redacted phone number. Below that, it says "Send a code via SMS to +1 XXXX XXXX [redacted]. Carrier messaging charges may apply." There are two buttons: "Receive a code via SMS" (blue) and "Receive a voice call instead" (text link). At the bottom, there are links for "Verify with something else" and "Back to sign in".

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**.

The screenshot shows the PMA Cinch logo at the top. Below it is a phone icon in a circle. The text reads "Verify with your phone" followed by a redacted phone number. Below that, it says "A code was sent to +1 XXXX XXXX [redacted]. Enter the code below to verify." Below that, it says "Carrier messaging charges may apply." There is an "Enter Code" input field and a blue "Verify" button. At the bottom, there is a link for "Verify with something else".



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



The screenshot shows a mobile verification screen for PMA Cinch. At the top is the PMA Cinch logo. Below it is a blue telephone handset icon inside a circle. The text reads "Verify with your phone" followed by a masked phone number. Below that, it says "Calling +1 XXX-XXX-XXX Enter the code below to verify." and "Carrier messaging charges may apply". There is an "Enter Code" label above a text input field. A blue "Verify" button is positioned below the input field. At the bottom, there is a link that says "Verify with something else".

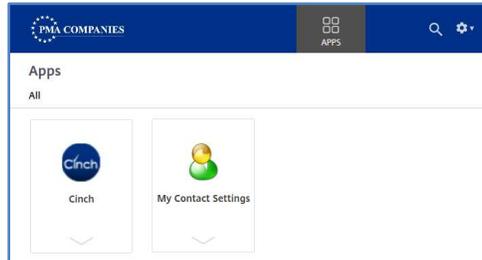
You will receive an automated phone call on the number indicated. The recording will say "Hello. Thank you for using our phone verification system. Your code is ... " It will then read the code one digit at a time. The recording will repeat the code a second time and then say "Goodbye."

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

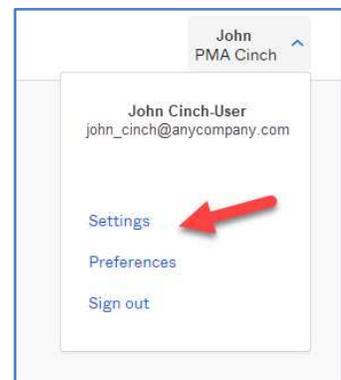
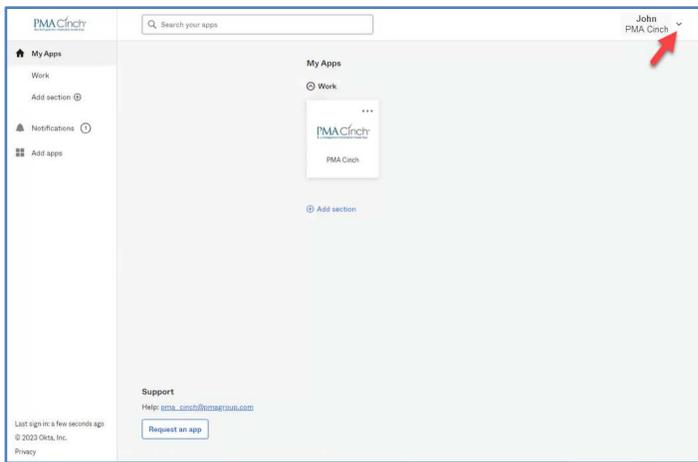


Updating Your Contact Information and Changing Your Password

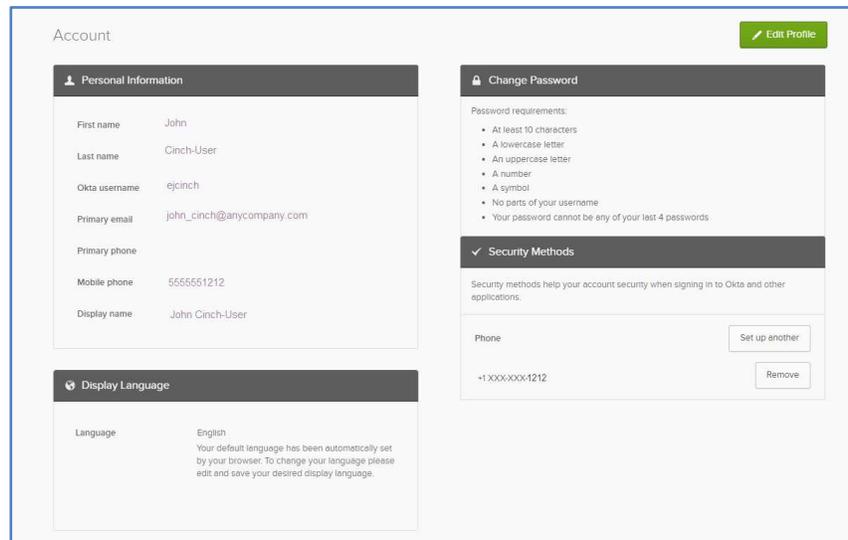
You can add/update a phone number and change your password in the My Contact Settings page. A link to this page is available next to the PMA Cinch icon on the Citrix Apps page. Please note you will be required to enter your user ID and password and authenticate again to access your settings.



Click on the arrow next to your name to view your menu options. Select **Settings**.



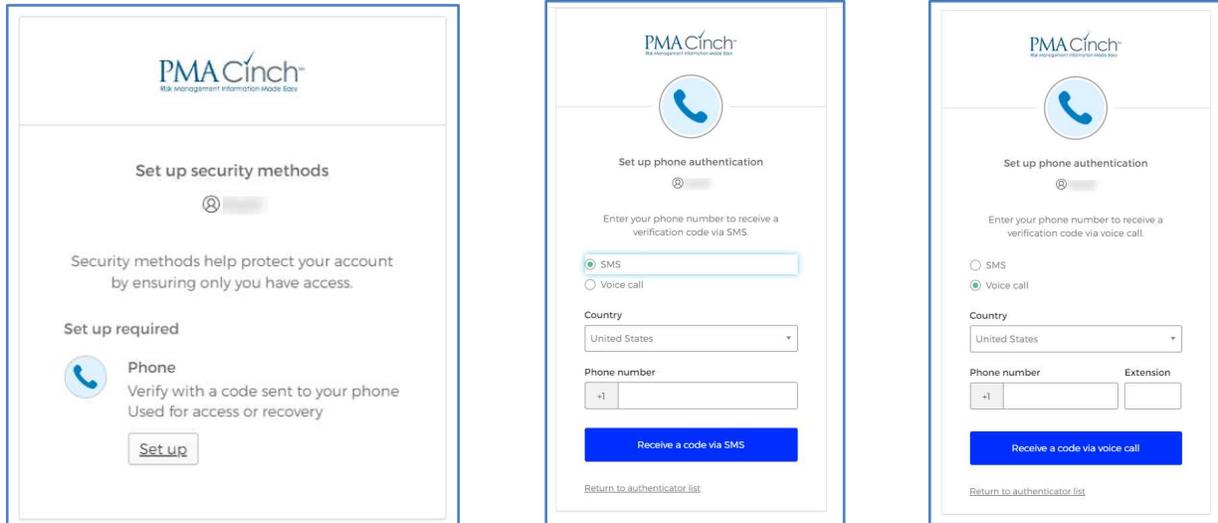
Click the **Edit Profile** button in the upper right corner.



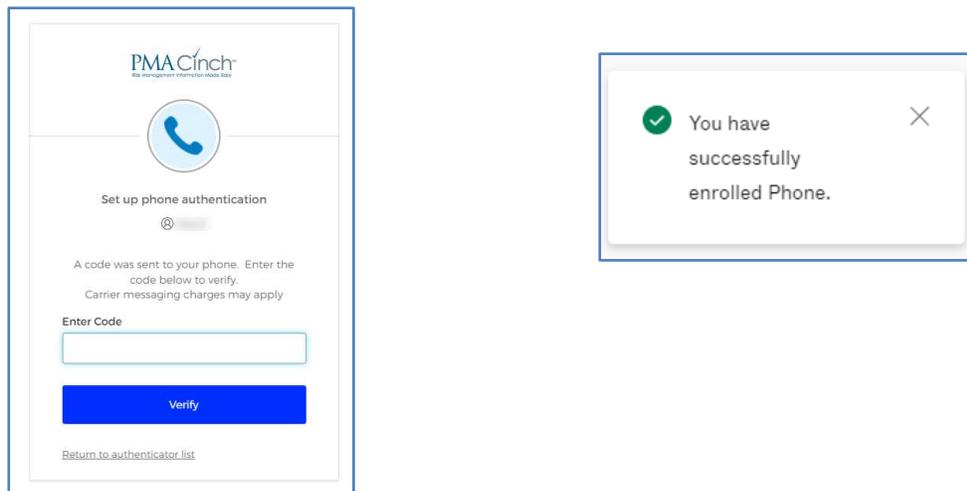
Some fields like First and Last Name and Email are directly integrated with your PMA Cinch log-in and, as such, cannot be updated in the My Contact Settings page. Please note these fields are grayed out. If you need to make a modification to your name or email, please contact us at pma_cinch@pmagroup.com.

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.

The screenshot displays the 'Account Settings' page with three main sections: 'Personal Information', 'Display Language', and 'Change Password'. The 'Personal Information' section includes fields for First name (John), Last name (Cinch-User), Okta username (ejcinch), Primary email (john_cinch@anycompany.com), Primary phone, Mobile phone (5555551212), and Display name (John Cinch-User). The 'Display Language' section shows the language set to English. The 'Change Password' section features a list of password requirements: at least 10 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of the username, and no reuse of the last 4 passwords. It contains three input fields for 'Current password', 'New password', and 'Confirm new password'. A checkbox for 'Sign me out of all other devices' is present with a 'Learn more' link. A 'Change Password' button is at the bottom right. Below this is the 'Security Methods' section, which includes a 'Phone' field with a 'Set up another' button and a 'Remove' button for the existing number '+1 XXX-XXX-1212'.

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

This screenshot shows the 'Change Password' section after a successful password change. A green checkmark icon is followed by the text 'Password changed successfully.' Below this message are the 'Current password', 'New password', and 'Confirm new password' input fields. The 'Sign me out of all other devices' checkbox and 'Learn more' link are also visible. The 'Change Password' button is located at the bottom right of the section.

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.