Two-Factor Authentication Guide

Login to your portal account now requires an authentication code after you have entered your correct email address/username and password.
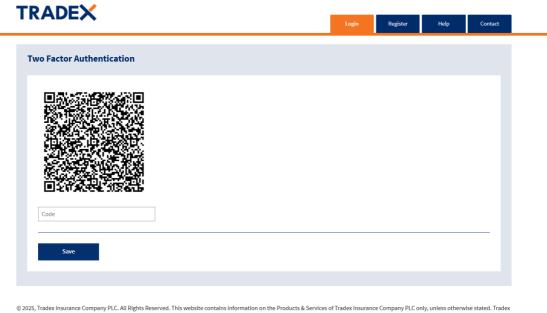
The code will be sent to an Authenticator App that you will need to install/download to your smart phone.

If you do not have a smart phone, please contact your Broker for further assistance.

1. Download the authenticator app, example icon below:

2. Once downloaded, it will need to be linked to your registered Portal email address, e.g. username@domain.com

3. Once you have entered your correct login credentials, a onetime only QR code will be returned.
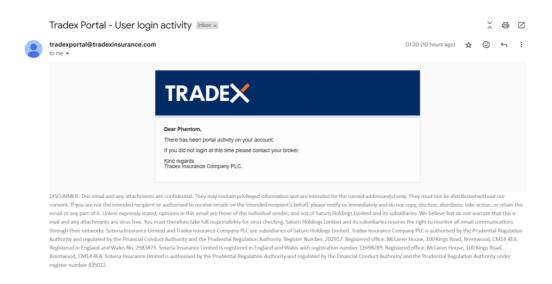
4. Open the authenticator app on your smart phone and scan the QR code. This will then link to your account. A six digit onetime password code will be returned, e.g. 404 143.

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5. Once you have received the code, you need to enter this number, within the time frame shown on your app, in the code field shown in the above screen print.

6. Once the code has been accepted, the login process is complete, and the Broker or Customer dashboard will be displayed. An automated email will then be sent to your account confirming there has been activity, example below:

7. Contact Details:

If you have any questions or need any assistance regarding this, please contact the Existing Business Team.

Tel: 0333 313 3131
Email: underwritng@tradex.com