

This process requires a Multi-factor Authentication (MFA) which will prompt you to enter your phone # to receive a phone call and then 2 text messages and enter codes received. This process is only done on your first login into the system. Once you go through the steps below, you will not have to do this again.

Step 1: Use the below link to access the Farmers Insurance login page and save it as this is the link to Farmers OKTA site which permits access to RCT

<https://farmersinsurance.okta.com/>

Step 2: Once you click on the link the below page will open and you will need to enter your ID & password, that was provided within the email to you. Enter your info into the fields and click "Sign In".



Sign In

myID

Note: Please enter myID and not your email address

Password

Remember me

Sign In

Need help signing in?

Step 3: After you hit “Sign In”, the below will open. Hit “Configure Factor”.



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

Setup required



Voice Call Authentication



Use a phone to authenticate by following voice instructions.

[Configure factor](#)

Step 4: Enter your phone # into the Phone Number field and hit "Call".



Follow phone call instructions to
authenticate

A dropdown menu with "United States" selected and a small downward-pointing triangle on the right side.

Phone number

Extension

+1	<input type="text"/>	<input type="text"/>
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A solid blue rectangular button with the word "Call" in white text.

[Back to factor list](#)

Step 5: After hitting “call”, within 5-10 seconds you will receive a call with an Automated message providing you with a 5–6-digit code. You will enter the Code into the “Enter Code” field and hit “Verify”.

FARMERS
INSURANCE



Follow phone call instructions to
authenticate

United States ▾

Phone number Extension

+1 [REDACTED] [REDACTED]

Calling

Enter Code

[REDACTED]

Verify

[Back to factor list](#)

Step 6: This will prompt the next box to open up showing completion for the Voice Call. You will then need to hit “Set Up” under the “SMS Authentication”.



Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

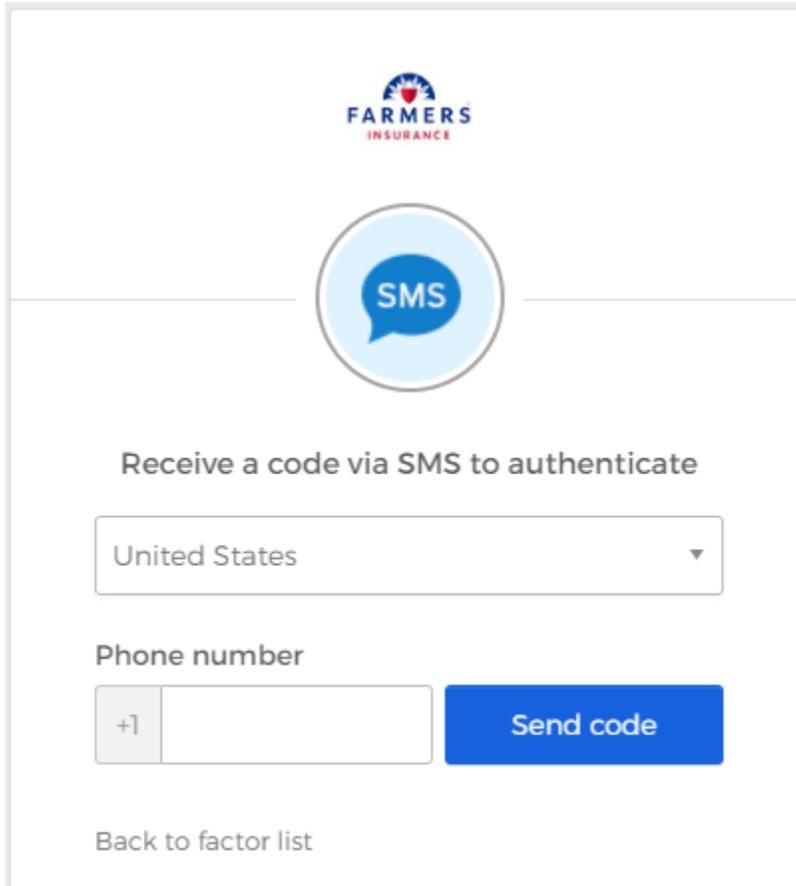
 Voice Call Authentication 

Additional optional factors

 Okta Verify
Use a push notification sent to the mobile app.

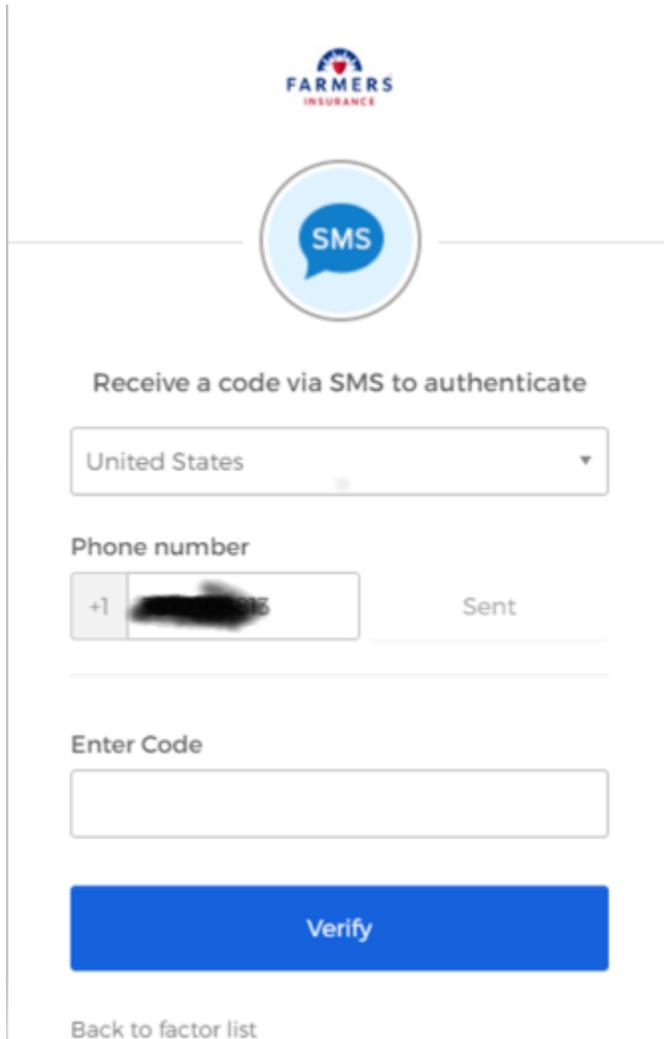
 SMS Authentication
Enter a single-use code sent to your mobile phone.
 

Step 7: You will be requested to enter your phone # for SMS text authentication. Enter your number and click “Send Code”.



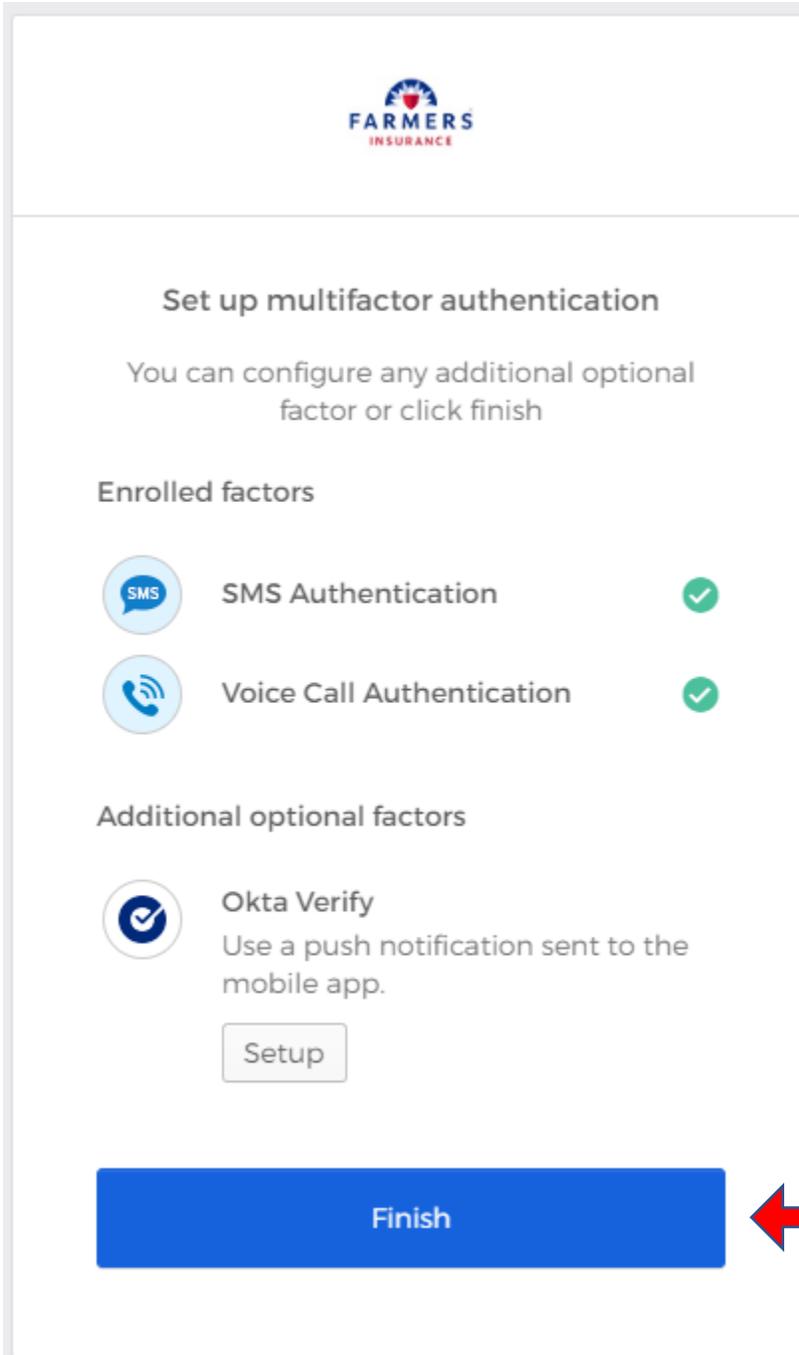
The screenshot shows the Farmers Insurance authentication interface. At the top center is the Farmers Insurance logo, which consists of a blue sunburst icon above the text "FARMERS" in blue and "INSURANCE" in red. Below the logo is a circular icon with a blue speech bubble containing the text "SMS". Underneath this is the instruction "Receive a code via SMS to authenticate". A dropdown menu is set to "United States". Below that, the label "Phone number" is followed by a text input field with a "+1" placeholder and a blue "Send code" button. At the bottom left, there is a link that says "Back to factor list".

Step 8: You will receive a code via text message. Enter the code received in the “Enter Code” field. Hit “Verify”.



The screenshot shows the Farmers Insurance SMS authentication interface. At the top is the Farmers Insurance logo. Below it is a circular icon with a blue speech bubble containing the text "SMS". The main heading reads "Receive a code via SMS to authenticate". There is a dropdown menu currently set to "United States". Below that is the "Phone number" section, which includes a field with the prefix "+1" and a redacted number, followed by a "Sent" button. Underneath is the "Enter Code" section with an empty text input field. A large blue "Verify" button is positioned below the code field. At the bottom left, there is a link that says "Back to factor list".

Step 9: After hitting Verify, the below will open showing authentication of SMS. You do not have to complete the Okta Verify set-up, so at this point click “Finish”





Set up multifactor authentication

You can configure any additional optional factor or click finish

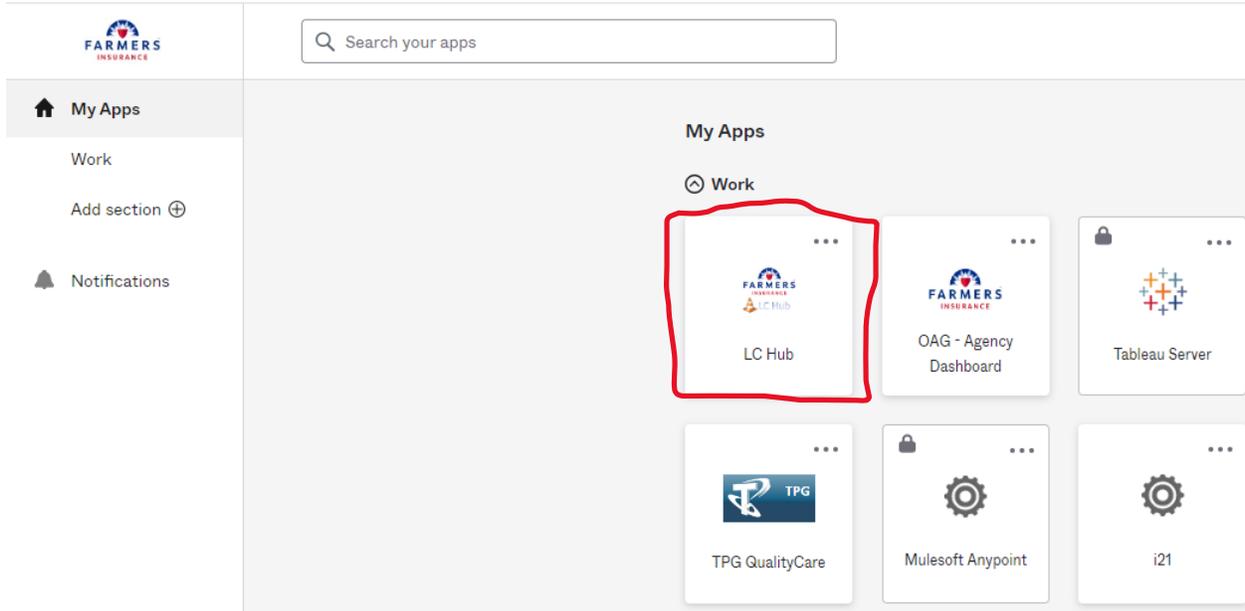
Enrolled factors

-  SMS Authentication 
-  Voice Call Authentication 

Additional optional factors

-  Okta Verify
Use a push notification sent to the mobile app.

Step 10: After clicking Finish, the page will open up to My Apps. You will need to find the “Farmers Insurance LC Hub” App. This may be at the bottom right of the page, so just search for it. Once you locate the LC Hub App, click on it.



Step 11: After clicking on the LC Hub App, the page will open with a 404 Error. At this point, you can either close out of the system or select the “Surveys” tab to see your current pending work. Farmers will adjust permissions after your first login to default to your pending list.



Home Accounts Surveys Recs Diary Reports Maintenance Log Off

Please contact your system admin or support desk if this message persists

4 0 4
E R R O R

Sorry, the page was not found