



ZURICH®

# Account Re-activation user guide

Step by step guide

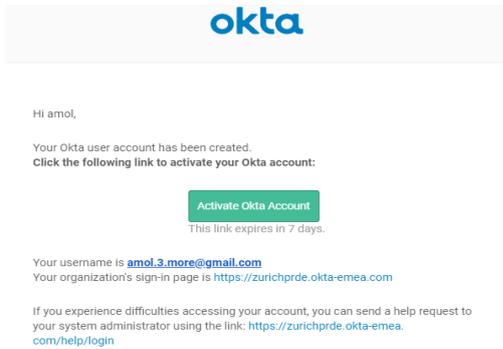


# Contents

1. Start Account re-activation..... 2
2. Set up Okta..... 2
3. Access Zurich Risk Advisor..... 2
4. Configure the second factor authentication .... 3
5. Authenticate with SMS ..... 3
6. Authenticate with voice call ..... 3
7. Download metadata ..... 4
8. Complete your profile ..... 4

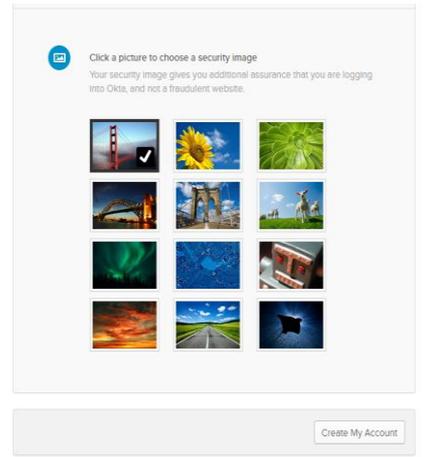
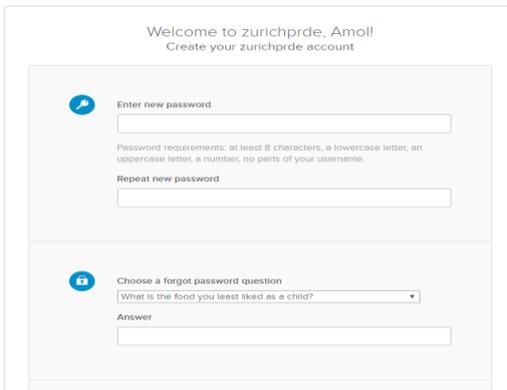
## 1. Start Account re-activation

- a) Go to your email and open the email you will have received from Okta. Press on 'Activate Okta Account'



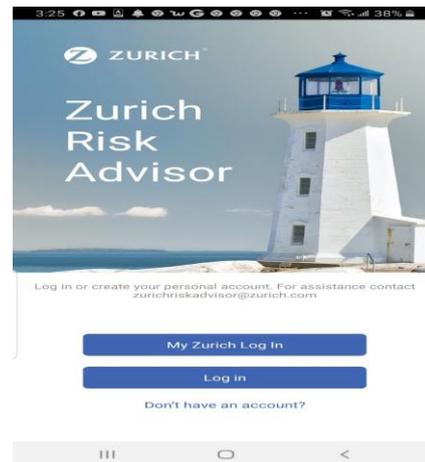
## 2. Set up Okta

- b) On the next page, complete the respective fields:



## 3. Access Zurich Risk Advisor

- c) Open the Zurich Risk Advisor App and tap on Log in

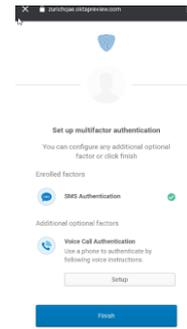
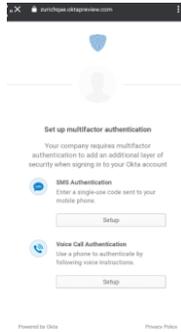


- d) Log in In the Zurich Risk Advisor app, log in by entering your e-mail address into the "Username" field and the password you have defined in the previous step into the "Password" field. Do also tick the box "Remember me". Then press "Sign in".



#### 4. Configure the second factor authentication

e) In the following screen, decide which second factor authentication you prefer to use: SMS or voice call authentication.



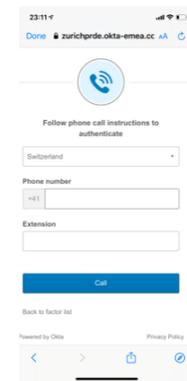
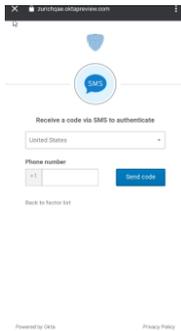
#### 6. Authenticate with voice call

i) You can also receive a voice call for your second factor authentication. In the previous screen, press "Setup".

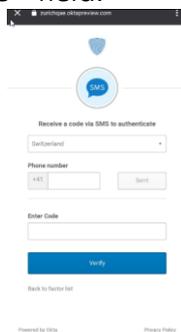
j) On the next screen, choose your country and enter your mobile phone number into the "Phone Number" field. Leave the "Extension" field empty. Then press "Call".

#### 5. Authenticate with SMS

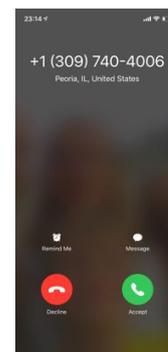
f) If you choose SMS authentication, introduce your country, phone number and press on "Send code".



g) You will receive an SMS with a code that you have to introduce in the "Enter code" field.



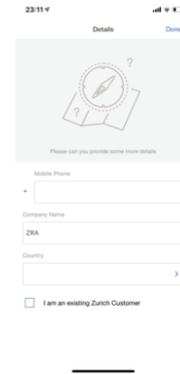
k) Your mobile phone will now be called to receive the one-time password. Accept the code and memorize the 5-digit code that is reported to you.



h) Your account is now set up and ready to be used. You can tap on "Finish" to log in to Zurich Risk Advisor.

## Zurich Risk Advisor

- l) Enter the 5-digit code into the "Enter Code" field and press "Verify".



- p) You can now enjoy Zurich Risk Advisor.

- m) If successful, you should be directed to the data synchronization page:



## 7. Download metadata

- n) Once the synchronization is completed (this may take a while), press "Close".



## 8. Complete your profile

- o) On the next screen, complete all data fields and then press "Done".