


**CLEGG GIFFORD**

STRONG INSURANCE FOR A TURBULENT WORLD

INSURANCE BROKERS

# Two-Factor Authentication Guide



Starting **15<sup>th</sup> December 2025**, logging in to your customer portal account now requires an authentication code after you have entered your correct email address/username and password as an extra layer of security to your account.

The code will be sent to an Authenticator App that you will need to install/download to your smart phone.

If you do not have a smart phone, please contact your Broker for further assistance.



## Step 1:

Download the Authenticator app to your smart phone-



**Microsoft Authenticator**- please ensure you download this app only. This app is free of charge, if you are prompted to pay for an app please do not accept and download the correct one.



<https://play.google.com/store/apps/details?id=com.azure.authenticat>  
or



<https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

## Step 2:

Login to the portal using your username and password as normal under <https://midportal.cginsurance.com/>

Once you have entered your correct login credentials, a one-time only QR code will be returned.

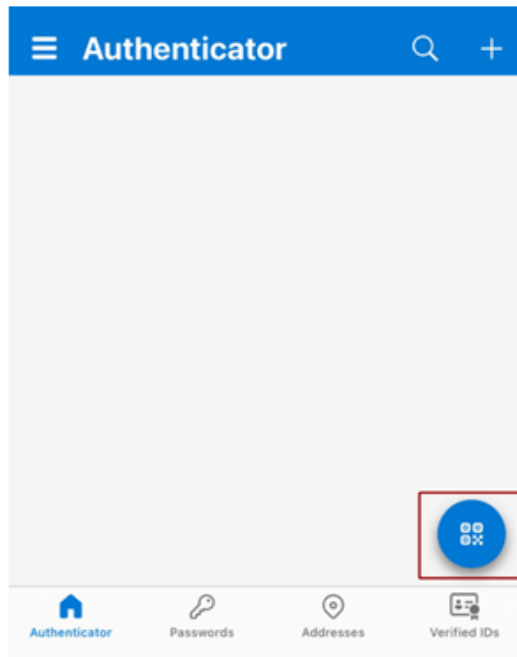


Please don't scan the QR Code on the User Guide, you need to scan the QR Code on the Customer Portal login page.



## Step 3:

Open your Authenticator app on your smart phone and scan the QR code. This will then link to your account.



Press this button and scan the QR code.



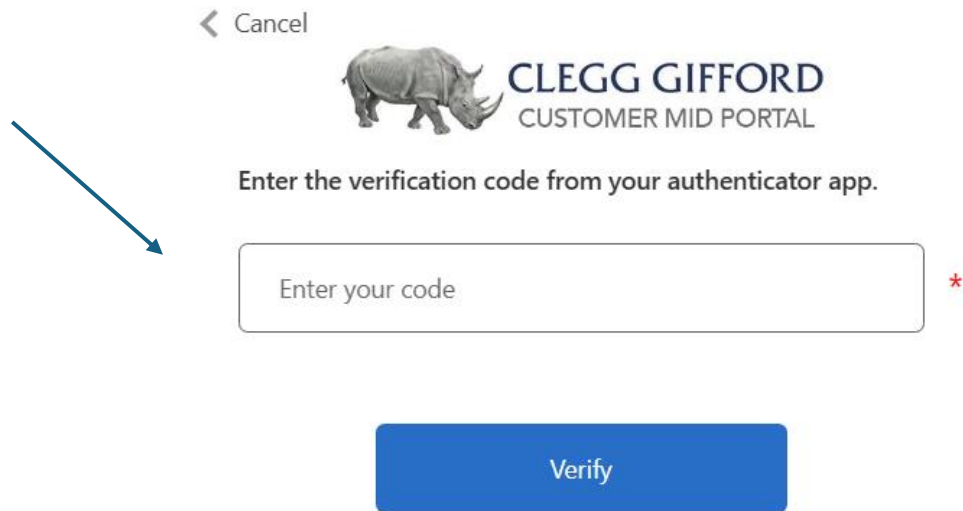
## Step 4:

Once you have scanned the QR code a six-digit code will be shown on the screen of your Authenticator app. ***Note (if you are unable to scan the QR code or if scanning fails you can enter the code manually). Select “Can’t Scan? Try this / still having trouble?” and copy secret key code. Open your Authenticator app, select enter code manually. Click Other Account option and insert account name as your email address and the secret key code provided.***


Please note that the authenticator code will change every 30 seconds.

## Step 5:

Once you have the six-digit code enter this into the verification box on your customer portal. **Note: the number must be entered without a space, i.e. 404143 and within the timeframe shown on your app.**



< Cancel



**CLEGG GIFFORD**  
CUSTOMER MID PORTAL

Enter the verification code from your authenticator app.

 \*

Verify

## Step 6:

Your portal account will now be linked to your Authenticator app and you will be taken to your MID portal dashboard showing your policy number.

Please note each time you log in to the portal, you'll be prompted to enter a new code, which can be found in your Authenticator app.



## Contact Details:

If you have any questions or need any assistance regarding this, the relevant contact details are: -

a) For customers who purchased their policy directly through Clegg Gifford:

Tel: 01708 982 857

Email: [motortrade@cginsurance.com](mailto:motortrade@cginsurance.com)

b) For customers who purchased their policy through another broker, and not directly through Clegg Gifford, you will need to contact that Insurance Broker.

