



MARSH & MCLENNAN
AGENCY

Multi-Factor Authentication for Administrative Accounts

We've expanded the Multi-Factor Authentication login process to Administrative users, providing the highest level of data protection.

With this update, administrators will no longer use <https://www.mybenefitsservicecenter.com> to login. Beginning March 19, 2019 the new address will be <https://adminweb.mymarketlink.com>

Please Note: the participant website address and login experience will not change.

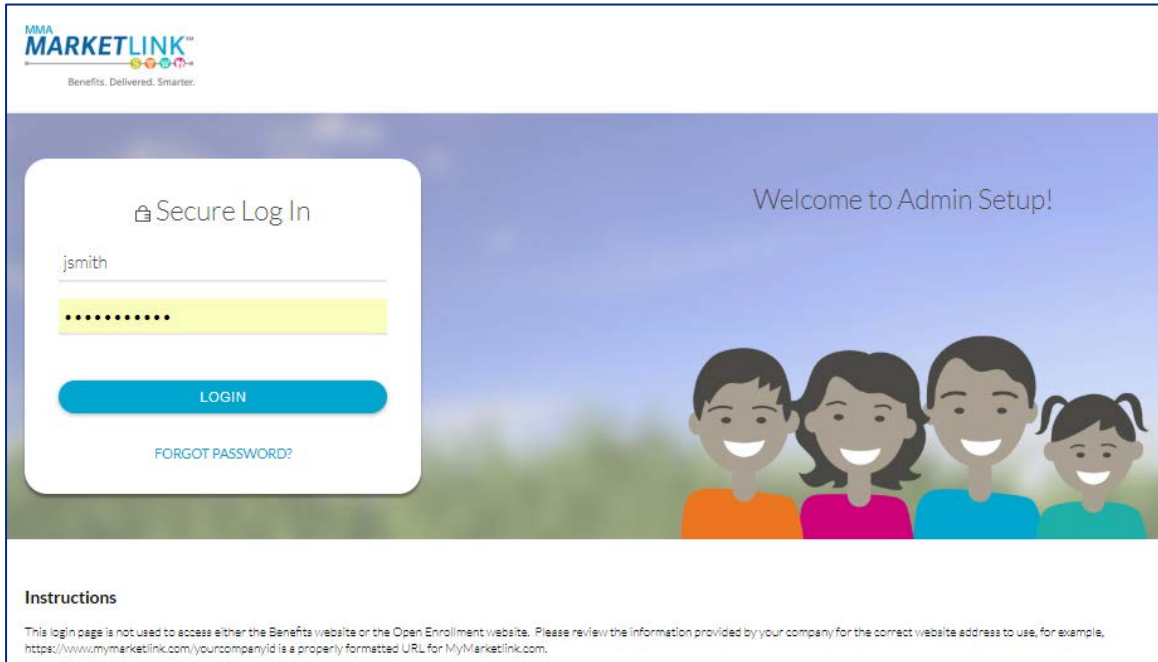
On March 19th, you will receive an email for each one of your administrative accounts from No-Reply@mmamarketlink.com with the Subject: One Time Password For AdminSetup. This email will initiate the registration process for the new login page.

The email will contain the masked username and a temporary password:

From: No-Reply@mmamarketlink.com [mailto:No-Reply@mmamarketlink.com]
Sent: Wednesday, January 09, 2019 1:48 PM
To: Smith, John
Subject: [SECURE]: One Time Password For AdminSetup
Importance: High

Here is your temporary password for username `js**th: d35gs$`. If you have forgotten the login URL or your login name, please contact your supervisor or client team representative. |

Navigate to <https://adminweb.mymarketlink.com>. Enter your mybenefitsservicecenter username and the temporary password.



After logging in, you will be asked to designate to where the Verification Code should be sent. The email(s) and phone number(s) that are on file with MarketLink will display. You have the option of receiving the Verification Code via email, text message or phone, depending on the available contact information. Make a selection and click "Submit".

Verification Code Required

Tell us how you'd like to receive the code and specify where we should send it.

1. This code is required to complete the MarketLink Multi-Factor Authentication process.
2. You will be required to enter a new code if your device footprint has changed since you last completed the MFA process (e.g. logging in from a new computer, using a different browser, if your cookies have been cleared)
3. Your carrier's message and data rates may apply.
4. For further information regarding our Privacy Policy, please click on the following link: [Legal & Privacy](#)

WHERE SHOULD WE SEND THE CODE?

--8412

an*****@tr*****.com

mm*****@ya****.com

[RETURN TO LOGIN PAGE](#)

You will then receive a message with the verification code.

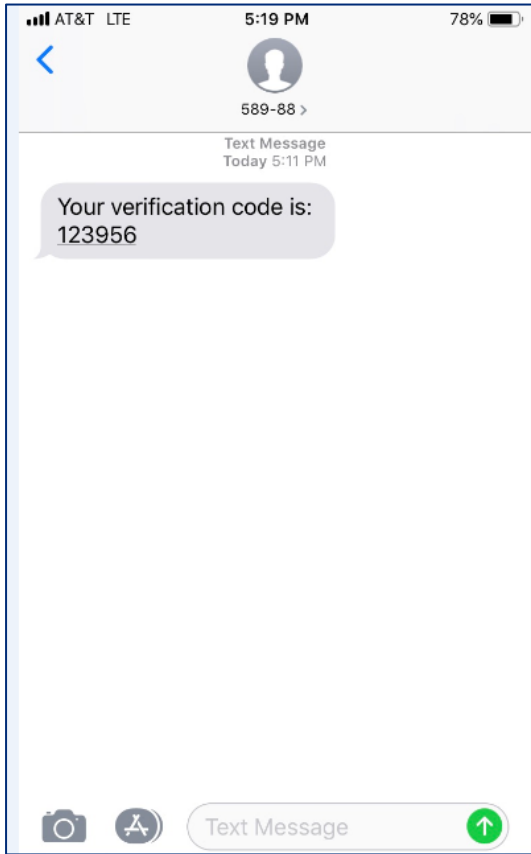
Email example:

From: No-Reply@mmamarketlink.com [mailto:No-Reply@mmamarketlink.com]
Sent: Friday, January 11, 2019 5:11 PM
To: Smith, John
Subject: Verification Code
Importance: High

Hello John Smith,

Your verification code is: 737284 (6-digit code). Please enter this verification code into the "Verify Your Identity" page on MarketLink. Your verification code will be valid for 10 minutes after it has been generated.

Text example:



Enter the Verification Code and click "Submit".

Verify Your Identity

MarketLink secures your account with multifactor authentication. We have sent you a verification code to enter below.

Note:

1. Do not close this window until you have entered the verification code
2. The verification code will expire in 10 minutes. If expired, please close all browser windows and start again.
3. If you chose to have the code sent to an email address, but it does not arrive, check your spam folder.
4. After 5 invalid attempts, your account will be locked.
5. If your verification code is not working, you can click on the "Need To Start Over?" link below.

VERIFICATION CODE

737284

SUBMIT

[NEED TO START OVER?](#)

You will then be prompted to reset your password and designate security responses.

Reset My Password

.....

..... ✓

..... ✓

very strong

Next

Password must contain:

- A minimum of 9 and maximum of 40 characters
- At least one uppercase character, one lowercase character, and one number
- At least one of these special characters: !@#%&*

Password Restrictions:

- Password may not contain spaces
- Password must be different from the last 8 passwords used
- Passwords cannot be changed more than once within a 24-hour period
- Passwords will expire every 90 days; Users will be prompted to reset passwords after expiration
- Multiple invalid login attempts will cause account to lock up for a short period of time

Set My Security Questions

Who was your childhood hero? ▼

Superman

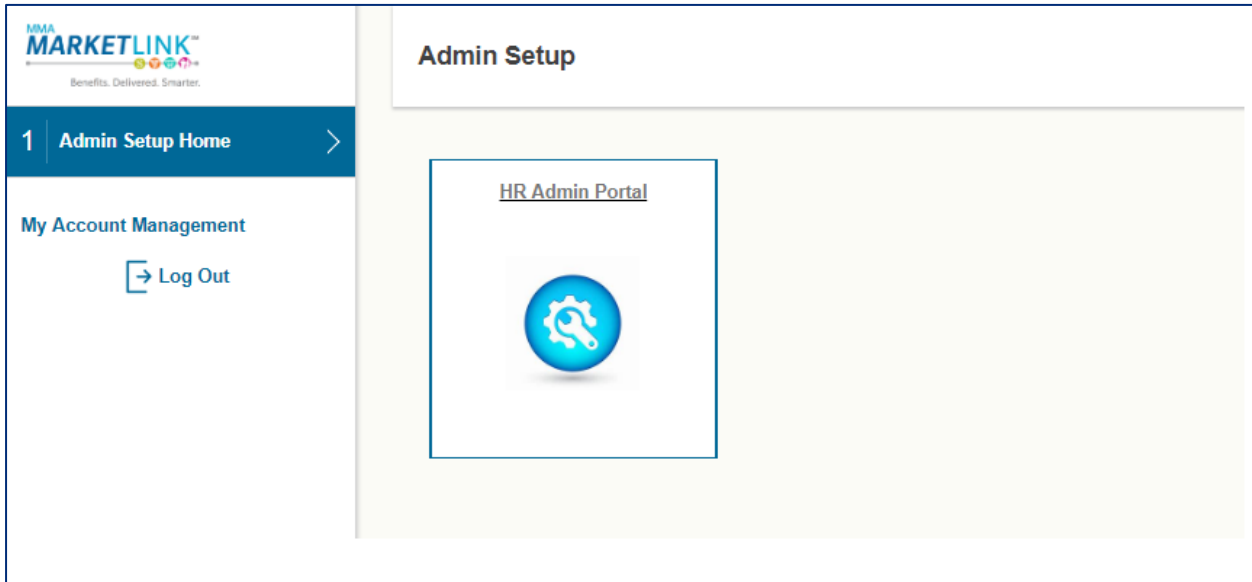
What is your favorite color? ▼

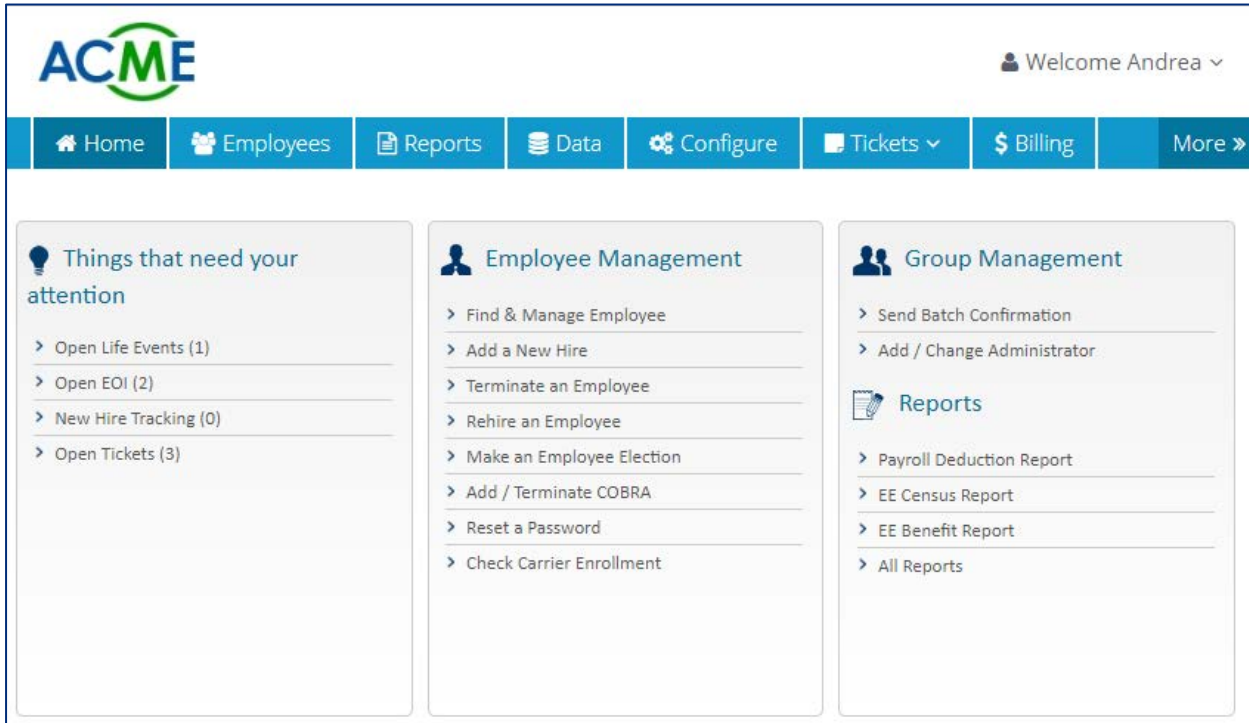
Blue

Next

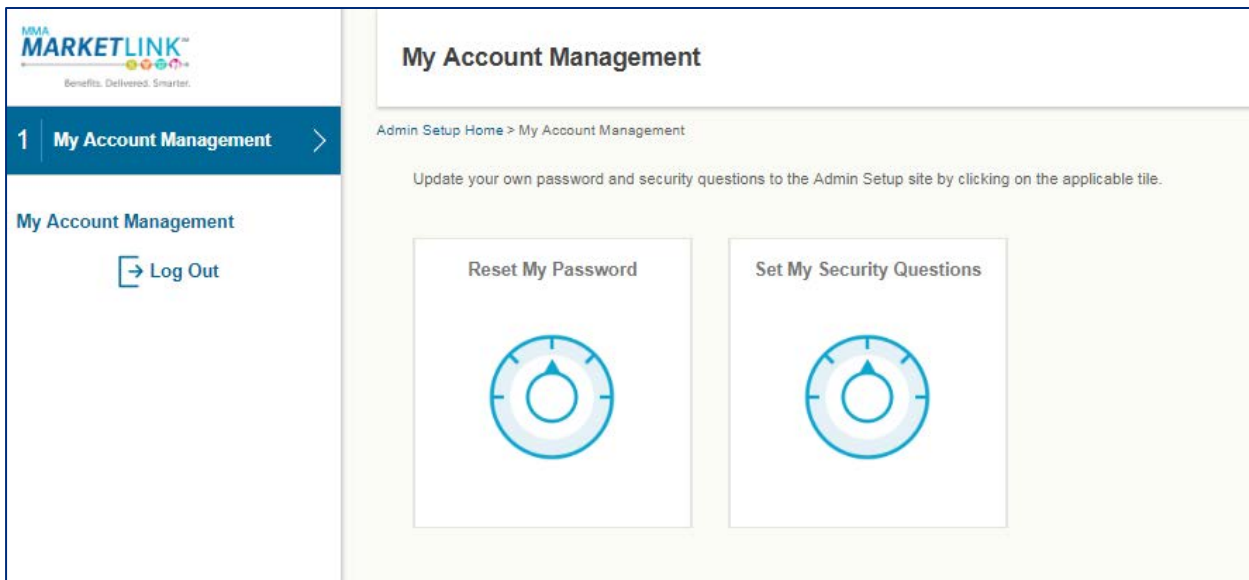
Once the registration process has been completed, you will be taken to the site's landing page. On future logins, you will only be asked to enter your username and password. Entry of the Verification Code will only be required if you login from a new device or browser, delete your browser history, or after a year since the last verification process.

Click on the HR Admin Portal tile to access your account.





To update your security information after login navigate to My Account Management



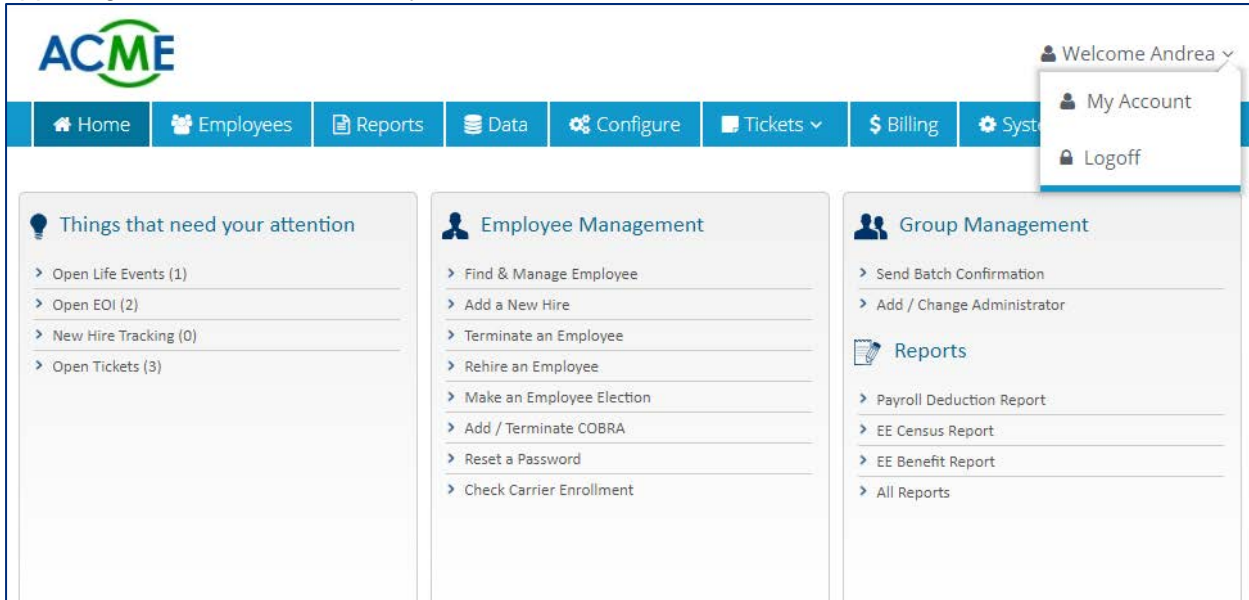
To change your password, click "Reset My Password". Enter your current password and your new password twice. Click Save.

The screenshot shows the 'Reset My Password' page. The breadcrumb trail is 'Admin Setup Home > My Account Management > Reset My Password'. The page title is 'Reset My Password'. On the left sidebar, there is a 'My Account Management' menu with a 'Log Out' button. The main content area contains three input fields: 'Old Password', 'New Password', and 'Retype New Password'. Below the 'Retype New Password' field, there is a red error message: '*** error'. At the bottom of the form is a 'Save' button. To the right of the form, there are two sections: 'Password must contain:' and 'Password Restrictions:'. The 'Password must contain:' section lists three requirements: a minimum of 9 and maximum of 40 characters, at least one uppercase character, one lowercase character, and one number, and at least one of the special characters: !@#\$%^&*'. The 'Password Restrictions:' section lists four rules: passwords may not contain spaces, passwords must be different from the last 8 passwords used, passwords cannot be changed more than once within a 24-hour period, passwords will expire every 90 days, and multiple invalid login attempts will cause the account to lock up for a short period of time.

You change your security questions or responses, click **Set My Security Questions**. Select a question and enter your response. Click **Save**.

The screenshot shows the 'Set My Security Questions' page. The breadcrumb trail is 'Admin Setup Home > My Account Management > Set My Security Questions'. The page title is 'Set My Security Questions'. On the left sidebar, there is a 'My Account Management' menu with a 'Log Out' button. The main content area features a dropdown menu with the question 'Who was your childhood hero?' and a blue downward arrow. Below this is an input field containing the text 'Superman'. Below the input field is another dropdown menu labeled 'Select a Question' with a blue downward arrow. Below the dropdown menu is an input field labeled 'Type Answer'. At the bottom of the form is a 'Save' button.

To update your email or phone number, click on HR Admin Portal. Then click on Welcome in the upper right corner and select My Account.



Update your phone number and / or email and click Save.

Edit Your Account Info

Logon Activity

Last Logon: August 14, 2015, 17:32
Last Logoff:
Last Logon IP Address:

Editable Information for andrea wawa

Username (for logon)*	<input type="text" value="jsmith"/>
First Name:*	<input type="text" value="John"/>
Middle Name:	<input type="text"/>
Last Name:*	<input type="text" value="Smith"/>
Phone Number:	<input type="text" value="215-555-4477"/>
Cell Phone:	<input type="text" value="555-795-1212"/>
Fax:	<input type="text"/>
Email:*	<input type="text" value="john.smith@test.com"/>
Time Zone	<input type="text" value="Eastern (US & Canada) ▼"/>