

Update your multifactor authentication details



Please note, this process will only update your multifactor authentication details. To update your contact details held on your Marsh file please see the 'Updating your contact details' guide.

Step 1: Log in to your portal account

Log into your portal account using your existing details - <https://secure.marshcommercial.co.uk>

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Login

Email address

Password

[Can't Access Your Account?](#)

[Login](#)

Multi-factor authentication (MFA) is here

We've added an extra security step when you log in to your Marsh Commercial account. Log in to check your Account security details.

[What is MFA?](#)

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If it is your first log in of the day then complete the multifactor authentication based on your existing details.

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Multi-factor Authentication

Multi-factor Authentication has been enabled for this portal. In order to log in you will need to enter an access code sent to you via SMS or email.

Once a code has been generated it will be valid for a period of 30 minutes.

I'd like to receive my access code via:

[Email to @marsh.com](#)

[SMS to 077*****777](#)

[I don't have access to either of these methods](#)

[SEND CODE](#)

An access code has been sent to @marsh.com

Access code not received? Please review the method above and press "Send Code" to trigger another access code.

Access code

☒ Remember my device

[SUBMIT CODE](#)

Need a little help getting started?

Speak to an adviser.

[Contact us](#)

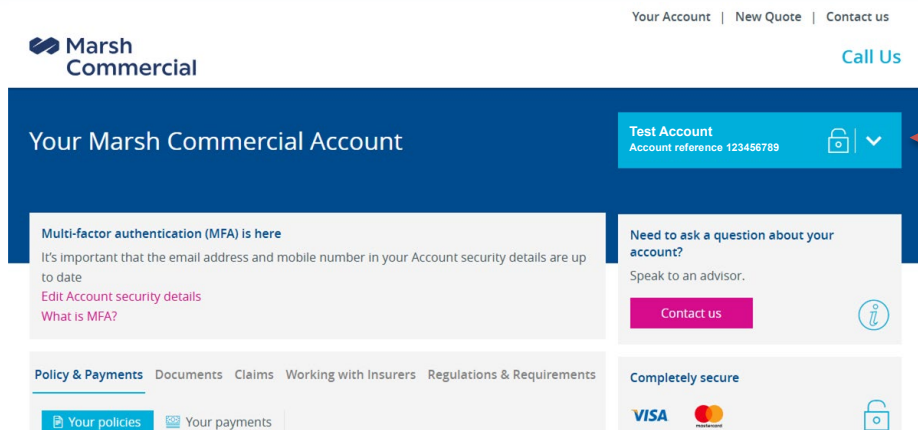
Completely secure

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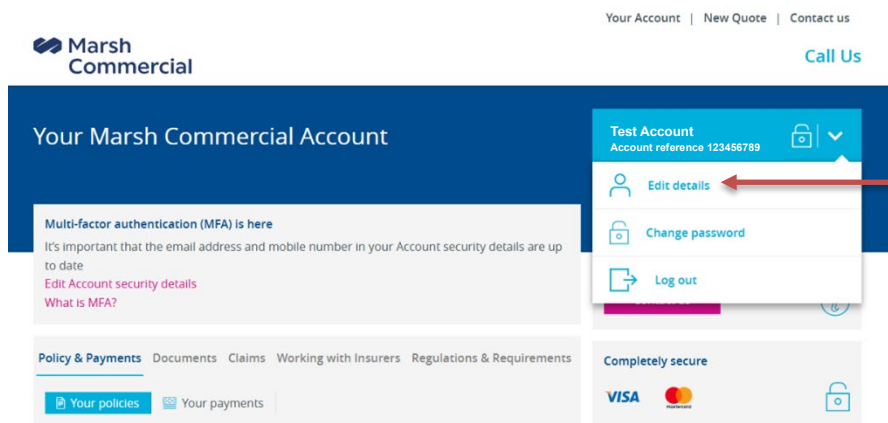
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Step 2: Account security details

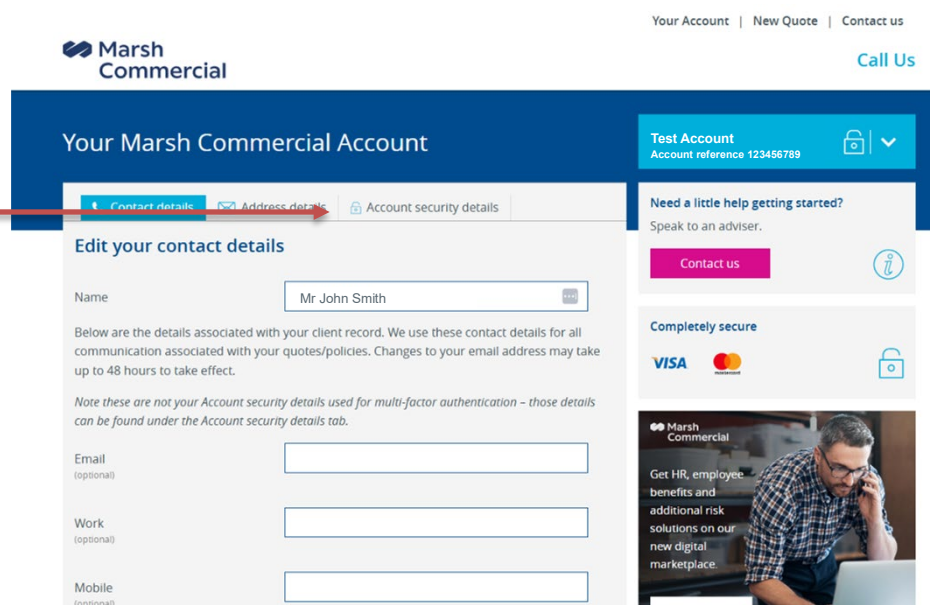


Select the 'Account management' dropdown in the top right corner.



Choose 'Edit details' from the available options.

From the top tabs on the 'Edit your contact details' page select 'Account security details'.



Step 3: Update email address or mobile number

The 'Account security details' page will open. This page will show the email address and mobile number currently associated to your multifactor authentication.

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Test Account
Account reference 123456789

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Account security details

Below are the details associated with your individual portal account. We use these details for security purposes to verify your identity. It's essential that your email address and mobile number in this profile are up to date, for use with multi-factor authentication when logging in.

Email: test@marsh.com

Mobile:

Back Save

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Add or overwrite the desired email address and mobile number.

Once your details have been updated as desired, click 'Save'.

Policy & Payments Documents Claims Working with Insurers Regulations & Requirements

Your policies Your payments

Thank you for updating your Account security details. These can now be used to log in to your account.

No open quotes
Get a quote

Completely secure
VISA Mastercard

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The above message will appear to confirm your details have now been updated. This email and mobile number will now be the ones used the next time you log in.

When updating your email address this will now be the email address used to log into your account.



Please be aware updating these details will only update your details in relation to your portal log in they will **not** update your details held on your Marsh file. To update your contact details held on your file please see the 'Update contact details' guide.