

Lineage Release Notes

Enhancements to Lineage

4 March 2019

Information for all Lineage Users

Lloyd's Canada is pleased to announce the following upcoming changes that will be introduced to the Lineage application on 18 March 2019.

General

Forgot your password Feature

To assist users who have forgotten their Lineage login password, a new self-serve **Forgot your password** feature will allow users to reset their passwords and unlock their own accounts.

This feature will be available to users at our Underwriter, Lloyd's Broker, Coverholder and Third Party Administrator organizations, and requires that a user must first specify a **Security Email address** on their User Profile. Only the user will be able to specify their **Security Email address** and it will remain confidential so that only the user will know it.

While the **Security Email address** can be the same as the user's standard **Email address**, it must be the address of a secure email account that only the user can access.

- Note that providing a **Security Email address** is optional, however **if a Security Email address is not provided, then the Forgot your password feature will not be available for this user.**

User [redacted]

Organization: [redacted] ❑ Required field.

Login Id: [redacted]

First Name: ❑ [redacted]

Last Name: ❑ [redacted]

Title: ❑ [redacted]

Participating User Roles: [redacted]

Business telephone number: [redacted]

Alternate telephone number: [redacted]

Email address: ❑ [redacted]

➔ Security Email address: [redacted] ❑ Please consider using an email address that only you can access and one that is managed by a secure email service provider. Keep this email address confidential.

Verification Code: [redacted]

Preferred Language: English ▾

Last Successful Login: 21/02/2019 11:07:40 EST
(dd/mm/yyyy hh:mm:ss)

Last Unsuccessful Login Attempt: No attempts recorded since last login.
(dd/mm/yyyy hh:mm:ss)

Submit Cancel

After entering their **Security Email address**, users must click on the **Verify Security Email Address** button.

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User [redacted]

Required field.

Organization: [redacted]
Login Id: [redacted]
First Name: [redacted]
Last Name: [redacted]
Title: [redacted]

Participating User Roles: [redacted]

Business telephone number: [redacted]
Alternate telephone number: [redacted]
Email address: [redacted]
Security Email address: [redacted]

Verification Code: [redacted]

Preferred Language: English ▾

Last Successful Login: 21/02/2019 11:07:40 EST
(dd/mm/yyyy hh:mm:ss)
Last Unsuccessful Login Attempt: No attempts recorded since last login.
(dd/mm/yyyy hh:mm:ss)

The following pop-up will advise users that a **Verification Code** was sent to their **Security Email address** and to leave their browser open on the User profile page. Users will need to check their **Security Email address** inbox for the email containing the **Verification Code**.

We have sent an email to your new Security Email Address that contains a verification code. Please keep your browser open on this page and enter this code to verify your Security Email Address.

This **Verification Code** must then be entered in the User profile.

User [redacted]

Required field.

Organization: [redacted]
Login Id: [redacted]
First Name: [redacted]
Last Name: [redacted]
Title: [redacted]

Participating User Roles: [redacted]

Business telephone number: [redacted]
Alternate telephone number: [redacted]
Email address: [redacted]
Security Email address: [redacted]

Verification Code: ←

Preferred Language: English ▾

Last Successful Login: 21/02/2019 11:07:40 EST
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Once the form is submitted with the correct **Verification Code**, the **Security Email address** will be saved to the user's profile, and the **Forgot your password** feature becomes available for this user.

From then on, this user will have the ability to reset his password by clicking on the **Forgot your password?** link on the Lineage login page.

Log in to the Portal

Please enter your username and password.

Username

Password

 [Forgot your password?](#)

Users will be asked to provide their **Login ID** and **Security Email address**. Instructions to reset the password are then forwarded to the **Security Email address**. Once a user completes resetting their password, their account will also become unlocked.

Request Password Reset

Please enter your Username and Security Email Address.

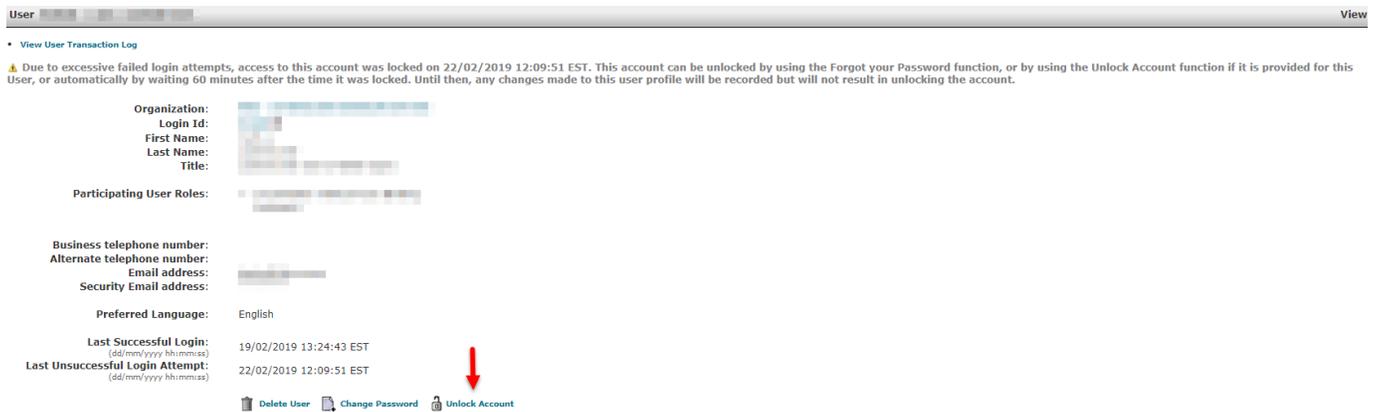
Username

Security Email Address

Administrator Unlock Account Function

We are introducing a new **Administrator Unlock Account** function which will provide Delegated Administrators with the ability to unlock the accounts for other users at their organization who have locked out their Lineage account, due to excessive failed login attempts.

When a user's account is locked out, Delegated Administrators will now be able to select the **Unlock Account** function at the bottom of that user's profile.



User View

• [View User Transaction Log](#)

⚠ Due to excessive failed login attempts, access to this account was locked on 22/02/2019 12:09:51 EST. This account can be unlocked by using the Forgot your Password function, or by using the Unlock Account function if it is provided for this User, or automatically by waiting 60 minutes after the time it was locked. Until then, any changes made to this user profile will be recorded but will not result in unlocking the account.

Organization: [Redacted]
Login ID: [Redacted]
First Name: [Redacted]
Last Name: [Redacted]
Title: [Redacted]

Participating User Roles: [Redacted]

Business telephone number: [Redacted]
Alternate telephone number: [Redacted]
Email address: [Redacted]
Security Email address: [Redacted]

Preferred Language: English

Last Successful Login: 19/02/2019 13:24:43 EST
(dd/mm/yyyy hh:mm:ss)

Last Unsuccessful Login Attempt: 22/02/2019 12:09:51 EST
(dd/mm/yyyy hh:mm:ss)

After confirming the request, the user's account is unlocked and an email is sent to inform the user that they are able to access Lineage again.

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User [redacted] View

• View User Transaction Log

⚠ Due to excessive failed login attempts, access to this account was locked on 22/02/2019 12:09:51 EST. This account can be unlocked by using the Forgot your Password function, or by using the Unlock Account function if it is provided for this User, or automatically by waiting 60 minutes after the time it was locked. Until then, any changes made to this user profile will be recorded but will not result in unlocking the account.

⚠ Accounts are locked as a security precaution against unauthorized access. Please ensure that the request to unlock this account is being made by a legitimate source.

Confirm I confirm that the request to unlock this account comes from a legitimate source.

Organization: [redacted]
Login Id: [redacted]
First Name: [redacted]
Last Name: [redacted]
Title: [redacted]

Participating User Roles: [redacted]

Business telephone number: [redacted]
Alternate telephone number: [redacted]
Email address: [redacted]
Security Email address: [redacted]

Preferred Language: English

Last Successful Login: 19/02/2019 13:24:43 EST
(dd/mm/yyyy hh:mm:ss)

Last Unsuccessful Login Attempt: 22/02/2019 12:09:51 EST
(dd/mm/yyyy hh:mm:ss)

[Delete User](#) [Change Password](#) [Unlock Account](#)

Delegated Administrators and users from organizations without a Delegated Administrator can contact the Lloyd's Canada Service Desk at info@lloyds.ca to have their accounts unlocked.

Lineage Terms & Conditions

The Lineage Terms & Conditions will be updated to include the following clause regarding users' responsibility towards their account.

ACCOUNT AND SECURITY

11. Access to the Website is provided to a person who has registered as a User with an account created under their own personal name. After the account's creation, the User will be provided with a log-in id and password security credential that are used to access the Website. The User agrees:

- a. to provide accurate information required for the creation of their account;
- b. to keep their account information accurate and up to date;
- c. that for any email address provided on their account, that the User will ensure that email address is registered with a secure email service provider, and that access to that email account is limited to only the User themselves;
- d. not to knowingly permit another entity to access the Website with the User's account;
- e. not to access the Website with an account registered to a different person, or an account that is not registered to a person;
- f. not to create User accounts that are not directly associated to an individual person;
- g. to maintain the confidentiality of their security credentials at all times, including taking steps to safeguard those credentials against discovery;
- h. to comply with a request from the Website and/or Lloyd's Canada to change those credentials;
- i. to immediately change their security credentials if the User suspects their account has been compromised;
- j. to contact Lloyd's Canada in the event the User discovers their account has been accessed without the User's permission.

When logging into Lineage on or after 18 March 2019, users will be prompted to read and accept these updated Terms and Conditions by clicking on "I Agree" at the bottom of the text. Once accepted, the Terms and Conditions acceptance form will no longer appear when accessing Lineage, but the Terms and Conditions are still available to read by selecting the link located in the Lineage main menu.

LLOYD'S Welcome [redacted] [Terms and Conditions](#) [Contact Us](#) [Français](#) [Logout](#)

LINEAGE [CORRESPONDENT PROFILE](#) [BINDING AUTHORITY](#) [POLICIES](#) [CLAIMS](#) [MIT](#) [PORTS](#) [SETTLEMENT](#) [ADMINISTRATION](#) [TOOLS](#)

MY ACCOUNT [NOTIFICATIONS](#) [WORKLIST](#)

Related documentation for all above features will be updated on Lineage's Portal Knowledge Base by 15 March 2019.

Please contact us at info@lloyds.ca with any comments or questions. We look forward to hearing from you.