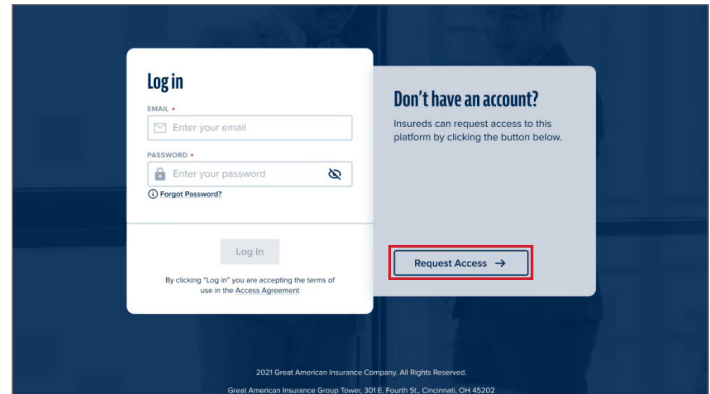


Request Access

Settings for Insured Portal

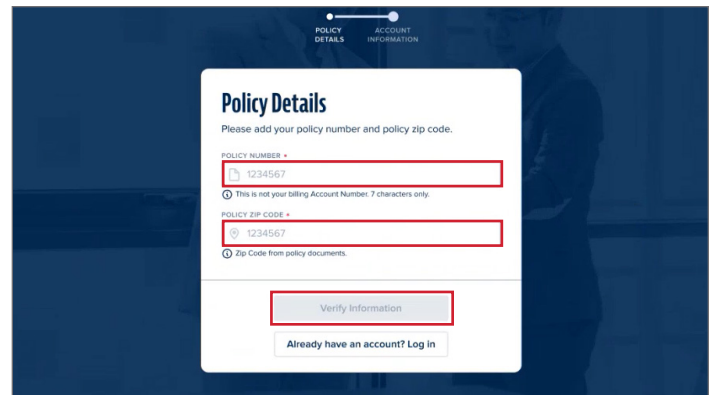
NOTE: Users with credentials on the legacy portal or MyBilling will have credentials on the new portal and will be automatically re-directed.

1. On the Log in page, click **Request Access**.



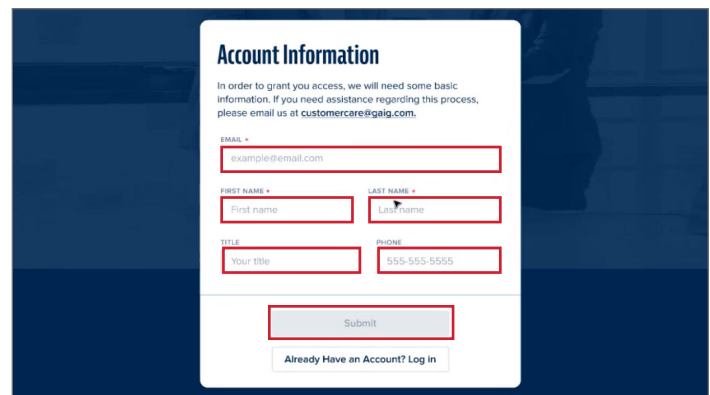
The screenshot shows the 'Log in' page. On the left, there are input fields for 'EMAIL' and 'PASSWORD', a 'Log In' button, and a link for 'Forgot Password?'. On the right, there is a section titled 'Don't have an account?' with a 'Request Access' button highlighted by a red rectangle. At the bottom, there is a copyright notice for Great American Insurance Company.

2. On the Policy Details page, do the following:
 - a. Enter your **Policy Number**.
 - b. Enter your **Policy ZIP Code**.
3. Click **Verify Information** when finished.



The screenshot shows the 'Policy Details' page. It has a progress bar at the top with 'POLICY DETAILS' and 'ACCOUNT INFORMATION'. The main form has two input fields: 'POLICY NUMBER' and 'POLICY ZIP CODE', both highlighted with red rectangles. Below these fields is a 'Verify Information' button, also highlighted with a red rectangle. At the bottom, there is a link for 'Already have an account? Log in'.

4. On the Account Information page, do the following:
 - a. Enter your **Email** address.
 - b. Enter your **First Name** and **Last Name**.
 - c. Enter your **Title** as needed.
 - d. Enter your **Phone number** as needed.
5. When finished, click **Submit**.

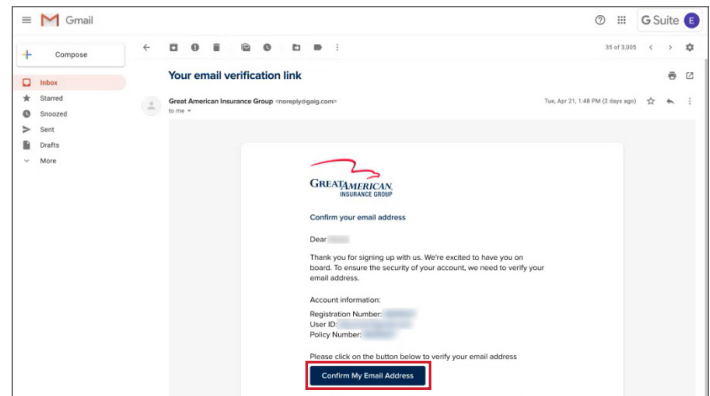


The screenshot shows the 'Account Information' page. It has a progress bar at the top with 'POLICY DETAILS' and 'ACCOUNT INFORMATION'. The main form has four input fields: 'EMAIL', 'FIRST NAME', 'LAST NAME', and 'PHONE', all highlighted with red rectangles. Below these fields is a 'Submit' button, also highlighted with a red rectangle. At the bottom, there is a link for 'Already Have an Account? Log in'.

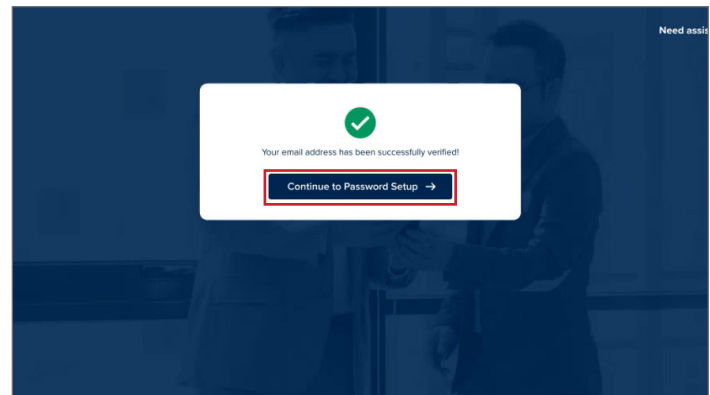
Continued on the next page...

6. You will receive a verification link via email. Open the email and click **Confirm My Email Address**.

NOTE: If you don't click the email verification link and try to sign into the portal, you will get a message in the portal asking you to confirm your email address. The email verification link will expire after 4 hours. After that, when you try to log into the portal, you be asked to Request a New Verification Link.



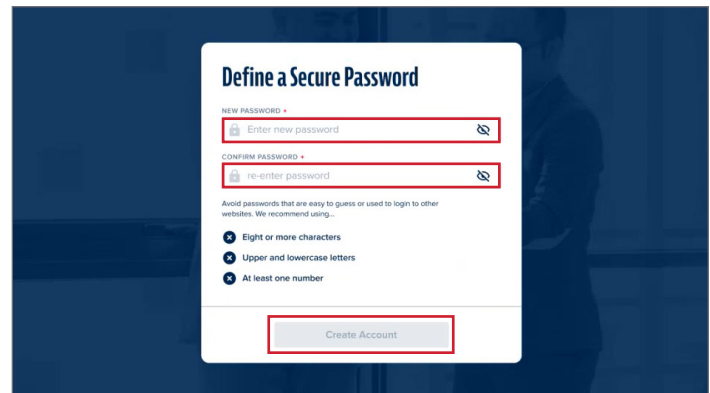
7. After you click the email verification link, you will be directed to the portal where you will be asked to setup a password. Click **Continue to Password Setup**.



8. On the Define a Secure Password, do the following:
- Enter a **New Password**.
 - Enter the new password again in the **Confirm Password** field.

NOTE: Passwords must be eight or more characters, combine upper and lower case letters, and contain at least one number.

9. When finished, click **Create Account**.



10. After you click Create Account, you will be redirected to OKTA's multi-factor identification. Here, you can do one of the following:
- Click **Set up** for Mobile App Verification (Most Recommended).
 - Click **Set up** for SMS Verification.
 - Click **Set up** Email Verification.
11. Once you have set up your OKTA verification, you will be redirected to the Dashboard in the portal.

