



Merimen Systems

2-Factor Authenticator (2FA) using Google
Authenticator

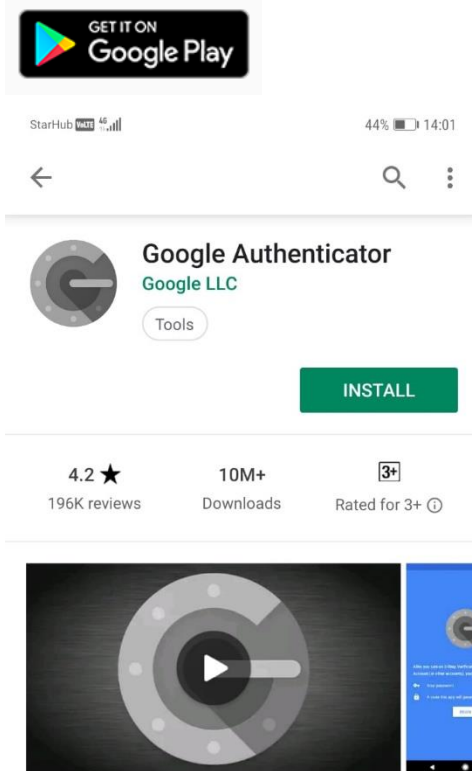
User Guide

1. Activate Google Authenticator

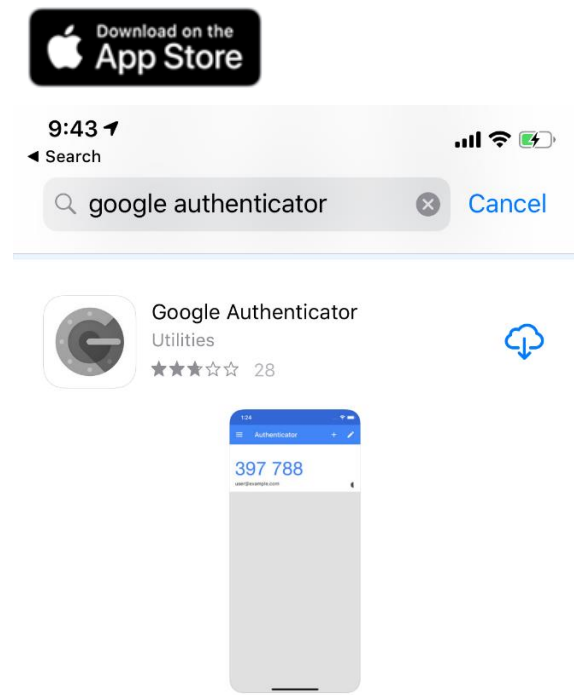
1.1 Download Google Authenticator Application

The Google Authenticator application will be used to retrieve the 2FA passcode for GIARMC login. Users are required to download the application into the mobile phones through –

1. Google Play store for Android users,



2. App Store for iPhone users,



1.2 Set Up Application

1. Login to GIARMC/ Merimen eClaims/ ePolicy system with current user ID and password

News & Announcements

IMPORTANT NOTICE

Please be informed that Merimen ePolicy will be shutdown from **Thursday, 23th July 2020, 11:00pm to Friday, 24th July 2020, 1:30am** for application upgrade & maintenance.


We apologize for any inconvenience caused.

ANNOUNCEMENT FOR ALL SYSTEM USERS

In alignment with MAS guidelines, 2FA will be required for all logins with effect from **6 Aug 2020**. Key points to note,

- 2FA secret code/ QR code will be emailed to your registered emailed upon registration (upon your first login on 6 Aug)
- One-time password (OTP) will be generated from Google Authenticator Application (download app via AppStore/ Google Play Store)
- User guide will be uploaded to system's Help content

Thank you.



Please enter your User ID and Password.

By logging in, you acknowledge that you have read, understood and agreed to our [Terms of Use](#).

Click here to access [Training Mode](#).

[Forgot Password](#).

2. Upon login, a 2FA screen like the below will be displayed depending if you have previously registered and if you have an email in your profile:

- a. Users with an email in system and has not registered 2FA – click on blue button ‘Click here to request for 2FA secret code’ for the 2FA secret code to be send to you via the email registered in Merimen system.

The screenshot shows the ePOLICY interface. At the top right, it says "Beta Insurance Company (HQ)", "Annette", and "24 Jul 2020 11:25 AM". A "Logout" button is visible in the top left. The main content area is a yellow box with the following instructions:

Step 1: Open the Google Authenticator application in your mobile phone (If setup was previously done, you **DO NOT** need to scan QR code again. Only enter number found in application)

Step 2: Enter 2FA code into the textbox below

[Download user guide here for more information](#)

[Click here to request for 2FA secret code](#)

- b. Users without an email in system and has not registered 2FA – Input your official email (email use for work/ Merimen correspondences; email will be updated into your Merimen profile) and click ‘Go’,

The screenshot shows the ePOLICY interface. At the top right, it says "Beta Insurance Company (HQ)", "Annette", and "24 Jul 2020 11:29 AM". A "Logout" button is visible in the top left. The main content area is a yellow box with the following instructions:

No email found in your profile. Please provide your email for your 2FA secret code and QR code to be emailed to you.

Email will also be updated into your Merimen's user profile

[Download user guide here for more information](#)

Enter email address : [Go](#)

An email with the 2FA secret code will be emailed to you within 15mins (*Note: Do check your junk/spam box*),

Merimen - 2FA code reset



Do-Not-Reply <do-not-reply@merimen.com>
To: annette@merimen.com

Reply Reply All Forward ...

Thu 7/16/2020 1:59 PM

Dear Amy Ho

You've requested 2FA reset on 16/07/2020 13:59:03.

The image attached is your new 2FA secret code in QR format.

Text version of 2FA secret code located right below the image.

Do delete the email once you've scanned and login to the system.



- c. User who has registered 2FA previously – Open up the Google Authenticator application in your mobile phone and enter the One-Time Password (OTP) (Refer to section 1.2 step 7b) into the textbox and click 'Go',

ePOLICY

Beta Insurance Company (HQ)
Annette
24 Jul 2020 11:24 AM

Logout

Step 1: Open the Google Authenticator application in your mobile phone (If setup was previously done, you **DO NOT** need to scan QR code again. Only enter number found in application)

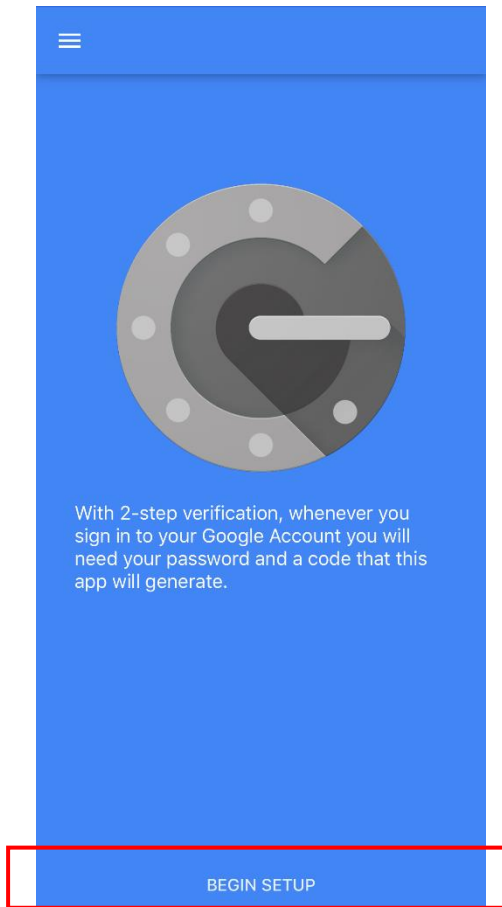
Step 2: Enter 2FA code into the textbox below

[Download user guide here for more information](#)

2FA :

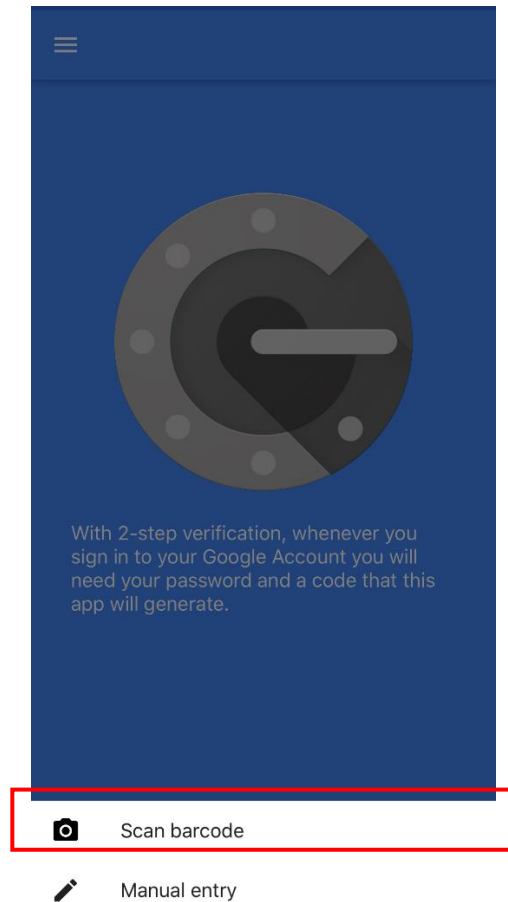
(DO NOT CLICK IF 2FA has been setup) Only click this link IF you have lost/ change your mobile phone and would like to reset your 2FA account

3. Launch the downloaded Google Authenticator application (Refer to Section 1.1) and select 'BEGIN SETUP',

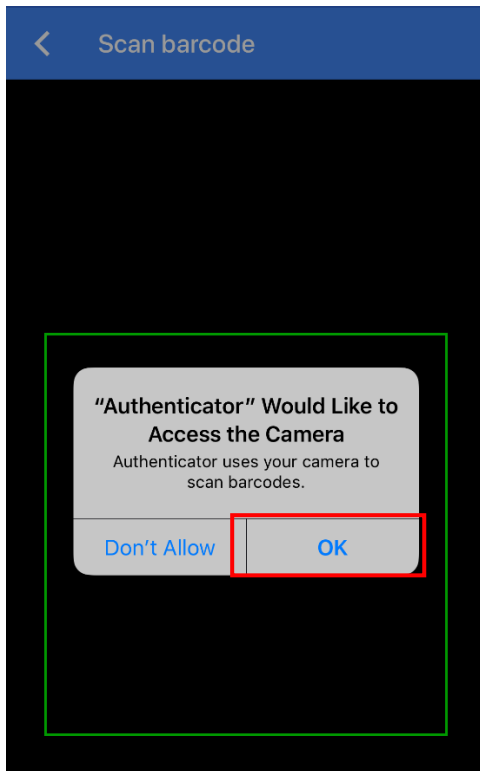


5. Click 'OK' to enable camera access

4. Select 'Scan barcode' option

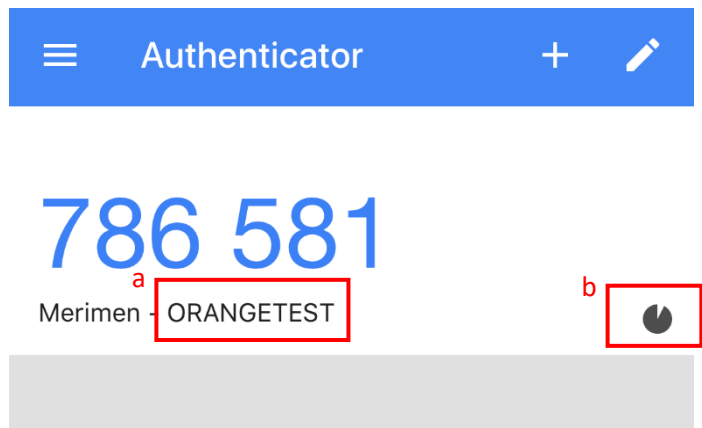


6. Point the camera at the QR code shown in the email (Refer to Section 1.2, step 2a/ 2b)



7. Upon scanning the QR code, a 2FA passcode will be displayed in the application with the below features,

- a. User ID – Ensure the user ID is your user ID
- b. Timer – Displays how long the passcode last. A new passcode will be automatically displayed once the timer is up



1.3 Login to GIARMC/ Merimen System

1. Enter 2FA passcode of Section 1.2, step 7 into 2FA screen textbox and click 'Go'. The passcode must be entered with the time period displayed from the Timer (Section 1.2, step 7b).

ePOLICY

Beta Insurance Company (HQ)
Annette
24 Jul 2020 11:24 AM

Logout

Step 1: Open the Google Authenticator application in your mobile phone (If setup was previously done, you **DO NOT** need to scan QR code again. Only enter number found in application)

Step 2: Enter 2FA code into the textbox below

[Download user guide here for more information](#)

2FA :

(DO NOT CLICK IF 2FA has been setup) Only click this link IF you have lost/ change your mobile phone and would like to reset your 2FA account

2. For subsequent logins, Users are only required to launch the Google Authenticator application to retrieve the 2FA passcode, and enter code into 2FA screen

1.4 Reset 2FA

For users who have misplaced/ changed their mobile phone, can reactivate the 2FA by clicking on the link/ text - '(DO NOT CLICK IF 2FA has been setup) Only click this link IF you have lost/ change your mobile phone and would like to reset your 2FA account',

ePOLICY

Beta Insurance Company (HQ)
Annette
24 Jul 2020 11:24 AM

Logout

Step 1: Open the Google Authenticator application in your mobile phone (If setup was previously done, you **DO NOT** need to scan QR code again. Only enter number found in application)

Step 2: Enter 2FA code into the textbox below

[Download user guide here for more information](#)

2FA :

(DO NOT CLICK IF 2FA has been setup) Only click this link IF you have lost/ change your mobile phone and would like to reset your 2FA account

Click 'Confirm',

ePOLICY Beta Insurance Company (HQ)
Annette
24 Jul 2020 11:26 AM

Logout

Step 1: Open the Google Authenticator application in your mobile phone (If setup was previously done, you **DO NOT** need to scan QR code again. Only enter number found in application)

Step 2: Enter 2FA code into the textbox below

[Download user guide here for more information](#)

2FA :

Alert

Confirm to reset 2FA?

(DO NOT CLICK IF 2FA has been setup) Only click this link IF you have lost/ change your mobile phone and would like to reset your 2FA account

And will be redirected to the initial setup screen with a new 2FA secret code sent to you via email registered in Merimen. Refer to Section 1.2 for set up steps.

ePOLICY Beta Insurance Company (HQ)
Annette
24 Jul 2020 11:26 AM

Logout

Step 1: Open the Google Authenticator application in your mobile phone (If setup was previously done, you **DO NOT** need to scan QR code again. Only enter number found in application)

Step 2: Enter 2FA code into the textbox below

[Download user guide here for more information](#)

2FA :

2FA code has been reset, you should receive an email shortly containing the QR code. Do check your spam if email not received within 15 minutes.

2. Invalid 2FA

The generated OTP is time-based, which means your phone needs to be properly synced with Google's for the code to work. Follow the below steps to sync your phone,

2.1 Syncing phone

1. Android:

If you are experiencing trouble with your Google Authenticator code and you are using an Android phone, it might be because the time on your Google Authenticator app is not synced correctly.

To make sure that you have the correct time:

- Go to the main menu on the Google Authenticator app
- Click **Settings**
- Click **Time correction for codes**
- Click **Sync now**

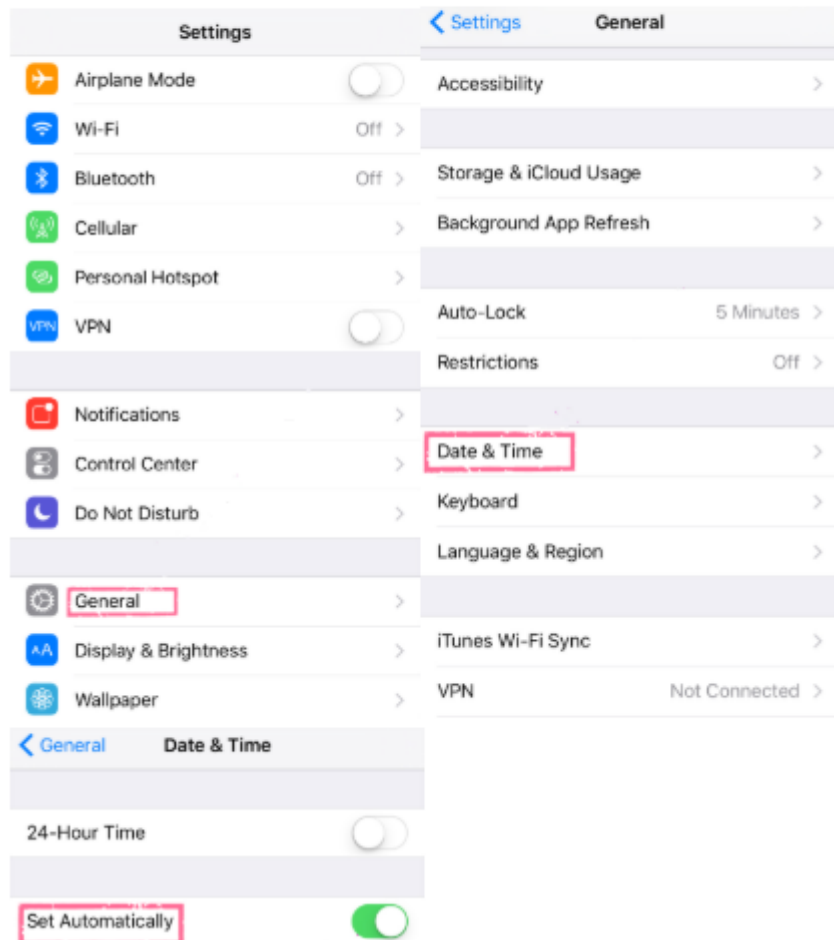
On the next screen, the app will confirm that the time has been synced, and you should now be able to use your verification codes to sign in. The sync will only affect the internal time of your Google Authenticator app on your Android phone, and will not change your device's Time and Date settings.

You may enter the new OTP once the above steps are completed

2. iPhone:

For iOS (Apple iPhone) users:

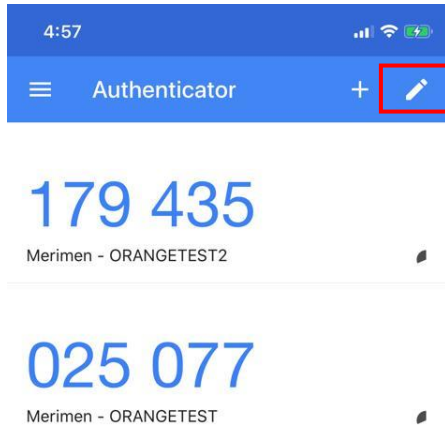
1. Go to the iPhone Settings.
2. Select **General**
3. Select **Date & Time**
4. Enable **Set Automatically**



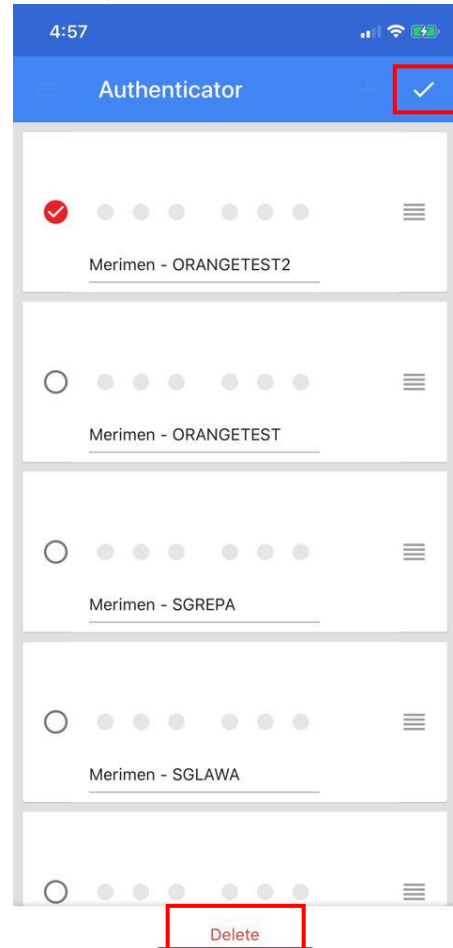
2.2 Reset Google Authenticator (only applicable for iPhone users)

Once the phone has been successfully synced, proceed to reset 2FA account in Merimen system (Refer to section 1.4) and Google Authenticator,

- a. Click on the 'pencil/ pen' icon (top right),



- b. Select the account you wish to delete and tap 'Delete',



- c. Tap 'Remove Account',

