

# CoreFiling Portal - Multi-Factor Authentication (MFA)

## Devolved Administrator Guide

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## Contents

A. Summary	3
B. New Devolved Administrator Request	4
C. Already a Devolved Administrator – request for CoreFiling application only	9
D. Reviewing / approving a user request for CoreFiling MFA	10
E. Other Information	12



## A. Summary

As part of Lloyd's on-going commitment to improve our customers experience and further enhance security of applications and data, we have enabled Multi-Factor Authentication (MFA) via Identity for the CoreFiling application.

As a designated Devolved Administrator (DA) you will have access to create, approve and reject user's requests to set up MFA for the CoreFiling application.

This guide provides instructions on the steps to be completed, according to your current DA status:

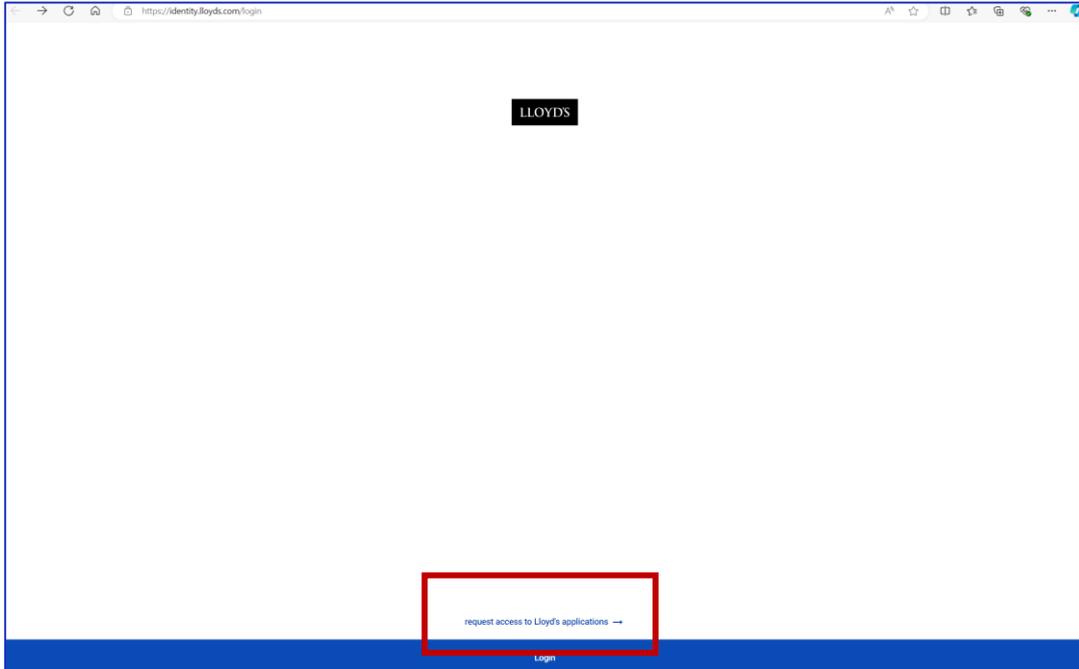
If you are a new DA	Refer to section B
If you already have DA access and only require access to the CoreFiling Application	Refer to section C
When you are reviewing / approving user requests	Refer to section D

## B. New Devolved Administrator Request

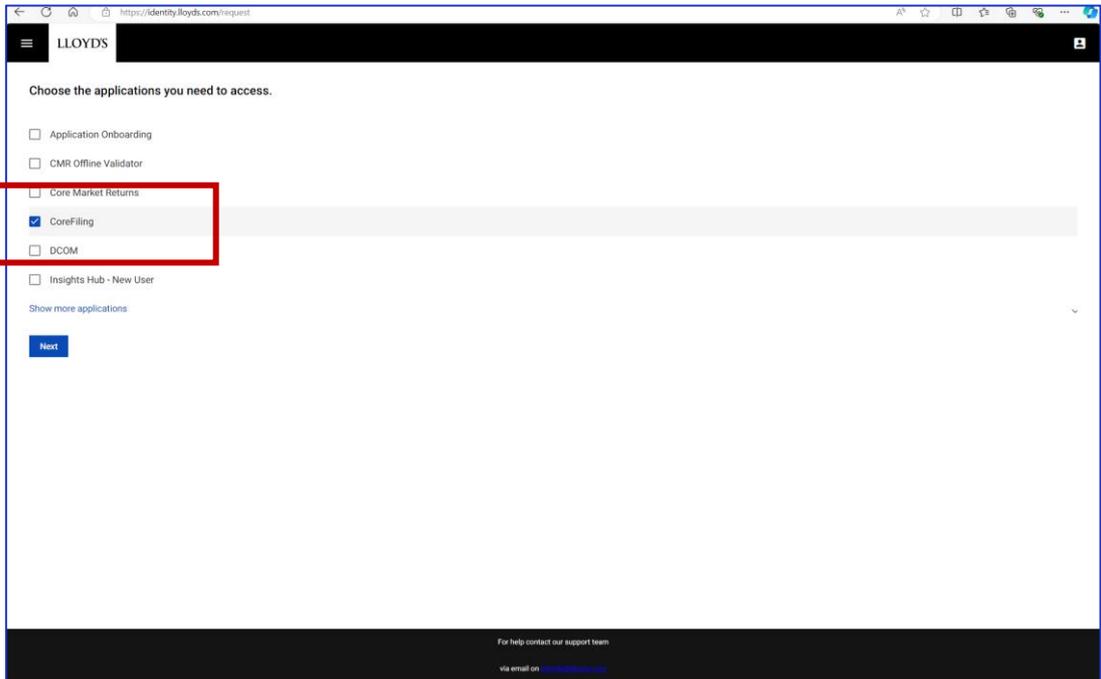
A new DA access request can be initiated via this link: <https://identity.lloyds.com/>

### Instructions:

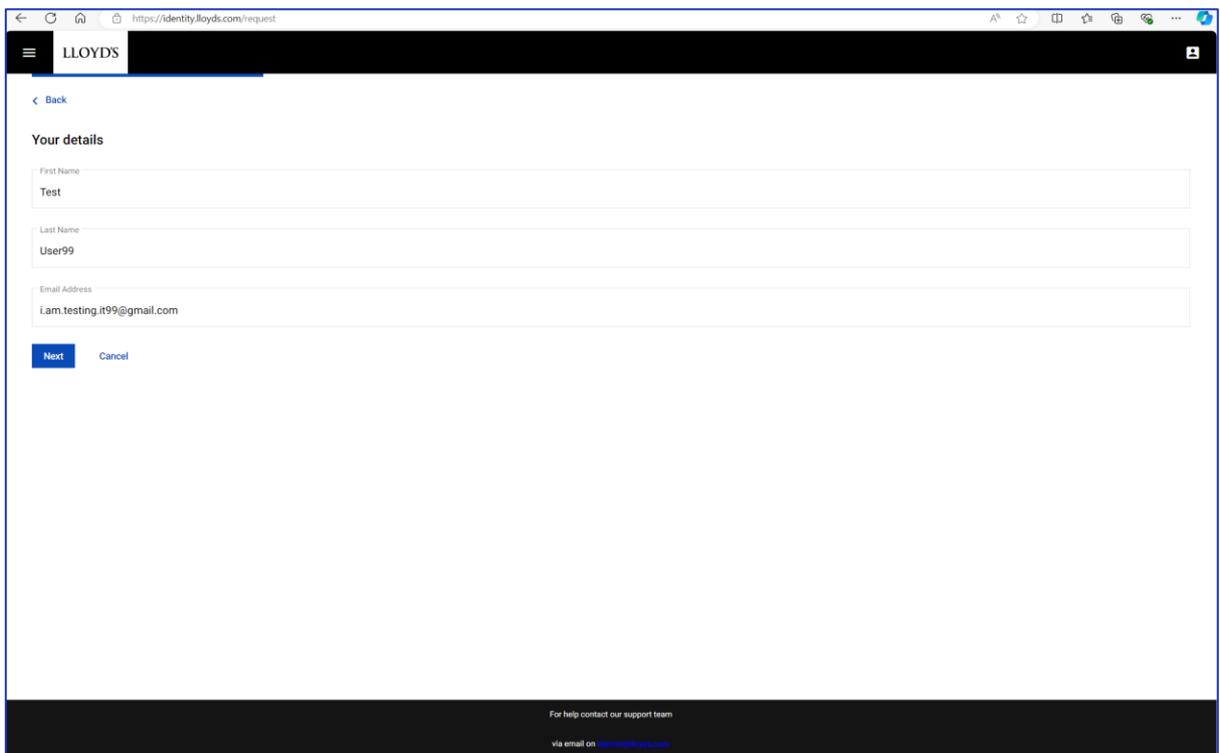
1. Click on 'Request access to Lloyd's applications' from the link at the bottom of the screen



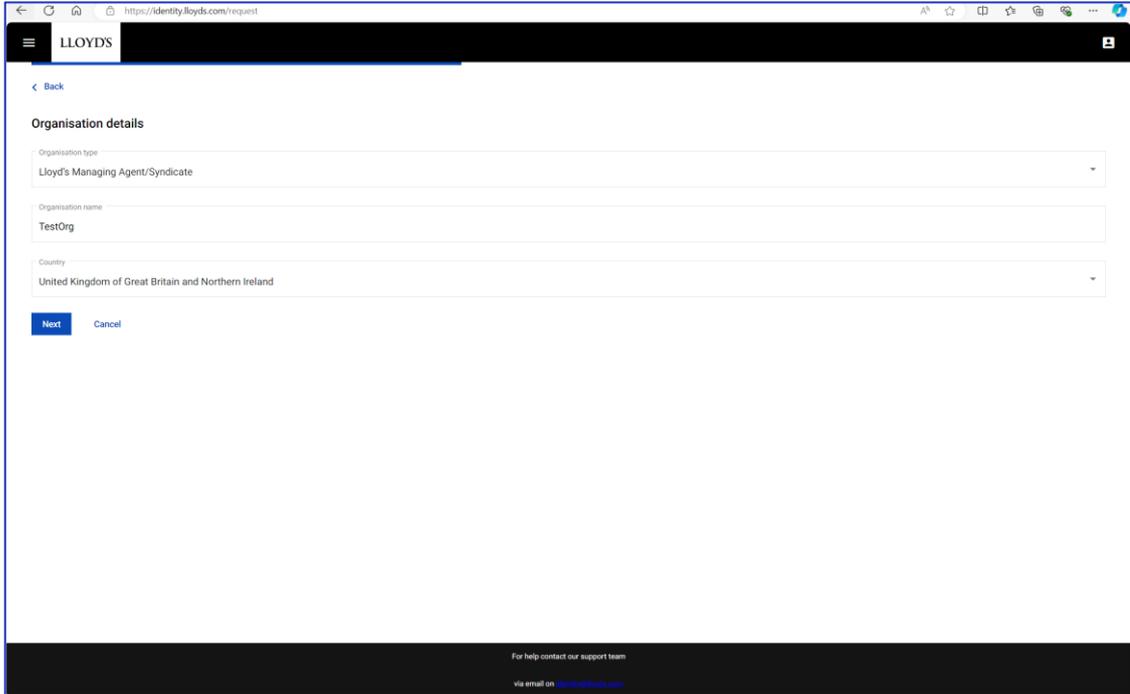
## 2. Select CoreFiling from the list and click Next



## 3. Enter your details as requested and click Next

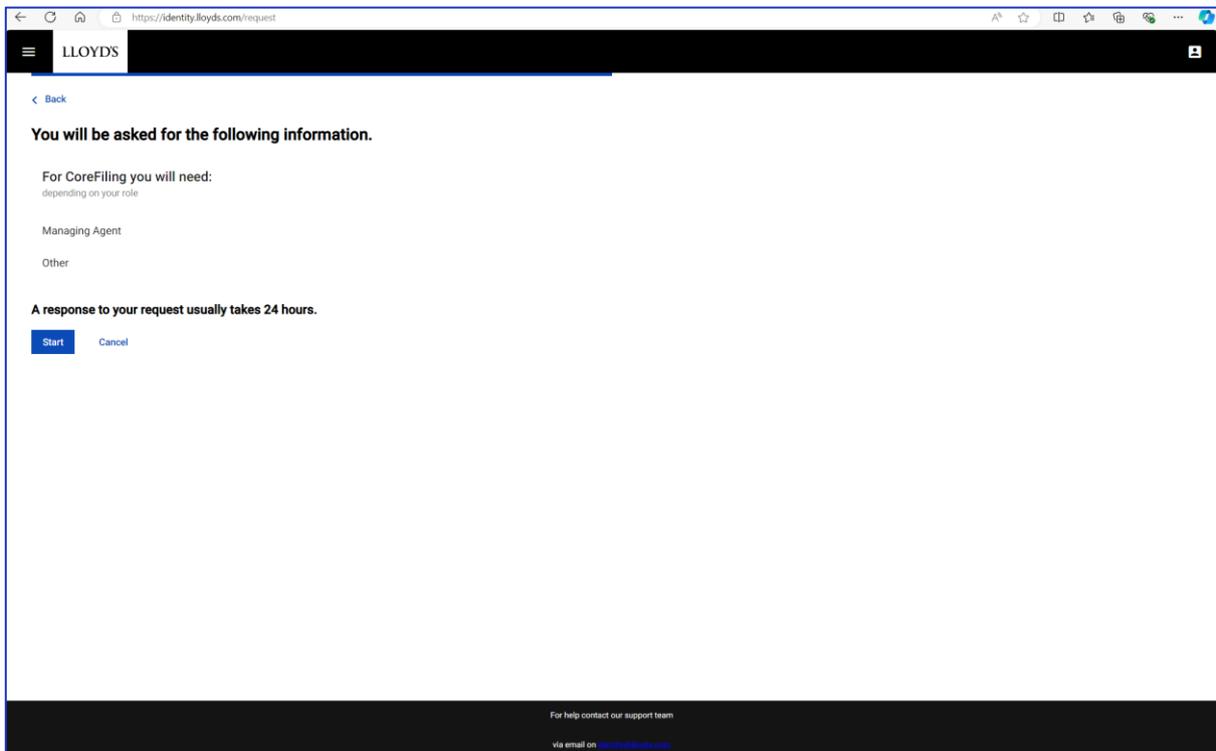


4. Select Organisation Type (usually Lloyd's Managing Agent/Syndicate) and specify your Organisation name and Country then click Next



The screenshot shows a web browser window with the URL <https://identity.lloyds.com/request>. The page has a dark header with the LLOYDS logo and a navigation menu. Below the header, there is a "Back" link. The main content area is titled "Organisation details" and contains three input fields: "Organisation type" with a dropdown menu showing "Lloyd's Managing Agent/Syndicate", "Organisation name" with the text "TestOrg", and "Country" with a dropdown menu showing "United Kingdom of Great Britain and Northern Ireland". At the bottom of the form, there are two buttons: "Next" and "Cancel". A footer at the very bottom of the page contains the text "For help contact our support team via email on [identity@lloyds.com](mailto:identity@lloyds.com)".

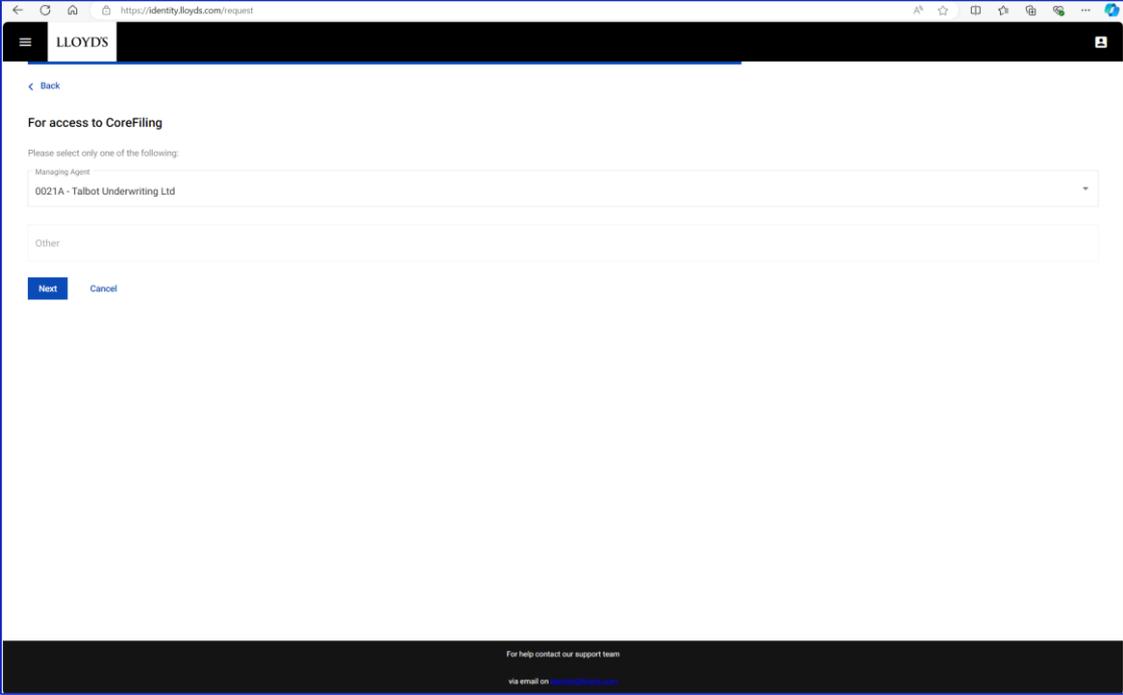
5. A summary screen is shown, click Start



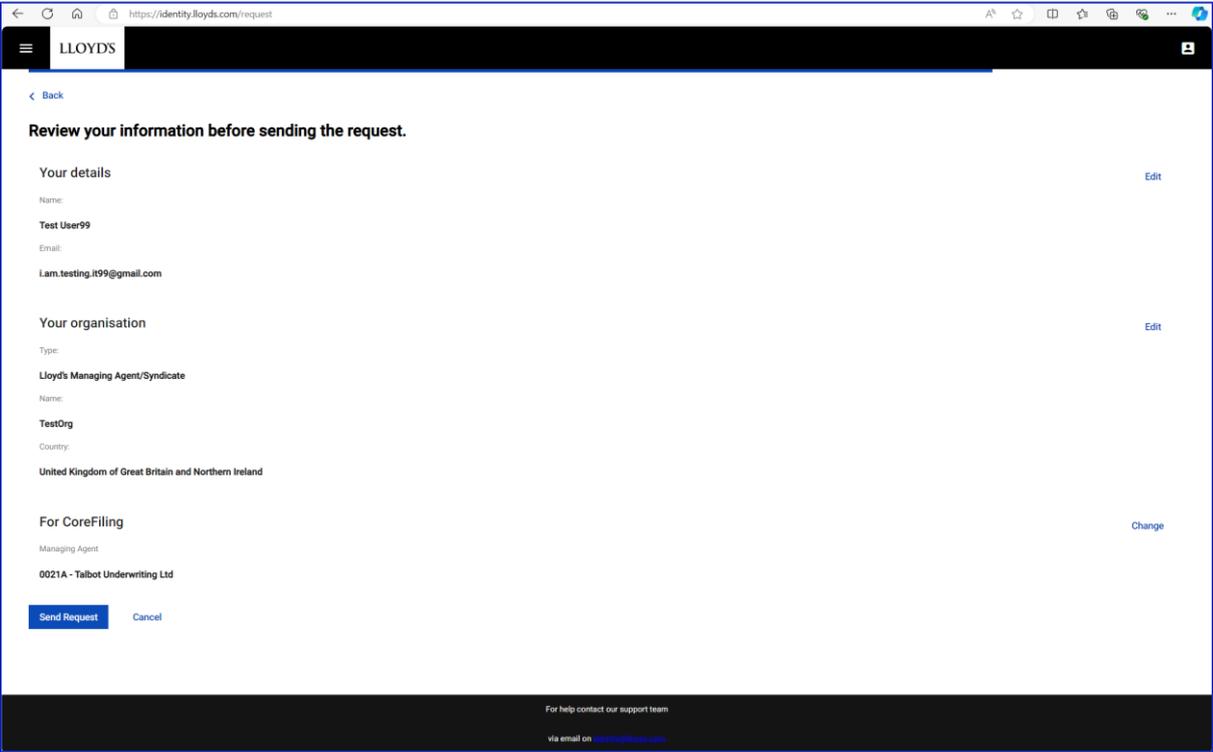
The screenshot shows a web browser window with the URL <https://identity.lloyds.com/request>. The page has a dark header with the LLOYDS logo and a navigation menu. Below the header, there is a "Back" link. The main content area is titled "You will be asked for the following information." and contains the following text: "For CoreFiling you will need: depending on your role", "Managing Agent", and "Other". Below this, it says "A response to your request usually takes 24 hours." At the bottom of the form, there are two buttons: "Start" and "Cancel". A footer at the very bottom of the page contains the text "For help contact our support team via email on [identity@lloyds.com](mailto:identity@lloyds.com)".



6. Select Managing Agent from the dropdown menu and click Next

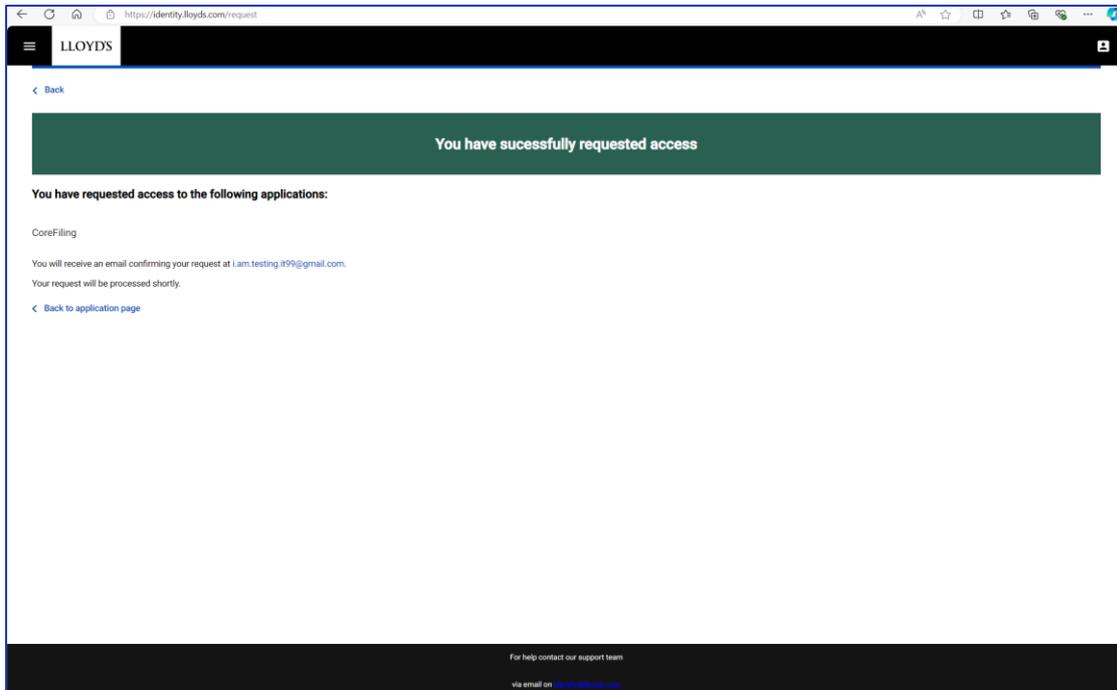


7. You are presented with a summary screen where you can check and edit your information, after which click Send Request



- You will then see a confirmation screen that the DA has received your request. This will be reviewed and approved accordingly.

**Note:** As a new DA, your request will be actioned after Lloyd's Central Finance has vetted your e-mail request.



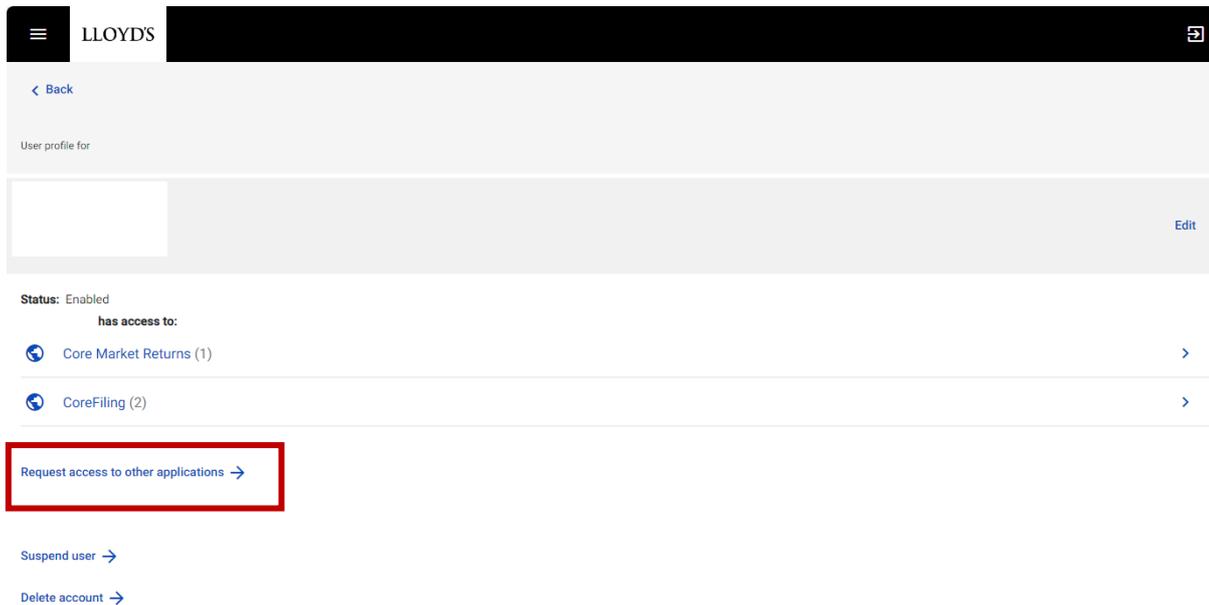
- As confirmation that your DA access has been approved, you will receive three emails from [donotreply@lloyds.com](mailto:donotreply@lloyds.com)
  - Two of which you will need to action:
    - Confirm your account by clicking link shown in the e-mail
    - Reset your password
  - An information only email just confirming your access request.
- You will also receive a 4<sup>th</sup> email from [donotreply@lloyds.com](mailto:donotreply@lloyds.com) once your access request has been approved by the relevant approver.

## C. Already a Devolved Administrator – request for CoreFiling application only

If you already have access to the Lloyd's applications via 'Identity', you will need to add the CoreFiling application to your account in order to have the permissions to manage CoreFiling MFA users security.

To do this:

1. Log into your DA account via Identity <https://identity.lloyds.com/>
2. Once logged in, select 'request access to other applications'



The screenshot shows the Lloyd's Identity user management interface. At the top, there is a navigation bar with the Lloyd's logo and a menu icon. Below the navigation bar, there is a 'Back' link and a section for 'User profile for' with a placeholder image and an 'Edit' link. The user's status is 'Enabled'. Below this, there is a section titled 'has access to:' which lists two applications: 'Core Market Returns (1)' and 'CoreFiling (2)'. At the bottom of the interface, there is a link 'Request access to other applications →' which is highlighted with a red box. Other links include 'Suspend user →' and 'Delete account →'.

3. Follow the instructions, per the above from Section B 2-4.

## D. Reviewing / approving a user request for CoreFiling MFA

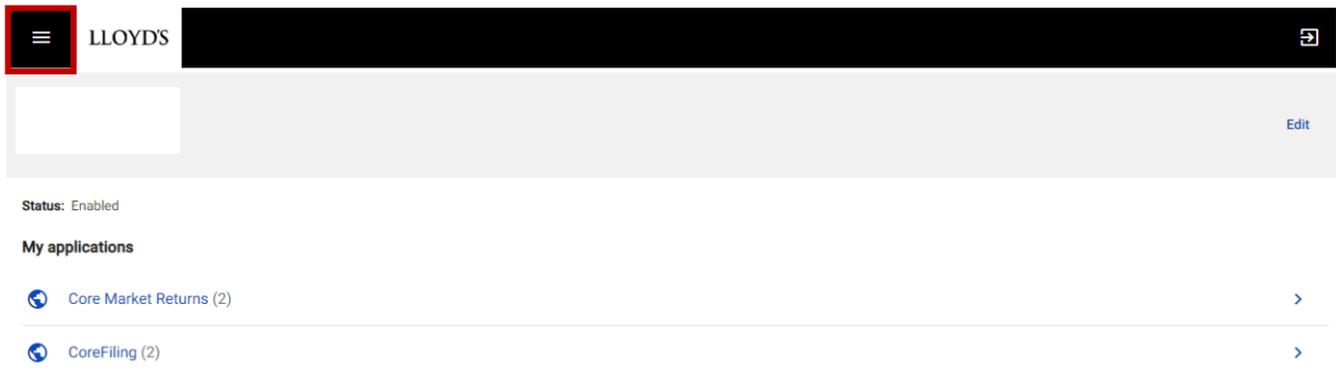
From your DA account, you will be able to manage user security access to the MFA required for the CoreFiling Portal.

Without MFA being enabled, a user will not be able to login/access the CoreFiling Portal.

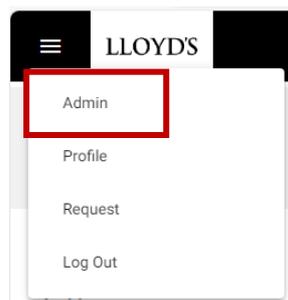
**Note:** this process is only to set up the MFA. For users to be added to the CoreFiling application as a 'preparer or an approver' an email needs to be sent to the Lloyd's Central Finance team at [Lloyds-MRD-ReturnQueries@lloyds.com](mailto:Lloyds-MRD-ReturnQueries@lloyds.com).

To accept and reject user's requests for access, follow the below steps:

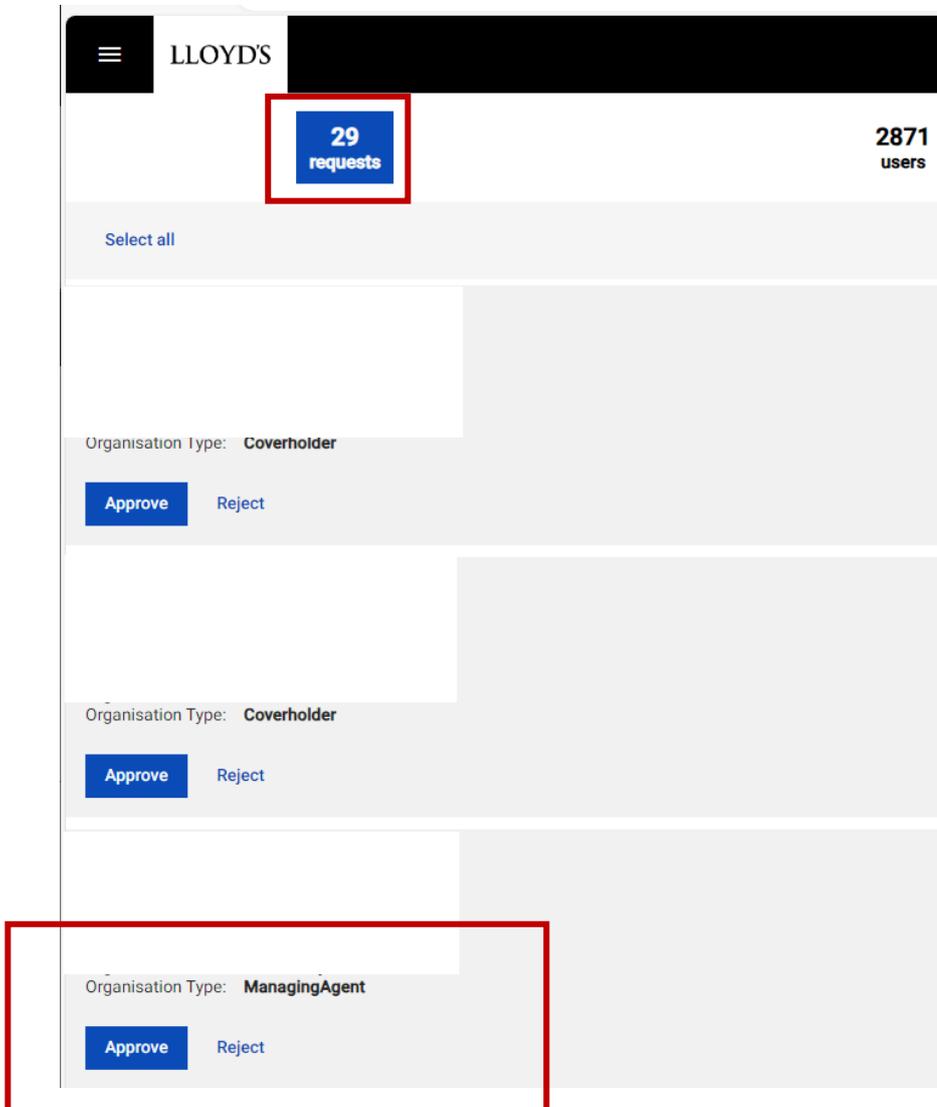
1. Log into Identity <https://identity.lloyds.com/>
2. Once logged in, select the "three" bars in the top left corner



3. Select Admin from the drop-down menu



4. You will be presented with a list of users who have requested access which you can review and "Approve" or "Reject"

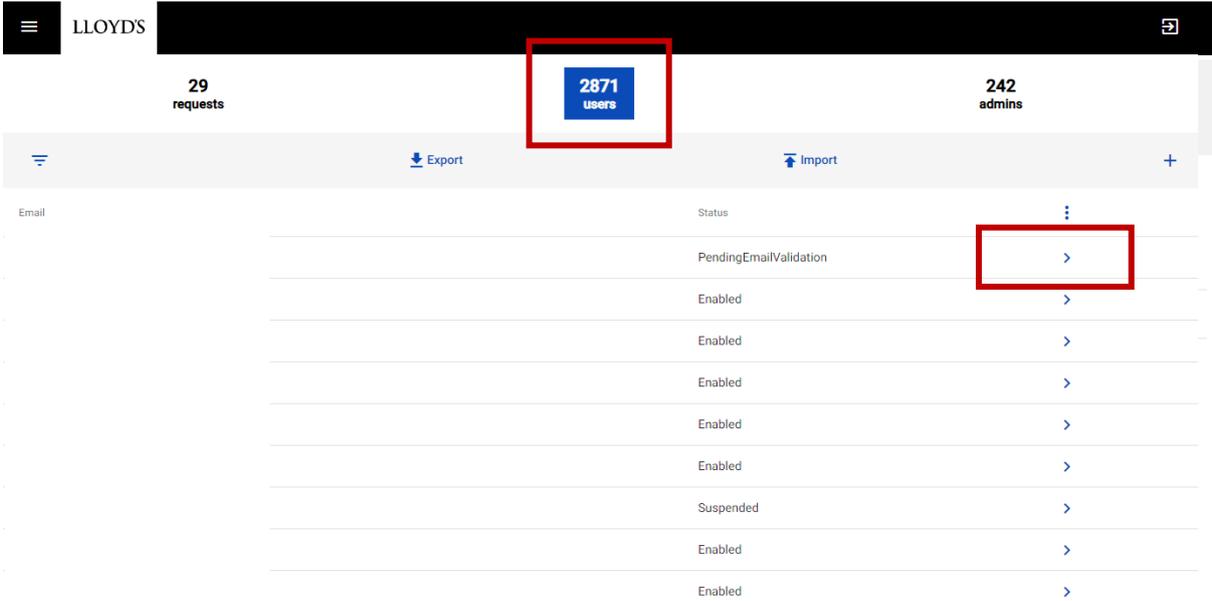


5. The User will receive an email for confirmation of the decision.

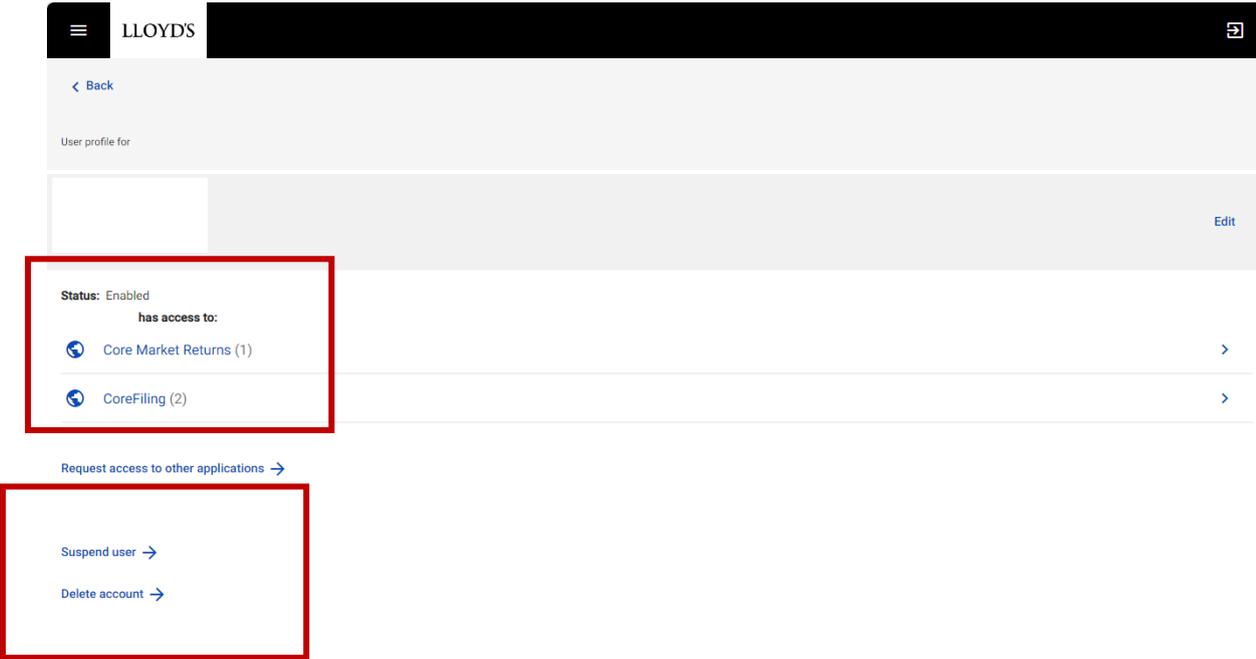
## E. Other Information

From your DA account, you will also have the ability to review and maintain the users in the CoreFiling application, these may involve, removal of users due to leavers, or change of security permissions.

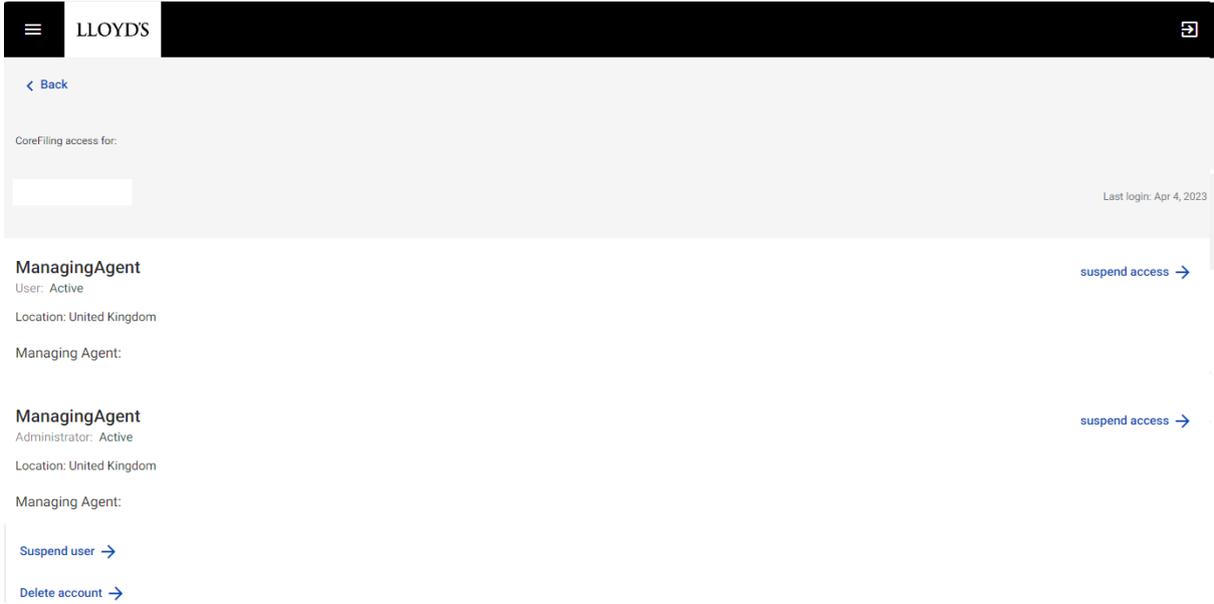
- 1. You can review users who have access already by clicking on "Users".



- 2. To manage individuals, select the ">" icon to open the summary screen



3. On this screen you can review access, suspend or delete.
4. Clicking “>” icon again will open the following screen which shows the type of access they have. In this example, the user has access to CoreFiling and is setup as a Devolved Admin.



**Tip** – review the last login date as this user hasn't accessed Identity since April 2023, so their access may not still be valid.

