Registration for PacificComp Portal

Please follow the instructions below to set up your PacificComp Portal access.

For the best experience with our portal, you should be using IE11, Google Chrome, a recent version of Mozilla or Safari. Older browsers (such as IE9) will give poor results.

Go to http://www.pacificcomp.com/ and click on the **MyPacificComp Portal** button on the right upper hand corner.
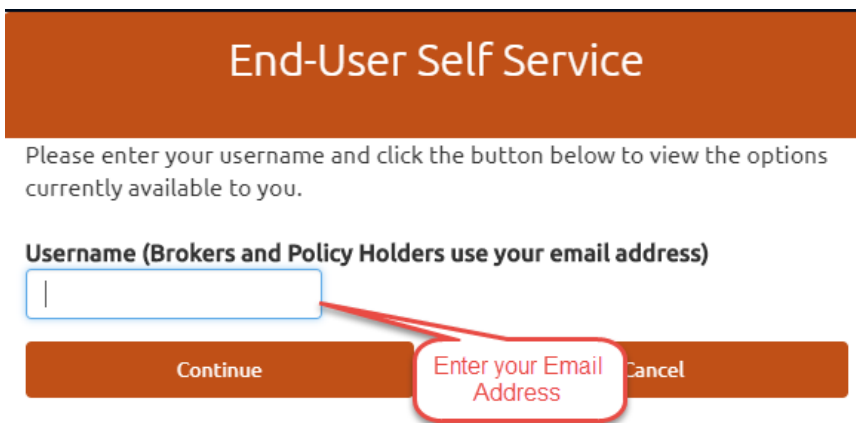

CREATING A PASSWORD – FIRST TIME ACCESS

If this is your first time accessing the portal, you will need to create your personal password. Click on **Forgot Password** to set your password.
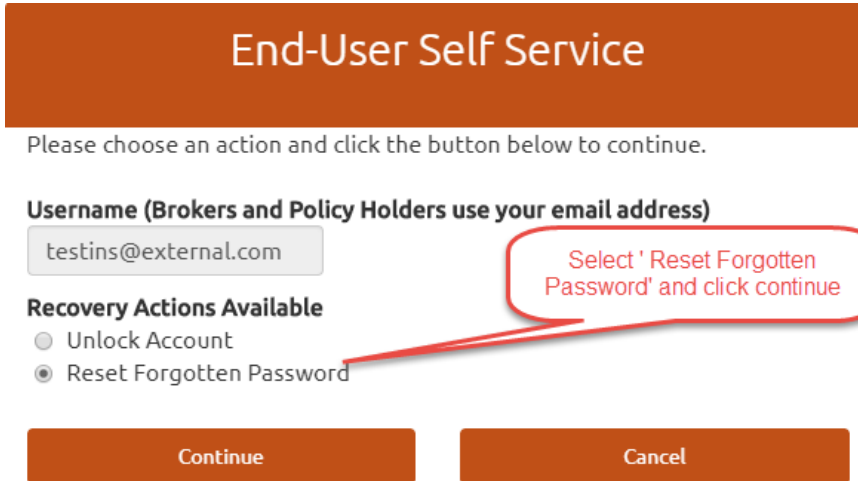

Your **username is your email address**. Enter your email address and select **Continue**.

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On the next screen, check the radio button **Reset Forgotten Password.**

End-User Self Service

Please choose an action and click the button below to continue.

Username (Brokers and Policy Holders use your email address)

testins@external.com

Recovery Actions Available

○ Unlock Account
◉ Reset Forgotten Password

Select ' Reset Forgotten Password' and click continue

Continue	Cancel

Select a **One-Time Passcode**.

End-User Self Service

Please choose an authentication type and click the button below to continue.

Username (Brokers and Policy Holders use your email address)

testins@external.com

Requested Action: Reset Forgotten Password

Authentication Types Available

○ 1 Challenge Answer
◉ One-Time Password

Select 'One-Time Password' and click Continue

Continue	Cancel

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An email should be sent to your Username's email address containing a one-time security code. Enter the **One-Time Passcode** in your most recent email from portal@pacificcomp.com (please check your spam folder if you did not receive it) and click on **Continue** button.

Thu 3/16/2017 9:08 AM
Pacific Compensation Portal <portal@pacificcomp.com>
New Pacific Compensation's One-Time Password for password reset
To
ⓘ We removed extra line breaks from this message.

Here is your One-Time Password for authentication to Pacific Compensation's Portal: 64640696 Enter this value to continue resetting your forgotten password. You can delete this message immediately after use.

End-User Self Service

A One-Time Password (OTP) has been emailed to:
Txxxxxx@external.com

It could take 20-30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username (Brokers and Policy Holders use your email address)

testins@external.com

Requested Action: Reset Forgotten Passw
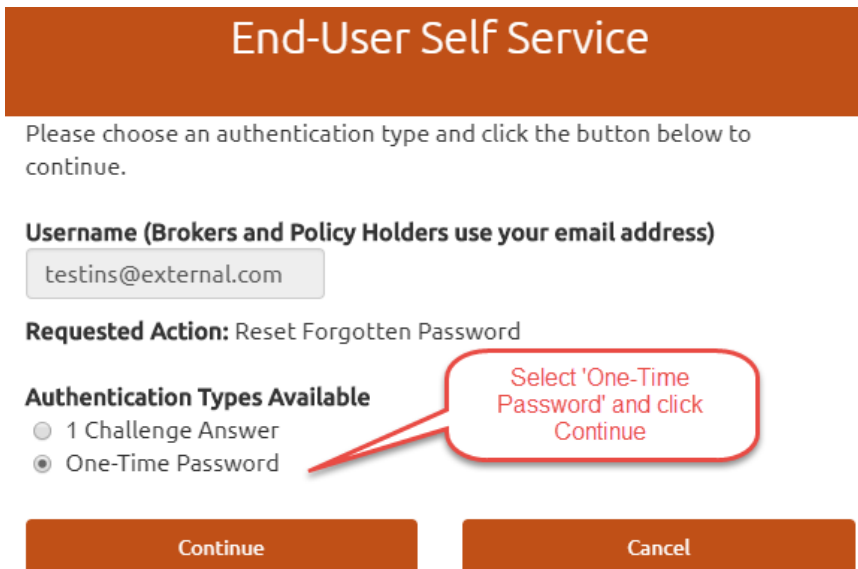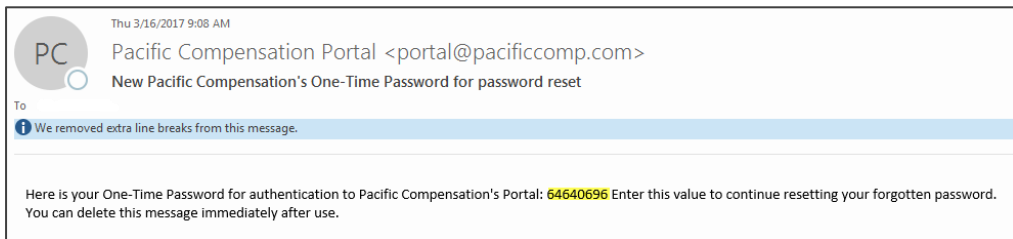
Enter the 'One-Time Password' from your email and click Continue

One-Time Password

Problems with the OTP?

Continue	Cancel

PASSWORD REQUIREMENTS

You can now set your **new password** and **retain for your future use**.

END-USER SELF SERVICE

Please enter your new password in the fields below.

Password Complexity Rules

Your new password must **always** satisfy the following rules:
- Must be at least **14** characters long
- Must not contain any parts of your name
- Must contain characters from at least **3** of the following categories:
    1. English uppercase characters (A - Z)
    2. English lowercase characters (a - z)
    3. Base 10 digits (0 - 9)
    4. Non-alphanumeric (e.g. !, $, @, or %)

It must also satisfy any **3** of the rules below:
- Must have at least **1** lowercase character
- Must have at least **1** uppercase character
- Must have at least **1** numeric character
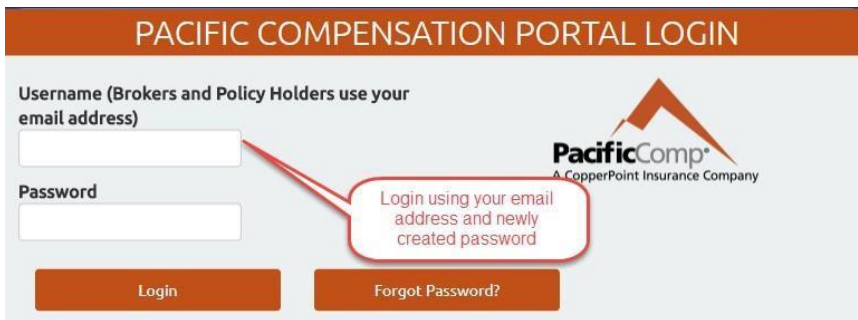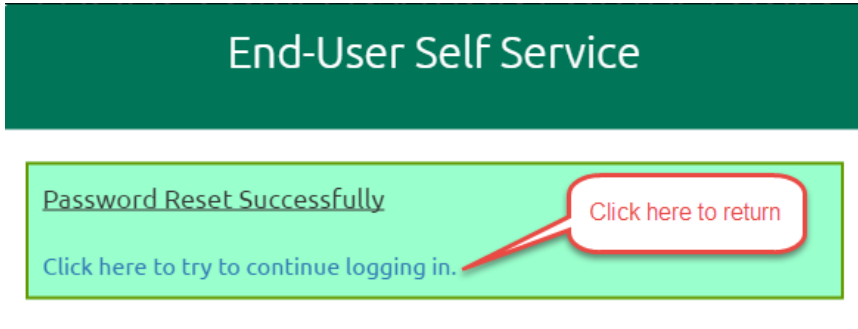- Must have at least **1** special character

Username (Brokers and Policy Holders use your email address)

Requested Action   Reset Forgotten Password

New Password

Confirm Password

| Continue | Cancel |

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Click on the link to log in with your username (email address) and new password.

End-User Self Service

Password Reset Successfully

Click here to try to continue logging in.

Click here to return

PACIFIC COMPENSATION PORTAL LOGIN

Username (Brokers and Policy Holders use your email address)

Password

Login using your email address and newly created password

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A CopperPoint Insurance Company

Login   Forgot Password?

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SECURITY QUESTIONS

Please fill in **3** of the **11** challenge questions and retain to reset your password or unlock your login. (additional questions can be found on pages 2,3)

Note, you cannot enter any of the words that are part of the question. For example, "What street did you grow up on"? You cannot enter "street" or "grow", etc.

END-USER SELF SERVICE

Please answer at least 3 of the 11 questions below.
NOTE: Answers must be at least **3** characters long.

Username (Brokers and Policy Holders use your email address)

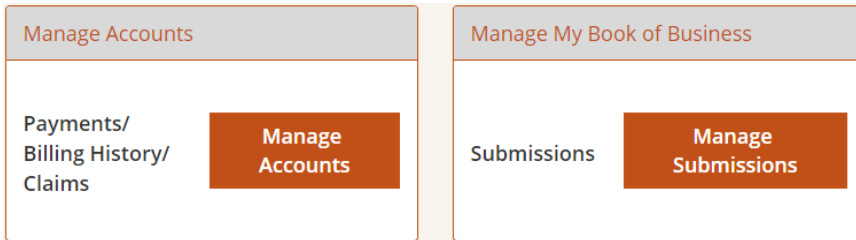-- Please choose a question --

-- Please choose a question --

-- Please choose a question --

Cancel

Answers remaining: 3 optional

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PORTAL VIEW

Welcome to the **PacificComp Portal**. You should now see a welcome screen with icons like these. Depending on your account, you may see these icons or you may only see one, while others might see more. Clicking these icons will take your seamlessly into your applications.

Click on **Manage PacificComp Account – Manage My Profile** to make changes to your password, challenge questions, or to add a phone number.

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