



## PMA's Enhanced Online Report a Claim Solution

### Self-Registration and Multi-factor Authentication Guide

July 2025

Version 1.03



Welcome to

# RADIUS®

PMA's Enhanced Online Report a Claim Solution featuring

- New look and feel to PMA's online claim reporting functionality
- User self-registration
- Multi-factor authentication for greater client data security
- Ability to save draft claims to complete during a later session

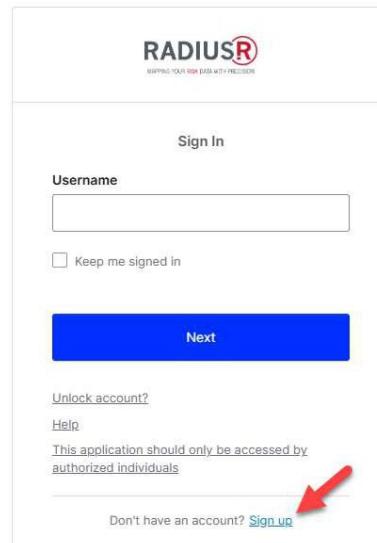
## Self-Registration and Multi-factor Authentication Instructions

### New User Self Registration

Go to <https://www.pmacompanies.com/support/report-a-claim> and click on the gold “Report a claim online” button at the bottom of the page.

[Report a claim online](#)

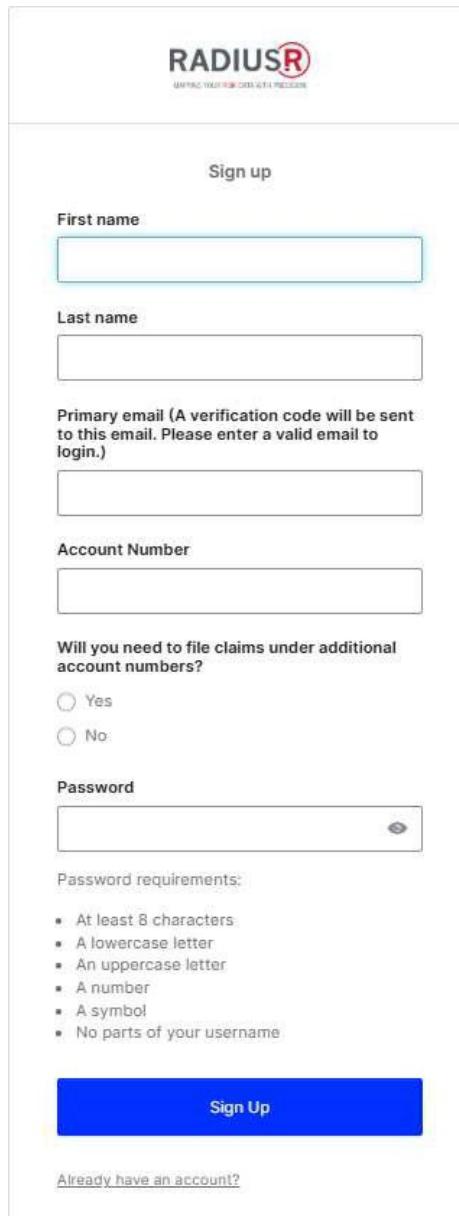
A log-in screen will appear. Click the **Sign up** link.



The screenshot shows the RADIUS sign-in page. At the top, the RADIUS logo is displayed. Below it, there is a "Sign in" section with a "Username" input field and a "Keep me signed in" checkbox. A large blue "Next" button is positioned below the input fields. At the bottom of the page, there are links for "Unlock account?", "Help", and a note that reads "This application should only be accessed by authorized individuals". A red arrow points to the "Sign up" link, which is located at the bottom right of the page.

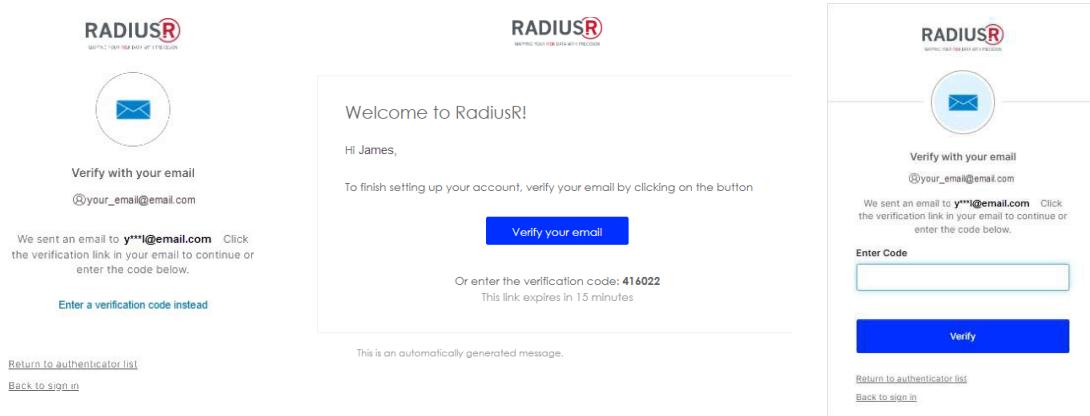
Complete the registration form. Please note:

- The email address you enter will become your user name for RadiusR.
- Your Account Number is a seven digit number. You may have received this number from your employer contact or your PMA representative. When filing claims online prior to July 2025, you used this number as your log in ID. If you need assistance identifying your account number please contact your PMA representative.
- Select Yes under "Will you need to file claims under additional account numbers?" if you will need to report claims under multiple account numbers. Once your registration is complete, a member of our team will contact you to ensure you have access to file claims for all account numbers needed.



The image shows a screenshot of the RadiusR sign-up form. At the top, the RadiusR logo is displayed with the tagline "MAKING YOUR CLAIMS EASY & PREDICTABLE". Below the logo, a "Sign up" button is visible. The form consists of several input fields and a question with radio buttons. The fields are: "First name" (input box), "Last name" (input box), "Primary email" (input box with placeholder text: "A verification code will be sent to this email. Please enter a valid email to login."), "Account Number" (input box), "Will you need to file claims under additional account numbers?" (question with two radio button options: "Yes" and "No"), "Password" (input box with a visibility icon), and "Password requirements" (list of six items: At least 8 characters, A lowercase letter, An uppercase letter, A number, A symbol, and No parts of your username). At the bottom of the form is a large blue "Sign Up" button, and below it is a link "Already have an account?".

Once you have completed the registration form, click the **Sign Up** button.

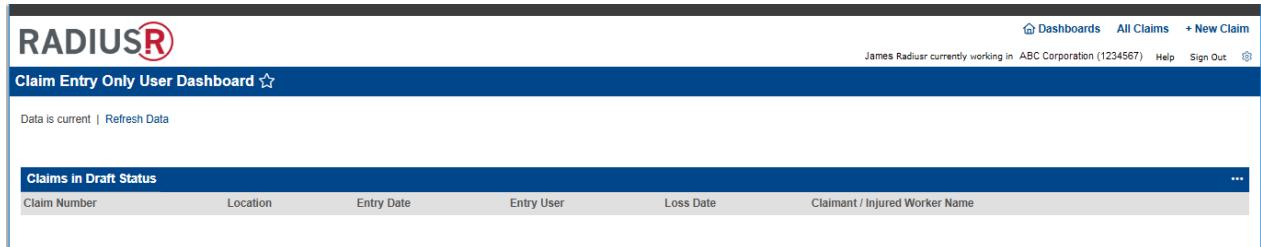


The image shows three sequential screenshots of the RadiusR verification process. The first screenshot shows a mail icon and a 'Verify with your email' button. The second screenshot shows a 'Verify your email' button and a code entry field. The third screenshot shows a 'Verify' button.

You will be prompted to verify your email address and will automatically receive an email from [pma\\_cinch@pmagroup.com](mailto:pma_cinch@pmagroup.com) with the subject PMA RMIS – Welcome to RadiusR.

Click the **Enter a verification code instead** link in the email. The **Enter Code** box will display. Enter the code contained in your email. (If you received the email on the same device you used to register, you can click on the **Verify your email** button to go directly to RadiusR without entering a code.)

You know you have logged in successfully, when you see the RadiusR Claim Reporting Dashboard



The image shows a screenshot of the RadiusR Claim Entry Only User Dashboard. The dashboard features a header with the RadiusR logo and navigation links for Dashboards, All Claims, and New Claim. Below the header is a message indicating the user is currently working in ABC Corporation (1234567) with links for Help and Sign Out. The main content area is titled 'Claims in Draft Status' and displays a table with columns for Claim Number, Location, Entry Date, Entry User, Loss Date, and Claimant / Injured Worker Name. A 'Data is current | Refresh Data' link is located above the table.

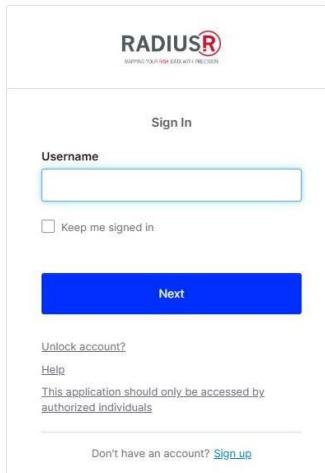
Congratulations! You have successfully completed the registration process!

## Multi-factor Authentication Instructions

When you need to file a claim go to:

<https://www.pmacompanies.com/support/report-a-claim>

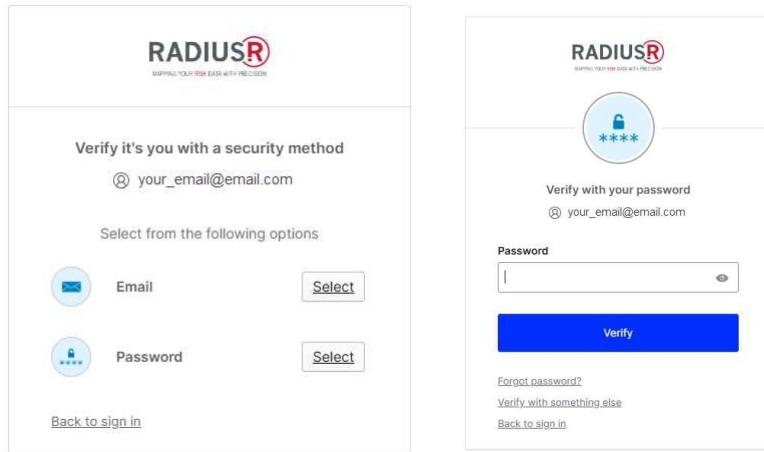
Click on the gold **Report a claim online** button at the bottom of the page. A log-in screen will appear.



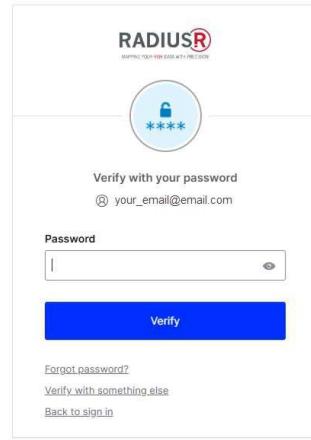
The image shows the Radius sign-in page. At the top is the Radius logo with the tagline 'MAPPING YOUR RISK WITH PRECISION'. Below it is a 'Sign In' button. A 'Username' input field is followed by a 'Keep me signed in' checkbox. A large blue 'Next' button is centered. Below the 'Next' button are links for 'Unlock account?', 'Help', and 'This application should only be accessed by authorized individuals'. At the bottom, it says 'Don't have an account? [Sign up](#)'.

Enter your username. This is the email address you entered during the registration process. Click Next.

You will see options for the first form of authentication. Select **Password**.



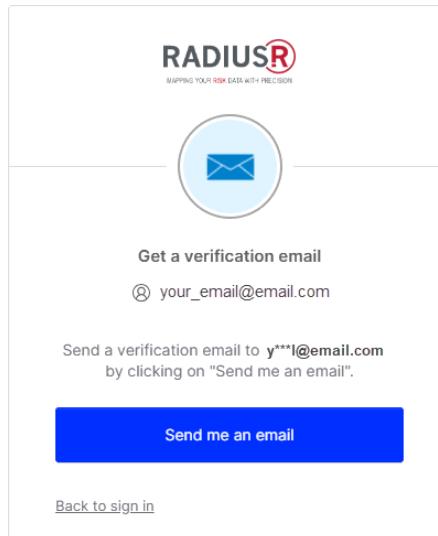
The image shows the Radius authentication options page. It starts with 'Verify it's you with a security method' and an email input field. Below that, it says 'Select from the following options' with two radio buttons: 'Email' and 'Password'. Each option has a 'Select' button to its right. At the bottom are links for 'Back to sign in', 'Forgot password?', 'Verify with something else', and 'Back to sign in'.



The image shows the Radius password verification page. It features a lock icon with four asterisks. It says 'Verify with your password' and has an email input field. Below it is a 'Password' input field with a 'Verify' button. At the bottom are links for 'Forgot password?', 'Verify with something else', and 'Back to sign in'.

Enter your password and click **Verify**.

You will be prompted for the second form of authentication. The following message will appear on your screen. Click **Send me an email**.



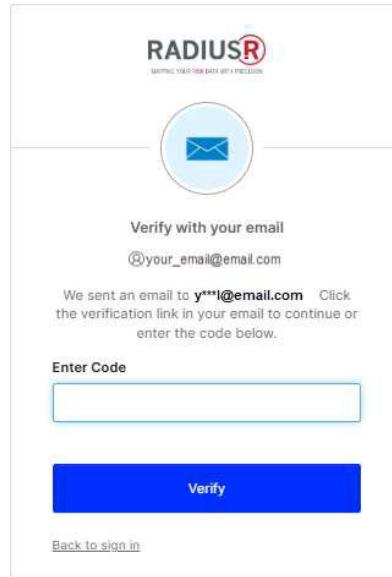
The **Verify with your email** screen will appear. Check your inbox for an email from PMA Cinch with the subject "One-time verification code".

The image contains two side-by-side screenshots. The left screenshot shows the 'Verify with your email' screen with the same layout as the previous one, including the 'RADIUSR' logo, envelope icon, 'Get a verification email' button, email input field, and message about sending an email. The right screenshot shows the 'Sign In' screen, which includes a greeting 'Hi James,' and instructions to click a link or enter a code. It also features a 'Sign In' button, a note about the link expiring in 15 minutes, and an alternative code '988182'. At the bottom of the right screenshot is a footer note: 'This is an automatically generated message by Okta. Replies are not monitored or answered.'

You have two options for authenticating.

Option 1 - Click the **Sign In** button in the email to continue. This option works best when you are viewing your email on the same device you will use to enter a claim.

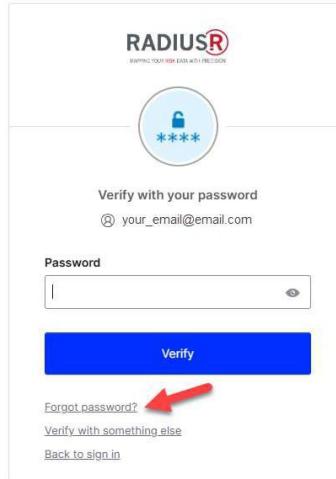
Option 2 - Click **Enter a verification code instead** and type the code from the email into the **Enter Code** field. Click **Verify**.



You know you have logged in successfully, when you see the RadiusR Claim Reporting Dashboard. Please note, if you have access to file claims for more than one account, you will be asked to select an account before the RadiusR Claim Reporting Dashboard is displayed.

## Reset Your Password

Click on the **Forgot Password?** link. You will be asked to authenticate using your email.



After authenticating, you will see the password reset screen. Enter a new password following the listed password requirements. Click the Reset Password button. You will receive an email confirming the change.

PMA RMIS - Okta Password Changed

Hi James,

A password was changed for your Okta account [your\\_email@email.com](mailto:your_email@email.com).

**Details**

Wed, June 25, 2025  
Branford, Connecticut, United States  
Performed by: James Radiusr

**Don't recognize this activity?**

Your account may have been compromised: we recommend reporting the suspicious activity to your organization. Please contact your system administrator immediately.

If you experience difficulties accessing your account, send a help request to your administrator.

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

This is an automatically generated message by [Okta](#). Replies are not monitored or answered.