



# PMA's Enhanced Online Report a Claim Solution

Self-Registration and Multi-factor Authentication Guide

July 2025

Version 1.03



OLD REPUBLIC INSURANCE GROUP



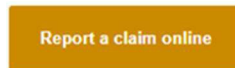
PMA's Enhanced Online Report a Claim Solution featuring

- 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

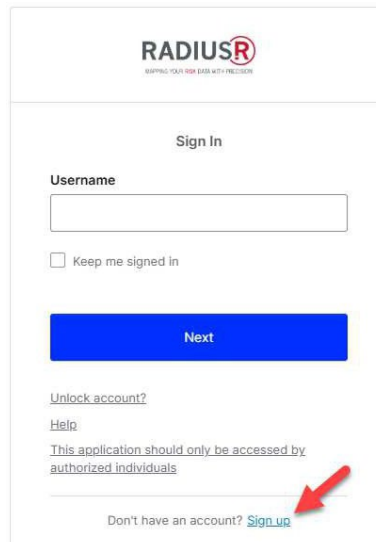
## Self-Registration and Multi-factor Authentication Instructions

### 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.

A screenshot of the "Sign In" screen. At the top is the RADIUS logo with the tagline "IMPROVING YOUR RISK DATA WITH PRECISION". Below the logo is the heading "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is below the checkbox. At the bottom, there are links for "Unlock account?", "Help", and "This application should only be accessed by authorized individuals". At the very bottom, it says "Don't have an account? Sign up" with a red arrow pointing to the "Sign up" link.

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.



SHARING YOUR PAIN FOR GOOD WITH PRECISION

Sign up

First name

Last name

Primary email (A verification code will be sent to this email. Please enter a valid email to login.)

Account Number

Will you need to file claims under additional account numbers?

☐ Yes

☐ No

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username

Sign Up

[Already have an account?](#)

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

The first screenshot shows an email from RadiusR with a verification link and a button to 'Enter a verification code instead'. The second screenshot shows a 'Welcome to RadiusR!' email with a 'Verify your email' button and a verification code (416022). The third screenshot shows the verification page with an 'Enter Code' field and 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 dashboard shows the 'Claim Entry Only User Dashboard' with a table of 'Claims in Draft Status'. The table has columns for Claim Number, Location, Entry Date, Entry User, Loss Date, and Claimant / Injured Worker Name.

Claim Number	Location	Entry Date	Entry User	Loss Date	Claimant / Injured Worker Name
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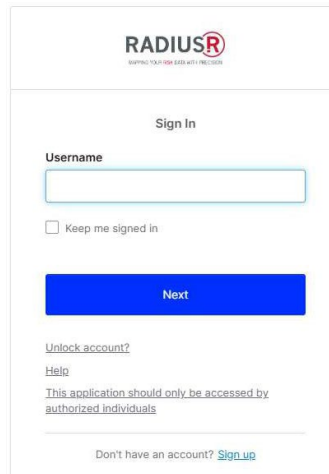
Congratulations! You have successfully completed the registration process!

## Multi-factor Authentication Instructions

When you need to file a claim go to:

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

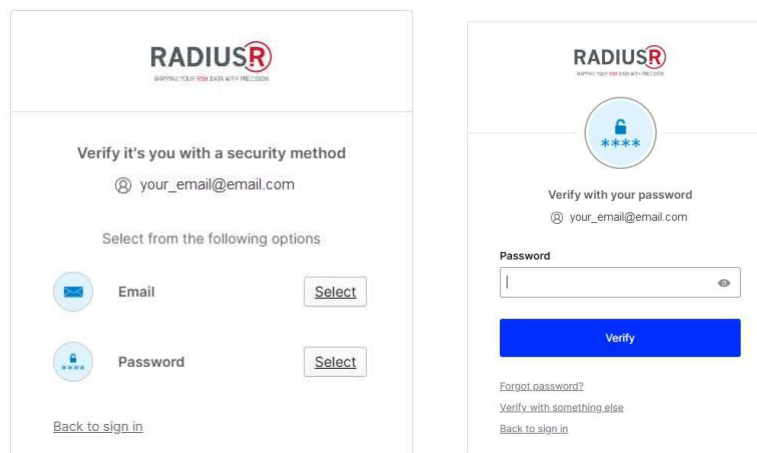
Click on the gold **Report a claim online** button at the bottom of the page. A log-in screen will appear.



The screenshot shows the RADIUS Sign In page. At the top is the RADIUS logo with the tagline 'SUPPORT YOUR DATA WITH PRECISION'. Below the logo is the heading 'Sign In'. There is a text input field for 'Username'. Below the field is a checkbox labeled 'Keep me signed in'. A blue 'Next' button is positioned below the checkbox. At the bottom, there are links for 'Unlock account?', 'Help', and a disclaimer: 'This application should only be accessed by authorized individuals'. At the very bottom, there is a link for '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 two sequential screens from the RADIUS authentication process. The left screen is titled 'Verify it's you with a security method' and shows the email 'your\_email@email.com'. It offers two options: 'Email' and 'Password', each with a 'Select' button. A 'Back to sign in' link is at the bottom. The right screen is titled 'Verify with your password' and also shows the email 'your\_email@email.com'. It features a password input field with a toggle for visibility and a blue 'Verify' button. Links for 'Forgot password?', 'Verify with something else', and 'Back to sign in' are at the bottom.

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**.



**Get a verification email**



📧 your\_email@email.com

Send a verification email to **y\*\*\*l@email.com** by clicking on "Send me an email".

[Send me an email](#)

[Back to sign in](#)

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




**Verify with your email**

📧 your\_email@email.com

We sent an email to **y\*\*\*l@email.com**. Click the verification link in your email to continue or enter the code below.

[Enter a verification code instead](#)

[Back to sign in](#)



Hi James,

You have requested an email link to sign in to RadiusR. To finish signing in, click the button below or enter the provided code. If you did not request this email, please contact an administrator at [pma\\_claimacknowledgement@pmagroup.com](mailto:pma_claimacknowledgement@pmagroup.com).

[Sign In](#)

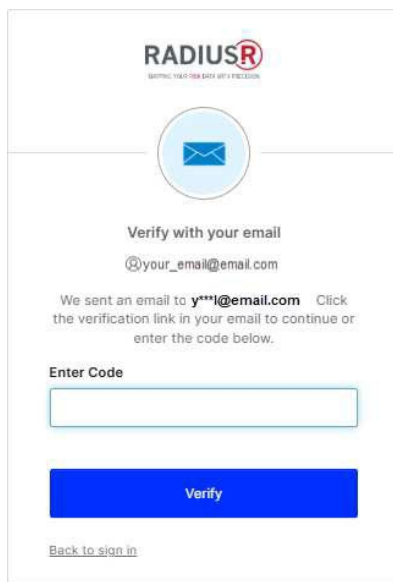
This link expires in 15 minutes.  
Can't use the link? Enter a code instead: **988182**

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.

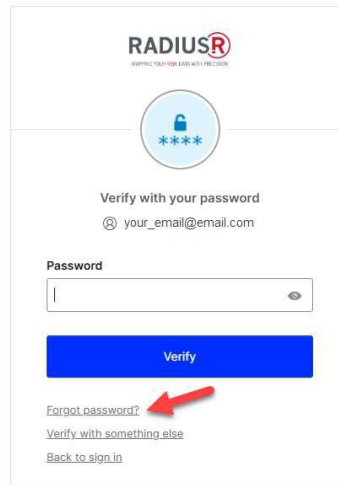
Option 2 - Click **Enter a verification code instead** and type the code from the email into the **Enter Code** field. Click **Verify**.

A screenshot of the RadiusR verification interface. At the top is the RadiusR logo with the tagline "SMOOTH YOUR DATA WITH PRECISION". Below the logo is a blue envelope icon inside a circle. The text "Verify with your email" is displayed, followed by a placeholder email address "@your\_email@email.com". A message states: "We sent an email to y\*\*\*@email.com. Click the verification link in your email to continue or enter the code below." Below this is a text input field labeled "Enter Code". At the bottom is a large blue button labeled "Verify" and a link that says "Back to sign in".

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.

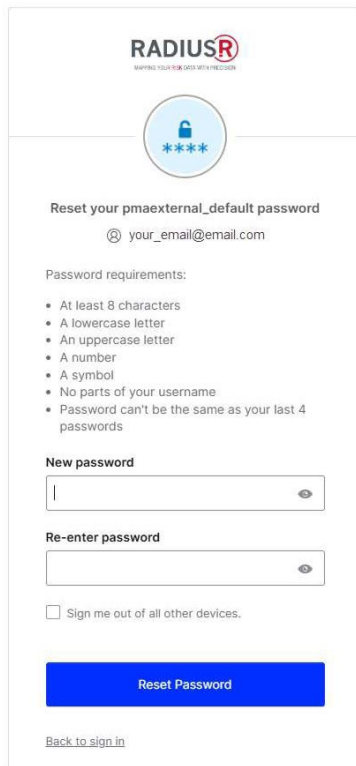
## Reset Your Password

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

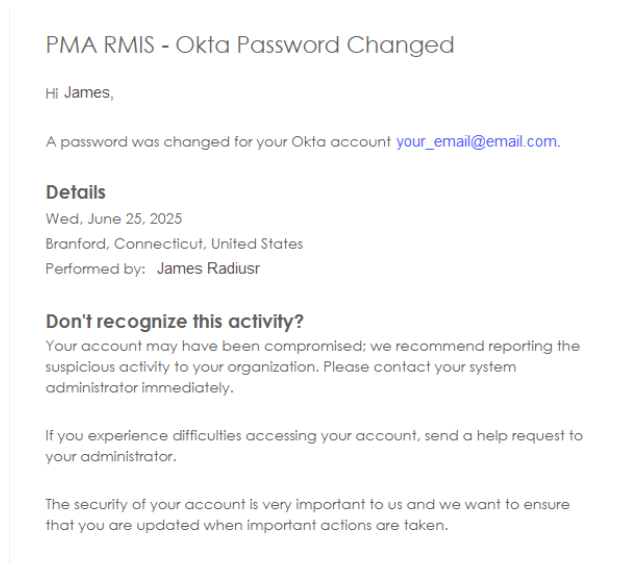


The screenshot shows the RADIUS login interface. At the top is the RADIUS logo with the tagline 'IMPROVING YOUR RADIUS DATA WITH PRECISION'. Below the logo is a circular icon containing a padlock and four asterisks. The text 'Verify with your password' is followed by an email address 'your\_email@email.com'. There is a password input field and a blue 'Verify' button. Below the button, the link 'Forgot password?' is highlighted with a red arrow. Other links include 'Verify with something else' and 'Back to sign in'.

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.



The screenshot shows the RADIUS password reset interface. It features the RADIUS logo and a circular icon with a padlock and four asterisks. The text 'Reset your pmaexternal\_default password' is followed by the email address 'your\_email@email.com'. A section titled 'Password requirements:' lists several criteria: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of the username, and not being the same as the last 4 passwords. Below this are two password input fields labeled 'New password' and 'Re-enter password'. There is a checkbox for 'Sign me out of all other devices.' and a blue 'Reset Password' button. A 'Back to sign in' link is at the bottom.



The screenshot shows an email notification from Okta. The subject is 'PMA RMIS - Okta Password Changed'. The body starts with 'Hi James,' followed by 'A password was changed for your Okta account your\_email@email.com.' A 'Details' section lists the date 'Wed, June 25, 2025', location 'Branford, Connecticut, United States', and 'Performed by: James Radiusr'. A 'Don't recognize this activity?' section advises reporting suspicious activity. It also includes instructions on how to request help if having access issues and a statement about the importance of account security.

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