PMA COMPANIES

RADIUSR

# PMA's Enhanced Online Report a Claim Solution

## Self-Registration and Multi-factor Authentication Guide

July 2025

Version 1.03

OLD REPUBLIC INSURANCE GROUP

PMA Data Classification: Confidential

Welcome to

RADIUSR

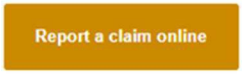
PMA's Enhanced Online Report a Claim Solution featuring

- 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

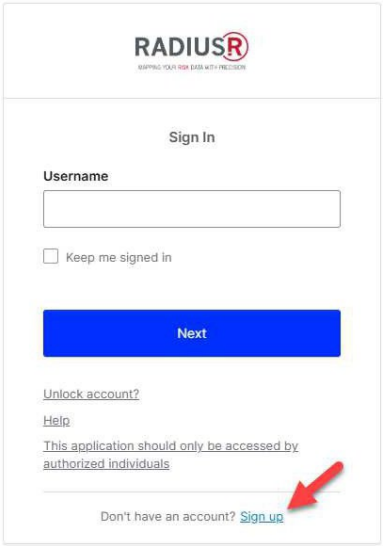
# Self-Registration and Multi-factor Authentication Instructions

## 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.




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



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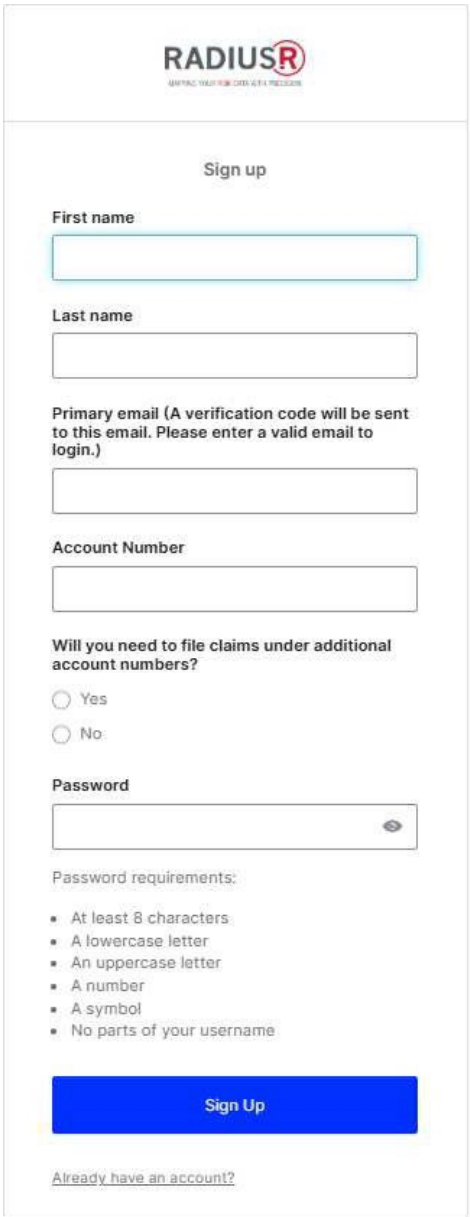
Complete the registration form. Please note:

- 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.



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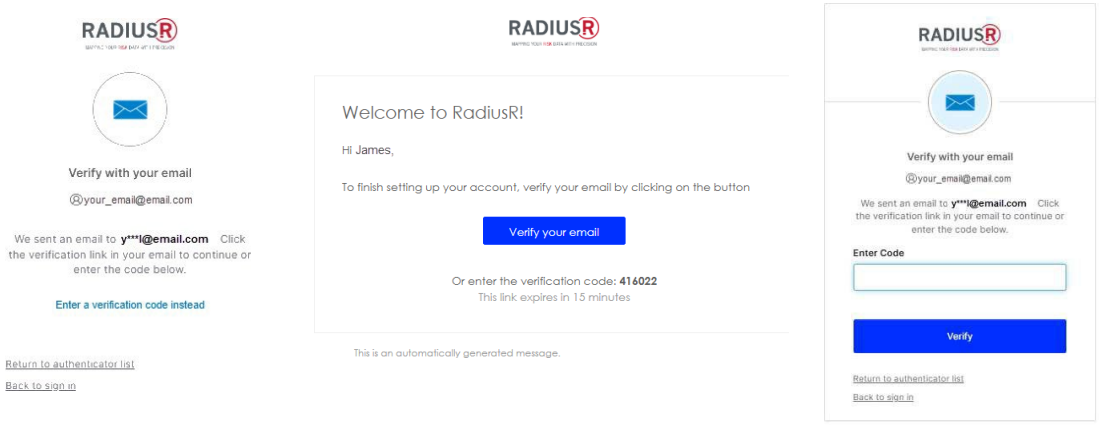
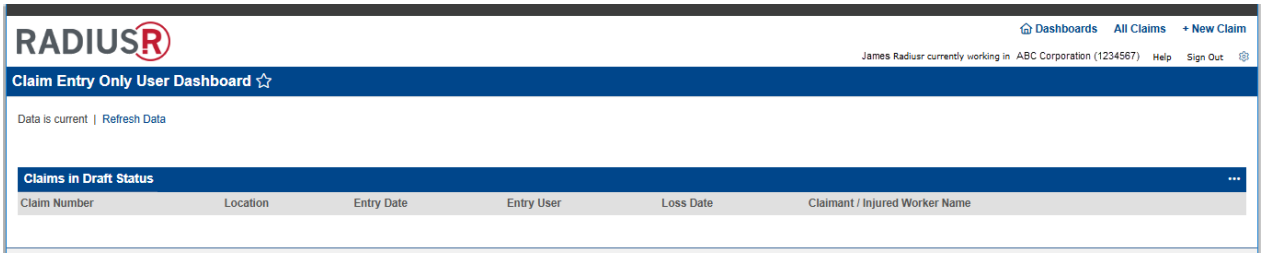
Once you have completed the registration form, click the **Sign Up** button.




You will be prompted to verify your email address and will automatically receive an email from 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




Congratulations! You have successfully completed the registration process!



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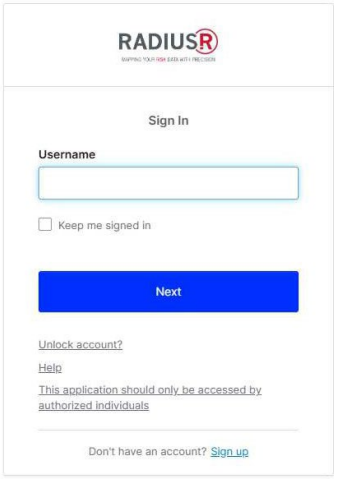
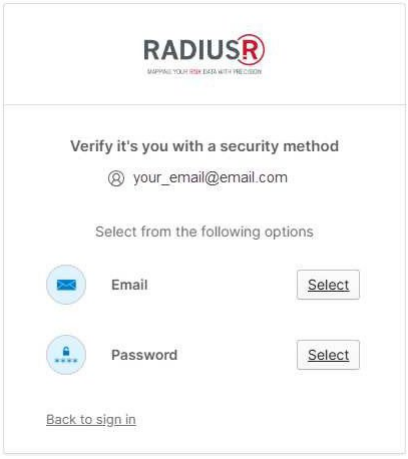
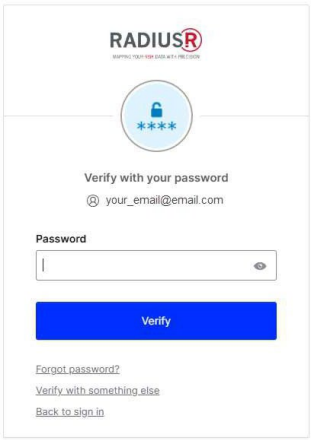
## Multi-factor Authentication Instructions

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.




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**.




Enter your password and click **Verify**.



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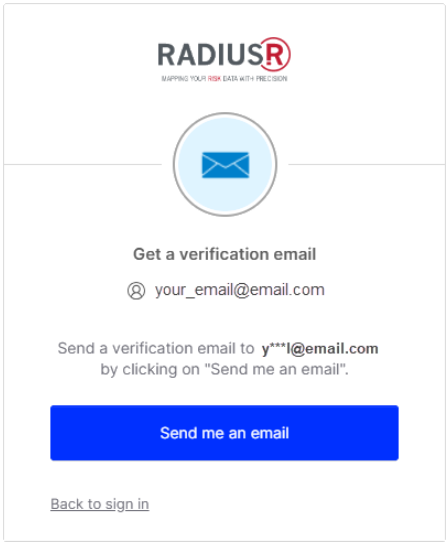
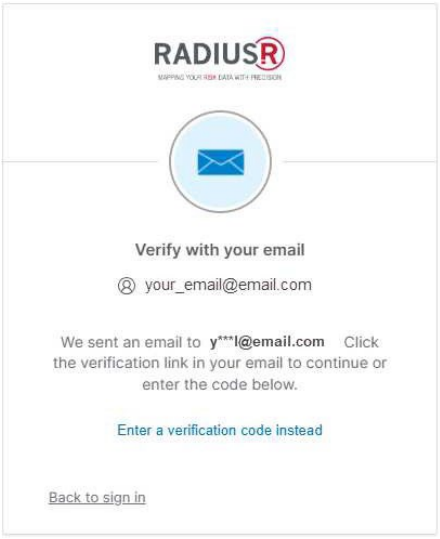
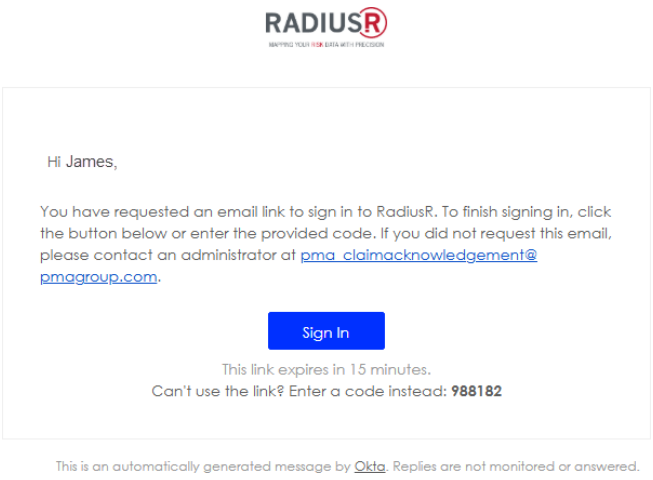
You will be prompted for the second form of authentication. The following message will appear on your screen. Click **Send me an email.**




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



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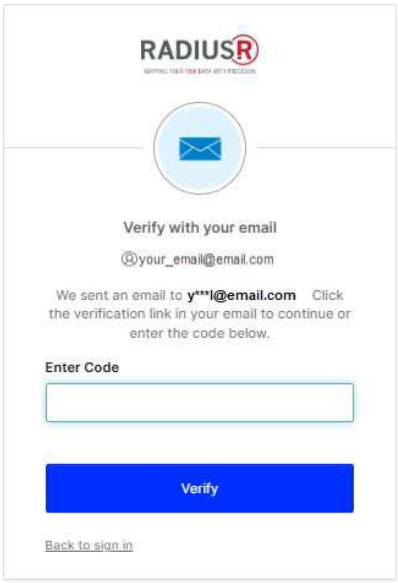
You have two options for authenticating.

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.



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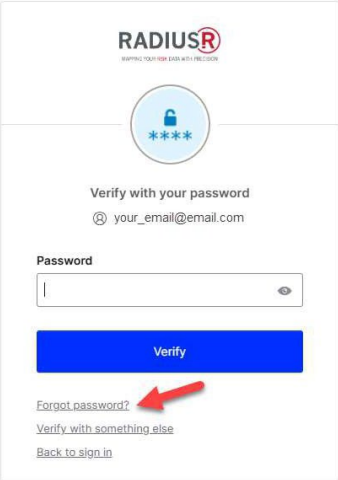
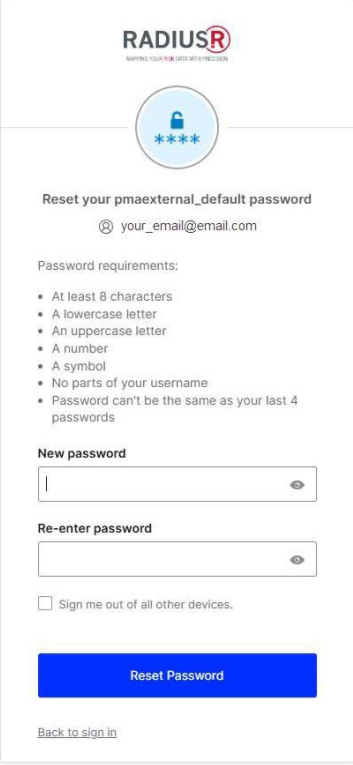
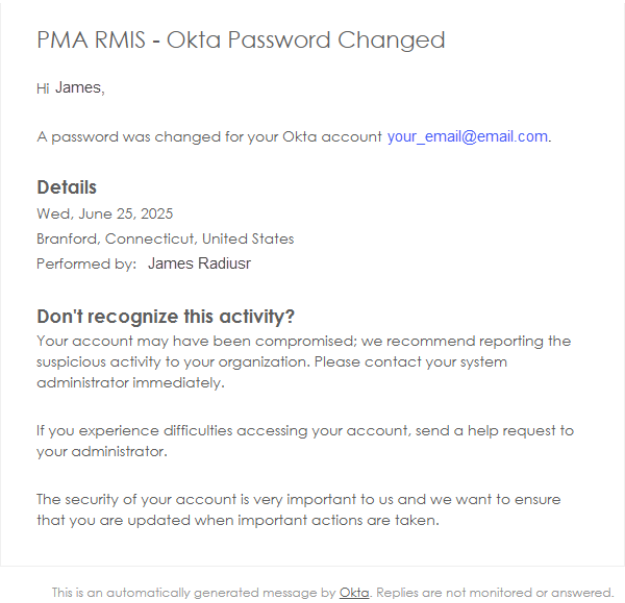
## Reset Your Password

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.

**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.



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