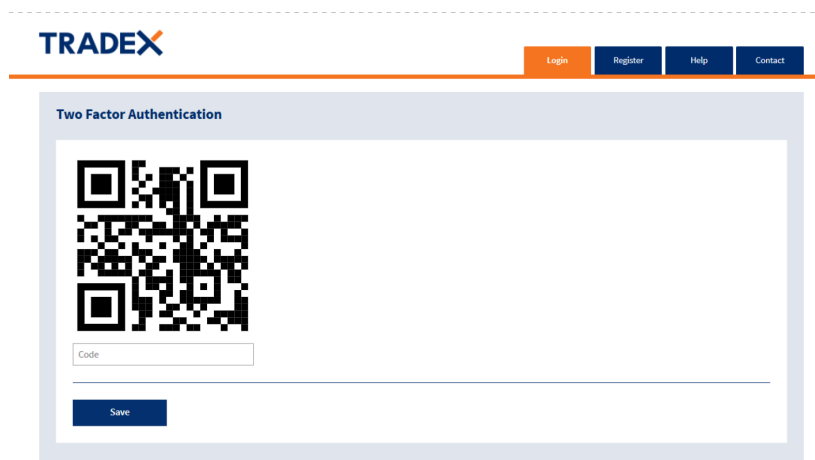


Two-Factor Authentication Guide

Login to your portal account now requires an authentication code after you have entered your correct email address/username and password. The code will be sent to an Authenticator App that you will need to install/download to your smart phone.

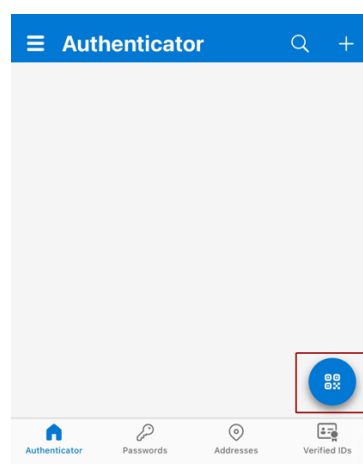
If you do not have a smart phone, please contact your Broker for further assistance.

1. Download an Authenticator app to your smart phone, such as [Microsoft Authenticator](#).
2. Login to the portal using your username and password - a QR code will be shown on the screen:



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

3. Open your Authenticator app on your smart phone and scan the QR code.



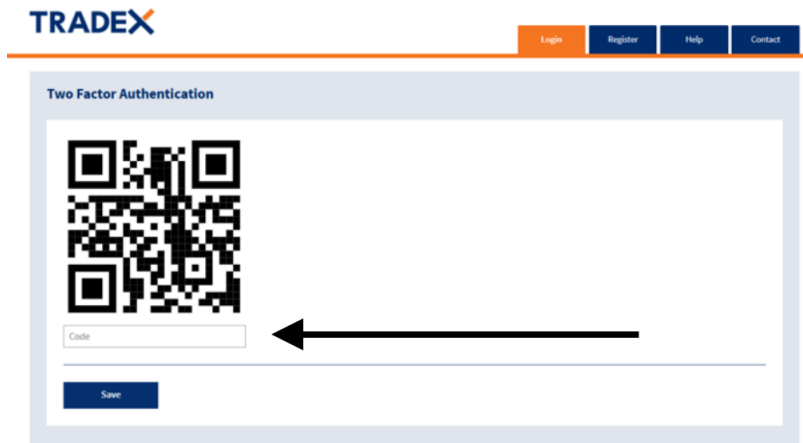
Press this button and scan QR code

4. A six-digit code will be shown on the screen of your Authenticator app. Please note that the authenticator code will change every 30 seconds.

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5. Enter this code in the textbox on the Tradex Portal screen marked "Code" and click the Save button. *Note: the number must be entered without a space, i.e. 404143.*



Your Tradex portal account will now be linked to your Authenticator app and the Broker or Customer dashboard will be displayed.

6. 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) Retail customers: -

Team: Retail Inbound
Tel: 01708 982 857
Email: motortrade@cginsurance.com

- b) Wholesales customers, please contact your Insurance Broker.

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