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# Existing User Sign In

## 1. Email Address Recovery

If you are an existing Self Service Portal user and have forgotten your email address, you can easily recover it by following these steps:

- Click on the "**Find Registered Email Address**" button.
- User will be guided through a series of steps to verify the identity.
- Follow the on-screen instructions to view your email address.

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- Once clicked on **Find Registered Email Address**, user will be redirected to the Forgot Email Address screen where there will be options to view the email address by entering either of the below options:
  1. Username (The Username must be at least 6 characters and up to 15 characters maximum.)

OR

  2. Policy Number (Should contain 3 letters + 7 numbers, **Example:**  
**ABC1234567**)
- After entering either the Username or Policy Number click on **Submit** button.
- If the user does not remember their Username or Policy Number, they can reach out to customer support for assistance.

Use the below form to get your registered email address

**Username \***

OR

**Policy Number \***

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- User should enter correct Username or Policy Number otherwise below error will be displayed.  
Error - *“You have entered a Username or Policy Number that does not match our records. Please try again.”*
- If the user enters both the Username and Policy Number fields such that only the Policy Number is incorrect, and the Username is correct or vice-versa user will get the same error.

Use the below form to get your registered email address

You have entered a Username or Policy Number that does not match our records. Please try again.

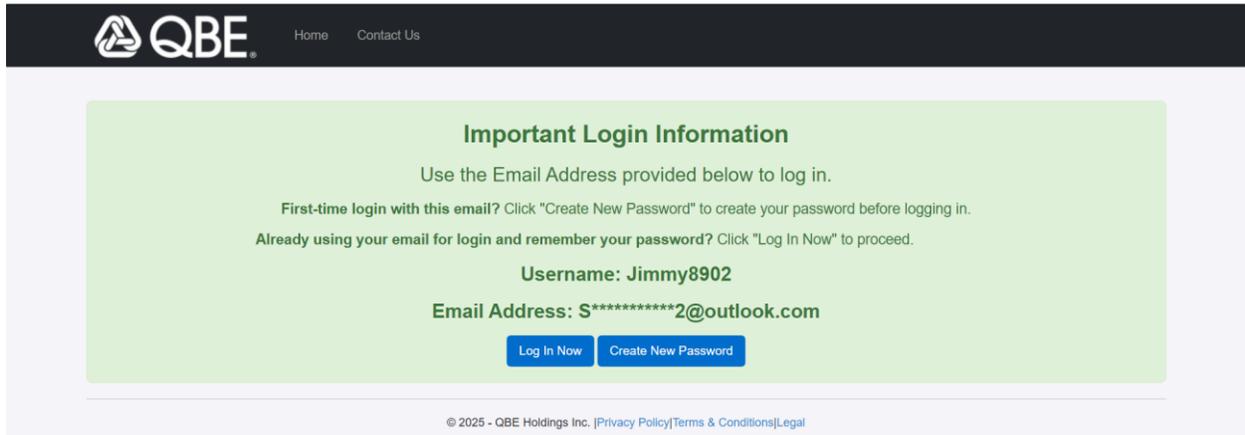
**Username \***

OR

**Policy Number \***

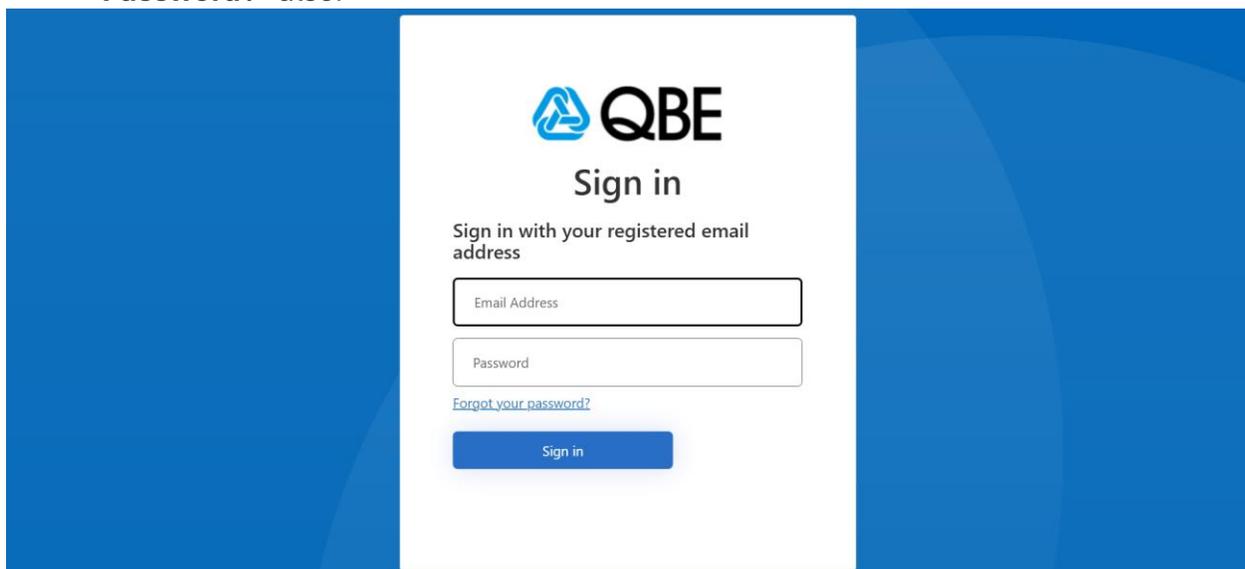
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- The user will only be prompted with their registered **Email Address** if they enter a valid Username or Policy Number or both in the correct format.



The screenshot shows the QBE website header with the logo and navigation links 'Home' and 'Contact Us'. Below the header is a green box titled 'Important Login Information'. Inside the box, it says 'Use the Email Address provided below to log in.' followed by instructions for first-time login and returning users. It displays 'Username: Jimmy8902' and 'Email Address: S\*\*\*\*\*2@outlook.com'. At the bottom of the box are two buttons: 'Log In Now' and 'Create New Password'. Below the green box is a footer with copyright information: '© 2025 - QBE Holdings Inc. | Privacy Policy | Terms & Conditions | Legal'.

- Once the user is prompted with their Email Address they can click on “**Log In Now**” button and proceed to login OR user can click on “**Create New Password**” button and proceed to create a new password.
- If user have registered before April 5, 2025, and logging in with the Email address first time, user has to set a new password by clicking on “**Create New Password**” button.
- Kindly refer to [Index 2](#) section. to create a new password.
- If clicked on “**Log In Now**”, user will also have the option to set a password by selecting “**Forgot Your Password?**” on the QBE Sign In screen. Once your password is set, you can log in to your account.
- Kindly refer to [Index 2](#) section. to create a new password for “**Forgot Your Password?**” also.



The screenshot shows the QBE Sign in page. It features the QBE logo at the top, followed by the text 'Sign in' and 'Sign in with your registered email address'. Below this are two input fields: 'Email Address' and 'Password'. A link for 'Forgot your password?' is located below the password field. At the bottom is a blue 'Sign in' button.

**Note:** When user clicks on find registered email address from homepage and while entering their Username or Policy Number if user clicks on “**Cancel**” button, they will be redirected to Home screen.

**QBE** Home Contact Us

## Welcome to the Upgraded Self Service Portal!

We've enhanced our platform with a new login process, ensuring better security for your account.

**For Migrated Users (Existing Users Logging in for the First Time):**

- **Set up a new password:** Click "Create New Password", then enter the email associated with your Self-Service Portal account.
- **Enable MFA (Multi-Factor Authentication):** After resetting your password, follow the steps to set up MFA for added security.

**For New Users (Recently Registered):**

- Log in with your registered email ID and password.
- Follow the on-screen instructions to complete MFA setup.

**For Returning Users Needing Assistance:**

- **Forgot your password?** Click "Create New Password" to reset it.
- **Need help finding your registered email?** Click "Find Registered Email Address" and enter your policy number or username to retrieve it.

For step-by-step guidance, [click here](#) to access detailed instructions.  
If you need further assistance, feel free to contact our support team.

Your one-stop, online resource  
Go paperless, view policy details and make a premium payment  
on your homeowners or renters insurance policy

OK

# Password Recovery

## 2. Create New/Reset Password

If you are an existing Self Service Portal user and have registered before April 5, 2025, and logging in with your Email first time, user must create a new password by following below steps:

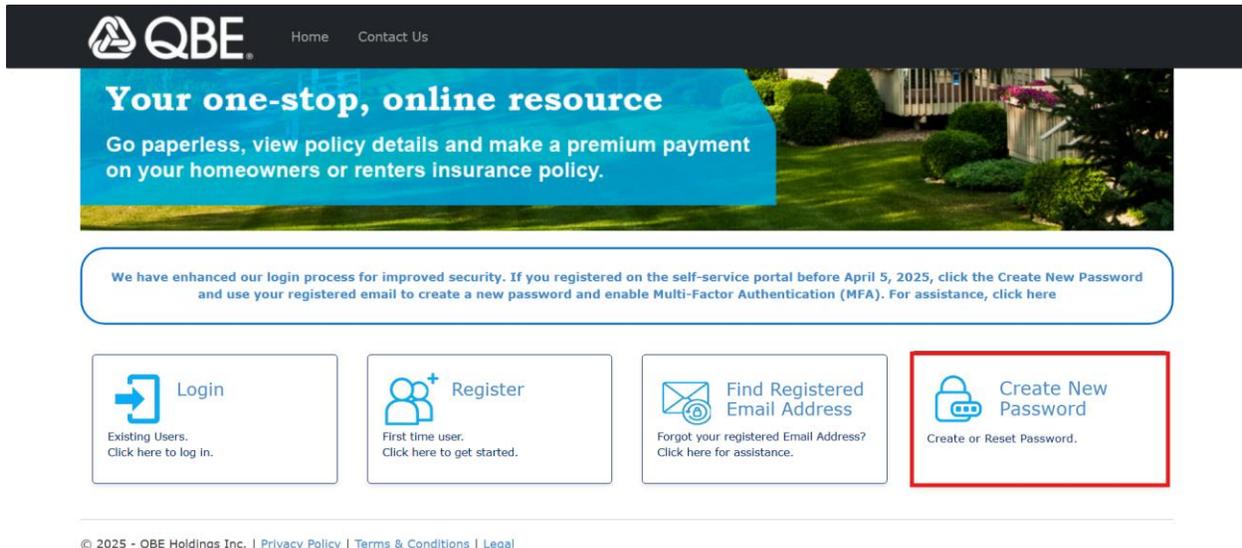
There are three ways to create a new password:

- First, user can use the "**Create New Password**" button on the home screen to set the password directly.
- Second, if user is on "**QBE Sign In**" screen they can select "**Forgot Your Password?**" to set up a new password.
- Lastly, on the email recovery screen, user can also click on "**Create New Password**" button that allows them to set up a new password.

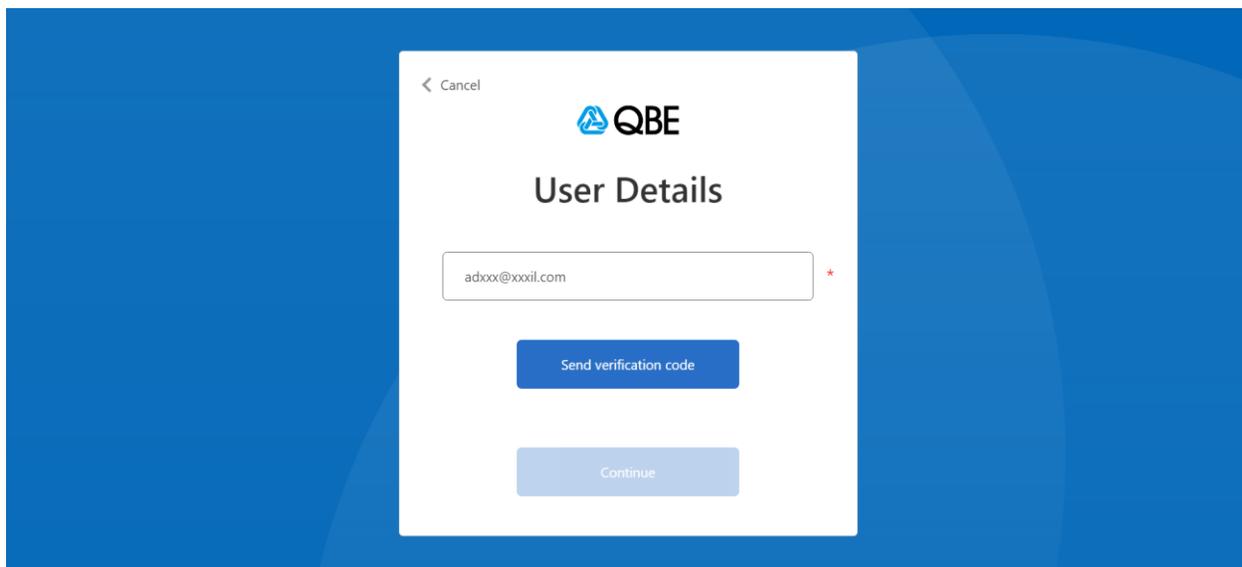
User can choose any of the above options to securely update the password and access their account.

## 2.1. Email Address Verification

- Locate and click on the " **Create New password** " button on Home screen.
- User will be guided through a series of steps to verify their identity.
- Follow the on-screen instructions to create a new password.

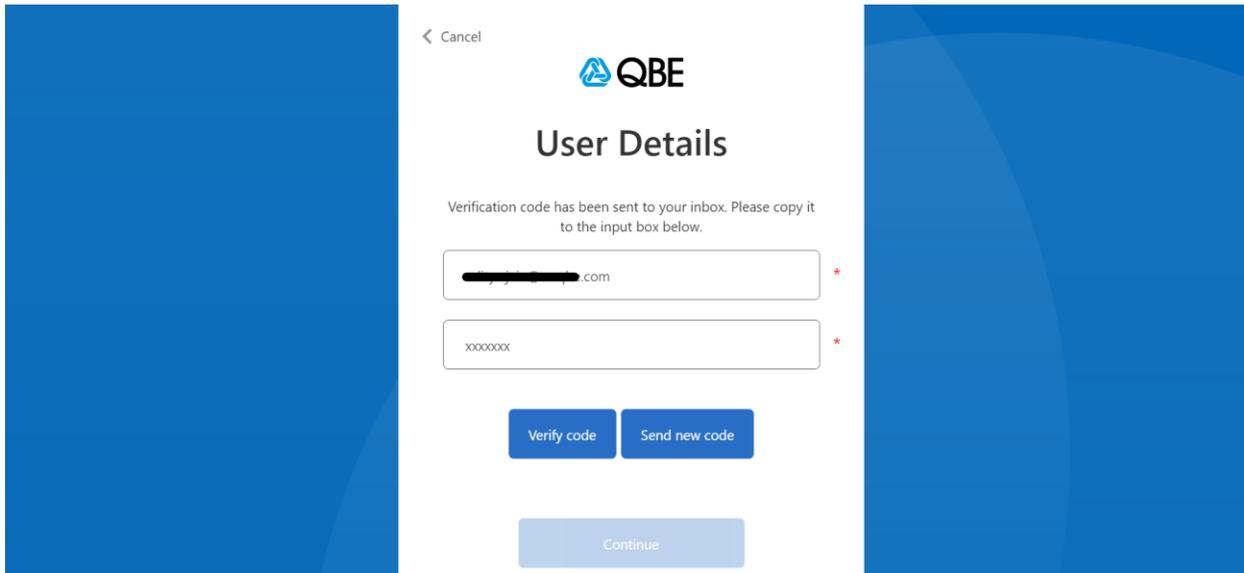


- User will be redirected to User Details screen where they will be asked for their registered Email Address.
- Enter the Email Address for verification and click on "**Send verification code**". A 6-digit code will be sent to the email address entered by the user.

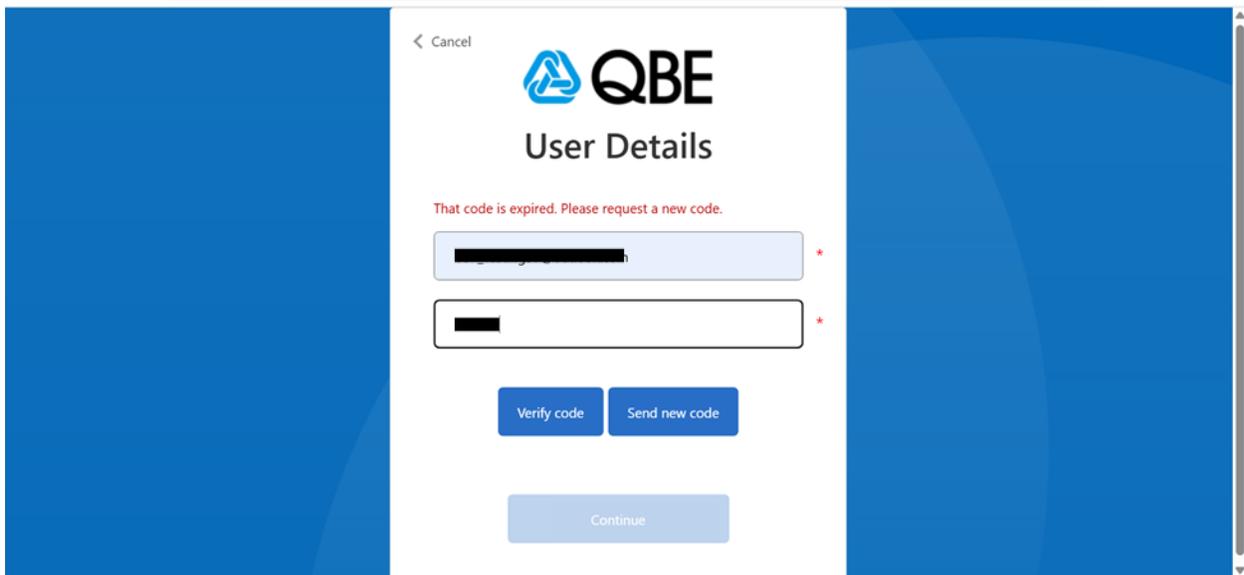


- Enter the verification code on the User Details screen within **5 minutes** of receiving the code to their mailbox otherwise it will get expired.

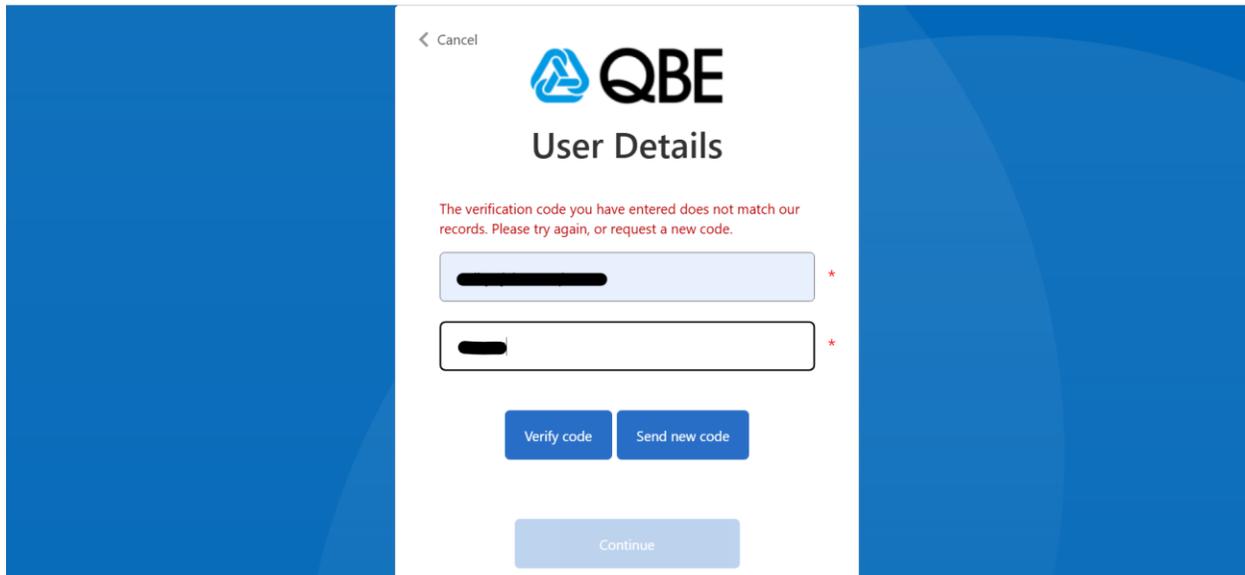
- After entering the verification code click on “**Verify Code**” button.



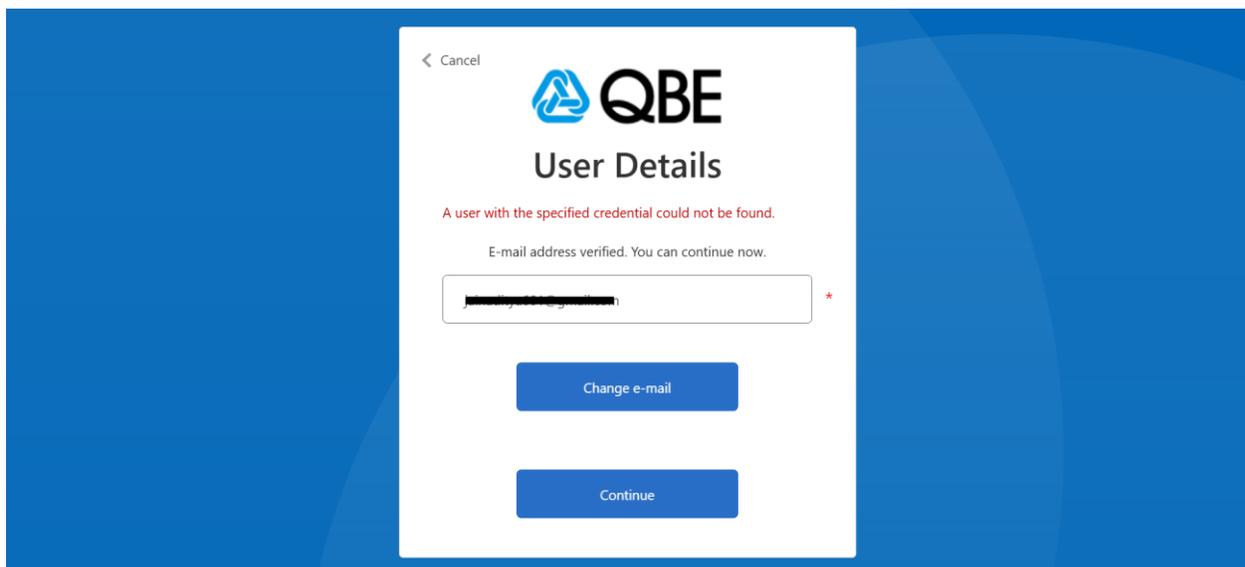
- If the user enters the verification code after **5 minutes** of receiving the code to their mailbox below error message will be displayed.



- If the user enters an incorrect verification code below error will be displayed.

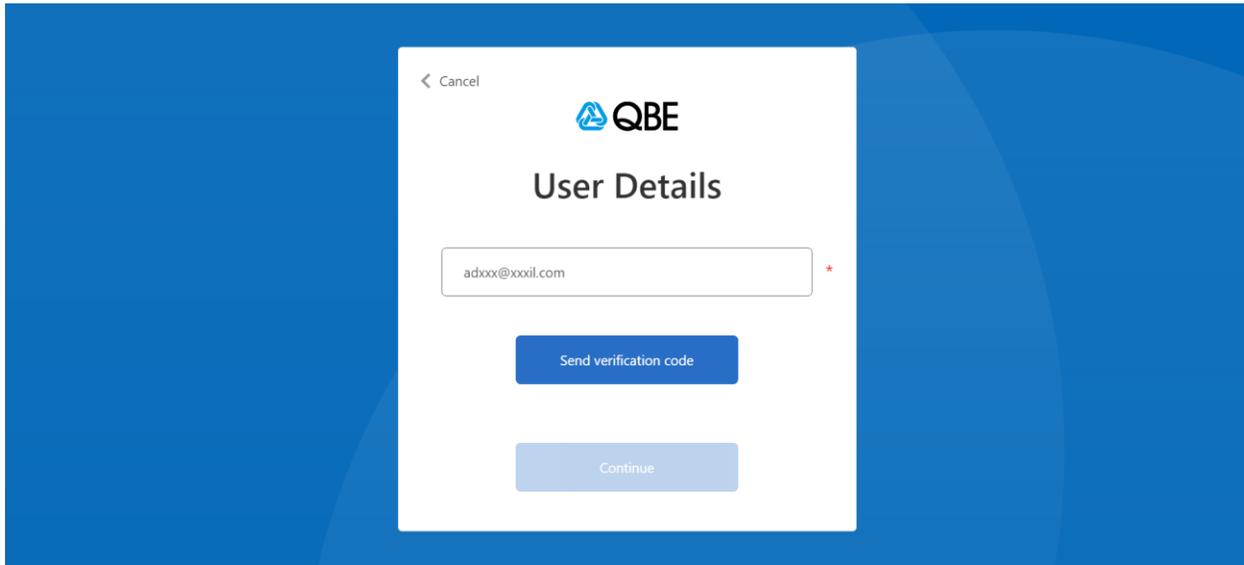


- In case user didn't receive the code or it got expired, click on **"Send New Code"** and a new code will be sent to the mentioned email.
- After the successful verification the screen will display "E-mail address verified. You can continue now."
- If the user is not yet registered with Self Service Portal and if clicked on **"Continue"** button, then below error will be displayed "A user with the specified credential could not be found."
- So, to proceed further user should either enter the registered email address or complete the registration process first for the first time user login.

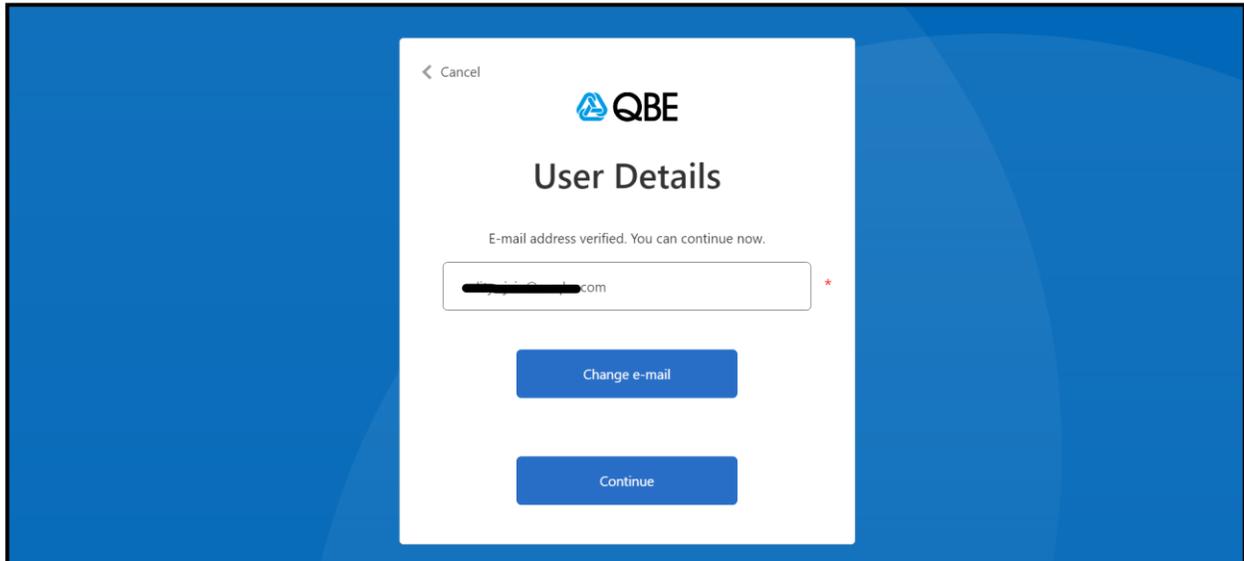


- If user wants to change their Email Address what they have entered and want the verification code on the correct registered Email Address, click on “**Change e-mail**” button.

**Note:-** This will not change your current registered email address but allows you to make correct any typo errors in the initial email address entered.



- Click on “**Continue**” button to proceed with MFA.
- For already registered user kindly refer to [Index 2.2.2](#) section.



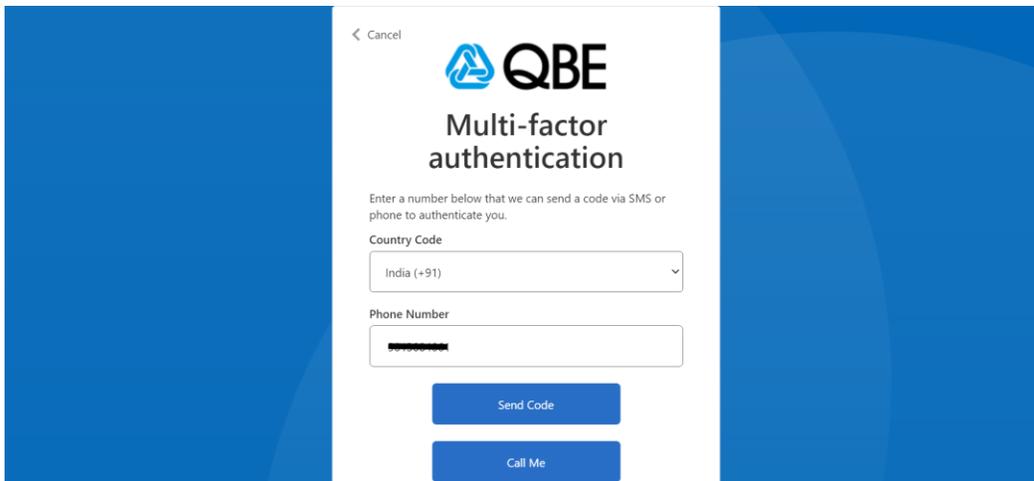
## 2.2. Multi-Factor Authentication (MFA)

### 2.2.1. First time MFA Setup

For users MFA is mandatory for a successful seamless login to their account.

Below are the steps need to be followed: -

- Select the “Country Code” from the dropdown.
- Enter the “Phone Number” in the required field.
- The user can then choose between two options to receive the verification code i.e. by clicking the “**Send Code**” button to receive a code via SMS OR selecting the “**Call Me**” button to receive the code via an automated phone call by following the instructions.



Cancel

**QBE**

**Multi-factor authentication**

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

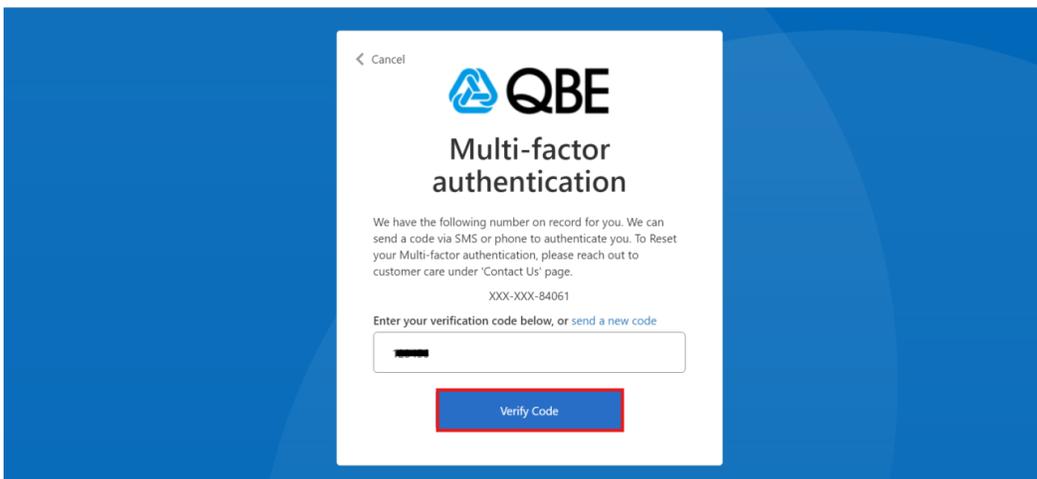
India (+91)

Phone Number

Send Code

Call Me

- Enter the verification code received via SMS or Phone call within **5 minutes** of receiving the code otherwise it will get expired.
- Click on “**Verify Code**”.



Cancel

**QBE**

**Multi-factor authentication**

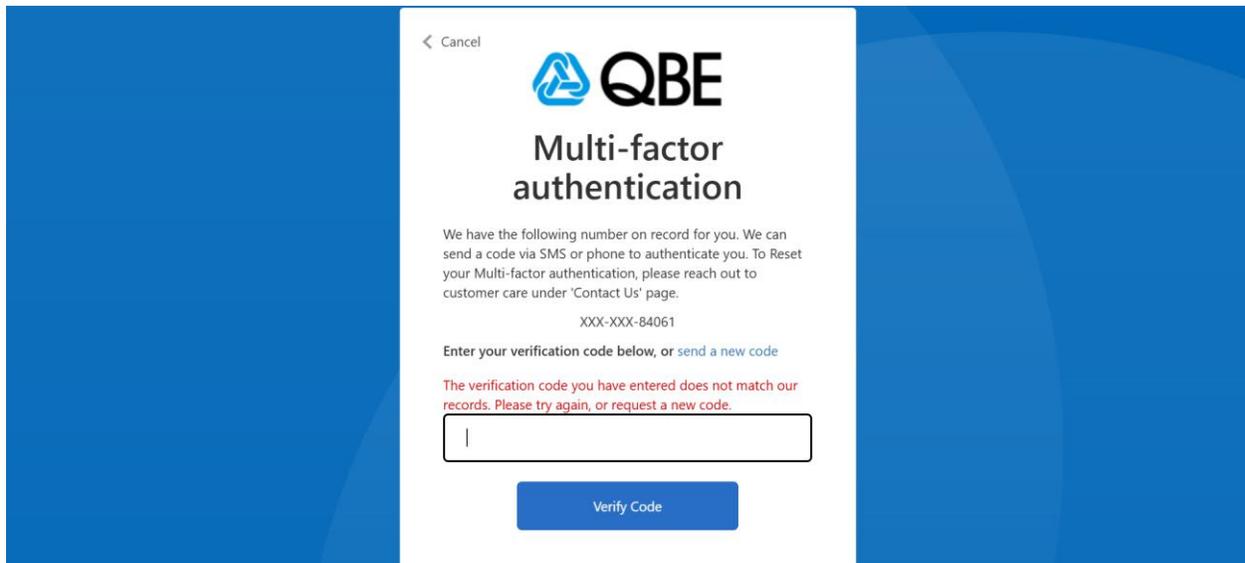
We have the following number on record for you. We can send a code via SMS or phone to authenticate you. To Reset your Multi-factor authentication, please reach out to customer care under 'Contact Us' page.

XXX-XXX-84061

Enter your verification code below, or send a new code

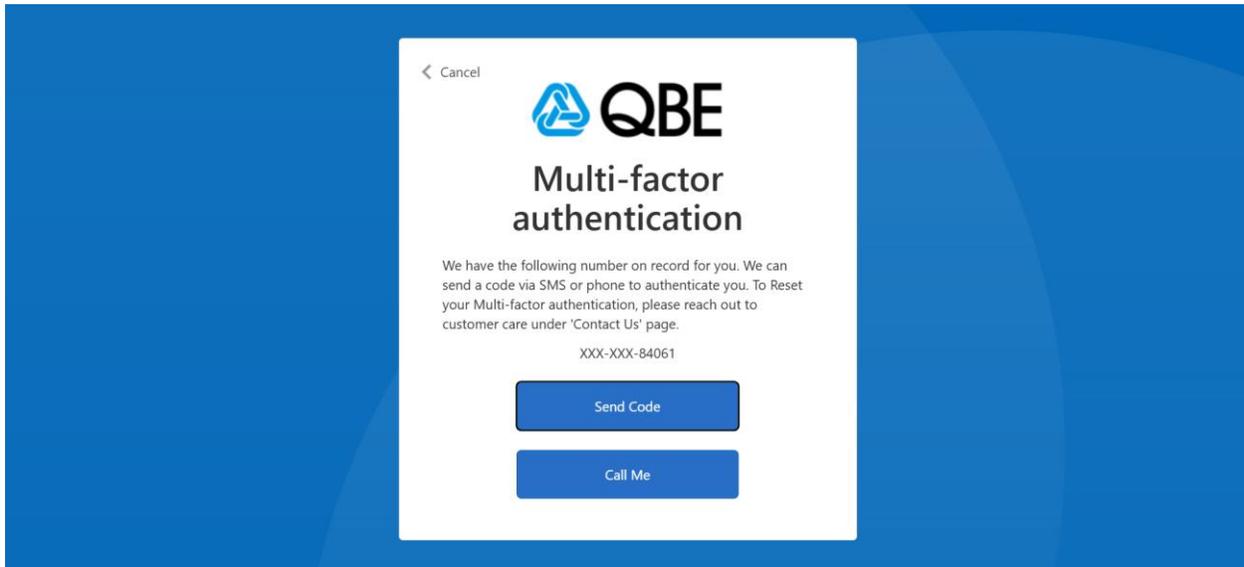
Verify Code

- If the user enters a wrong verification code the below error message will be displayed.
- If the user enters the verification code after **5 minutes** of receiving the code same error message will be displayed.

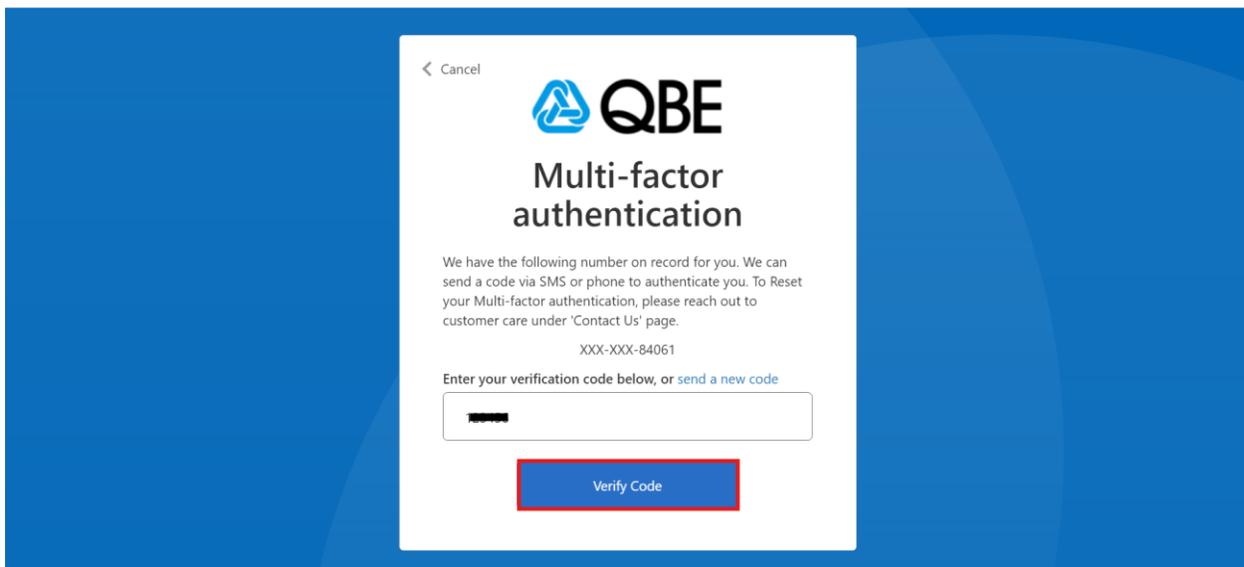


### 2.2.2. Already Registered MFA

- If MFA has already been setup for the account, then below screen will be displayed.
- The user can then choose between two options to receive the verification code by clicking the **“Send Code”** button to receive a code via SMS or selecting the **“Call Me”** button to receive the code via an automated phone call by following the instructions.



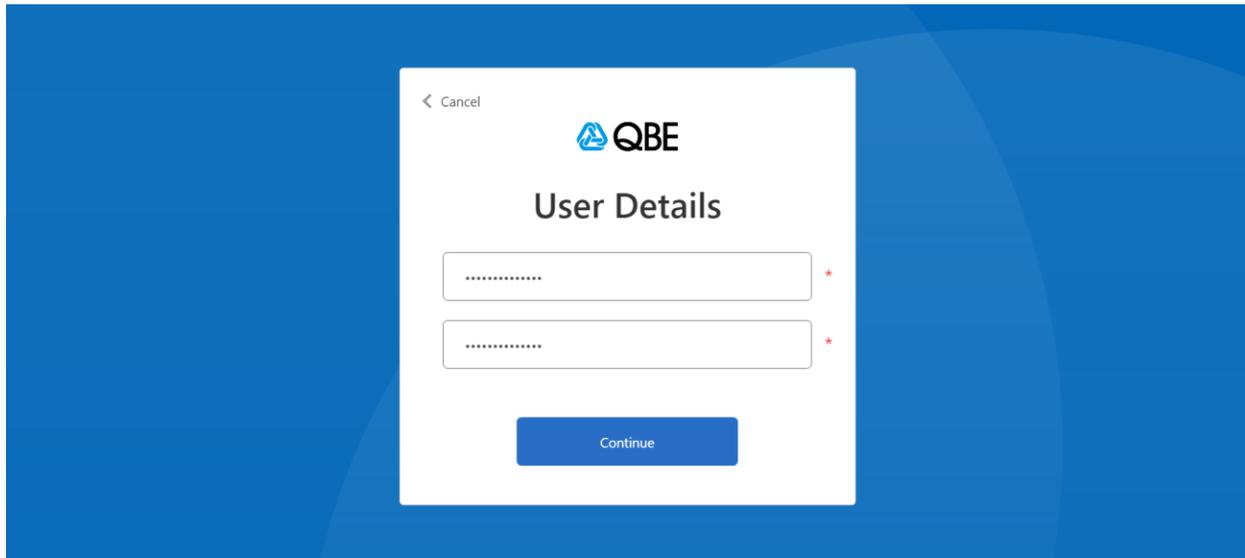
- Enter the verification code received via SMS or Phone call.
- Click on **“Verify Code”** and proceed to create a new password.



**Note:** - To change the MFA phone number. Kindly contact the customer support.

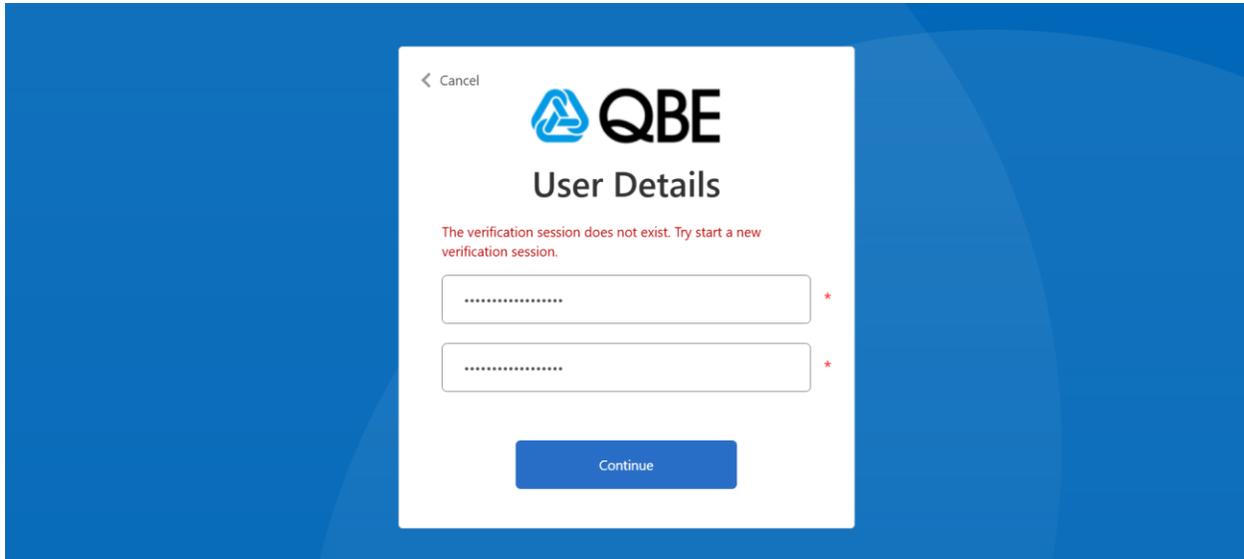
### 2.3. Creating New Password

- After successful MFA verification user will be redirected to **“Create New Password”** screen.
- Kindly ensure to update the new password according to the recommended password regulations.
- The password must be between 14 and 50 characters.  
The password must have at least 3 of the following:
  - **a lowercase letter**
  - **an uppercase letter**
  - **a digit**
  - **a symbol****Example: aBc!def@123**
- After entering the new password click on **“Continue”** to proceed.

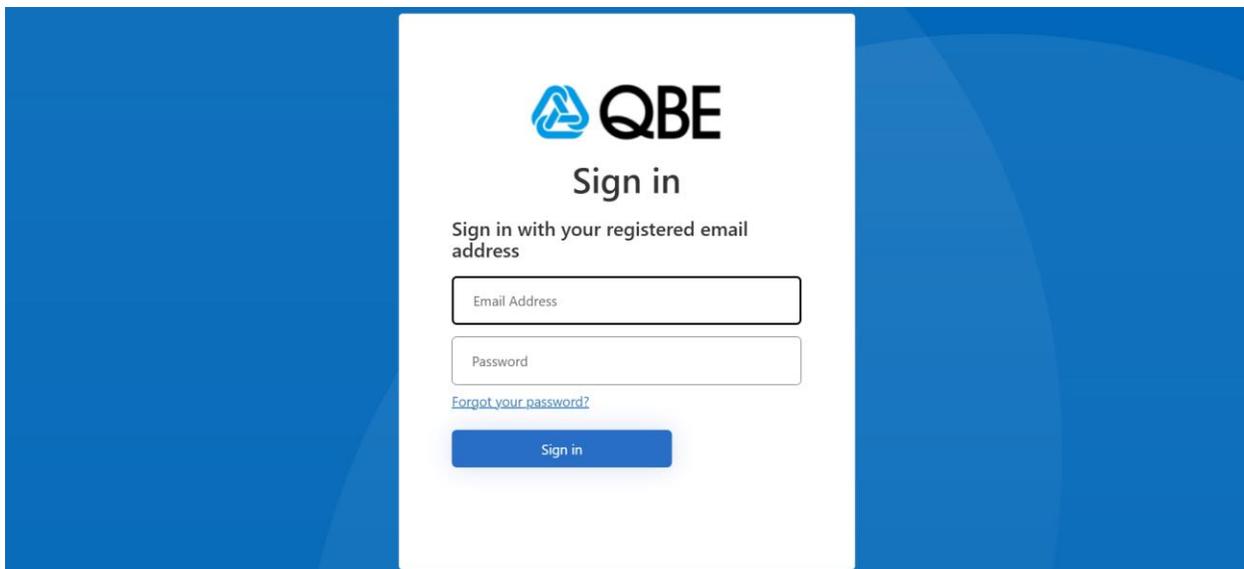


The screenshot shows a mobile application interface for creating a new password. At the top left, there is a back arrow and the text "Cancel". In the center, the QBE logo is displayed above the title "User Details". Below the title are two input fields, each containing a series of dots to represent masked text. A red asterisk is positioned to the right of each input field. At the bottom of the form is a blue button labeled "Continue". The entire form is centered on a blue background.

- If the user takes more than **15 minutes** to enter a new password, the session will expire, and below error message will be displayed. So, they will need to start a new session to create a new password.



- Once the new password is set, user will be again redirected to enter their login credentials to access the account.



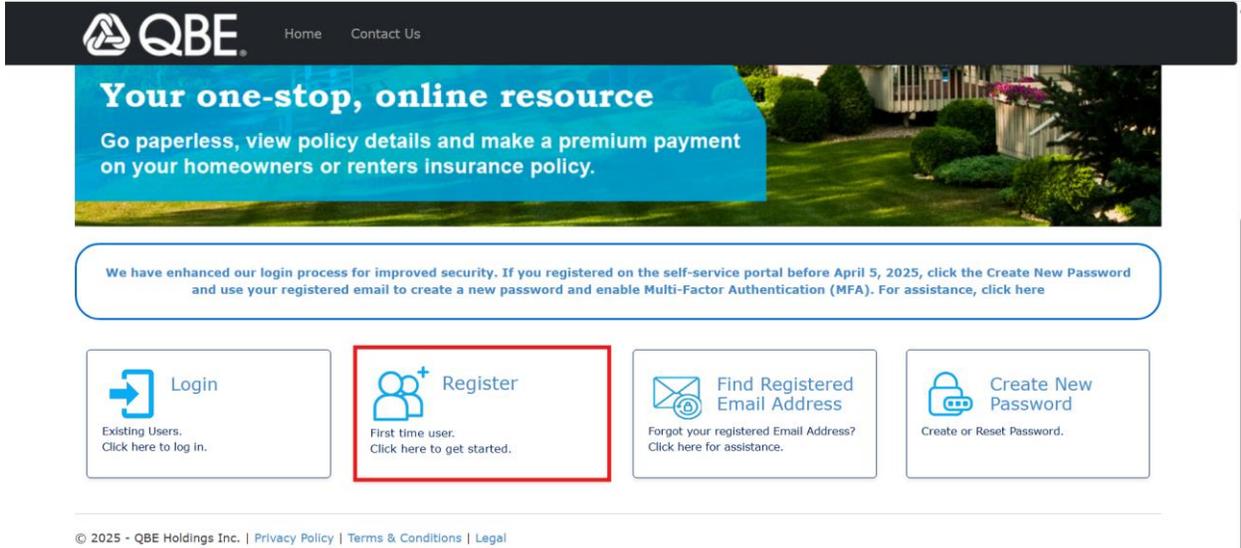
# New User Register

## 3. First Time Registration

If you are a new Self Service Portal user, you need to get yourself register first.

For registration kindly follow the below series of steps:

- Click the **“Register”** button on the home screen to begin the registration process.



- After clicking **“Register”**, user will be redirected to the Registration screen.

- On the Registration Page, fill in the required fields marked with an asterisk (\*):
  - **Policy Number \***: Enter your registered Policy Number (Policy Number should contain 3 letters + 7 numbers, **Example: ABC1234567**)
  - **First Name \***: Provide your first name.
  - **Last Name \***: Provide your last name.
  - **Property Address Zip Code \***: Enter your property address zip code.
  - **Email \***: Enter your email address.
  - **Confirm Email \***: Re-enter your email to confirm it.
  - **Create Your Password \***: Create a secure password  
The password must be between 14 and 50 characters.  
The password must have at least 3 of the following:
    - a lowercase letter
    - an uppercase letter
    - a digit
    - a symbol**Example: aBc!def@123**
  - **Confirm Password \***: Re-enter your password to confirm.



## Register

### Policy Holder Information

To obtain access to your QBE policy and billing details, a one time registration using the primary named insured's information is required.

#### Helpful Hints:

- Have your policy declaration page available
- \* indicates required fields
- Hover over the icon located to the left of the field for additional information
- Username cannot be changed once registered

Policy Number *	<input type="text" value="XXXXXXXXXX"/>
First Name *	<input type="text" value="John"/>
Last Name *	<input type="text" value="Doe"/>
Property Address Zip Code *	<input type="text" value="12345"/>
Email *	<input type="text" value="john.doe@qbe.com"/>
Confirm Email *	<input type="text" value="john.doe@qbe.com"/>
Create your Password *	<input type="password" value="*****"/>
Confirm Password*	<input type="password" value="*****"/>

I acknowledge that I have read and agree to the [Privacy Policy and Terms & Conditions.](#)

- Once all required fields are filled, kindly read and check the box of **“I acknowledge that I have read and agree to the Privacy Policy and Terms & Conditions.”**
- Click the **“Register”** button to submit your registration.

- User will get the confirmation of successful registration.

## Register confirmation

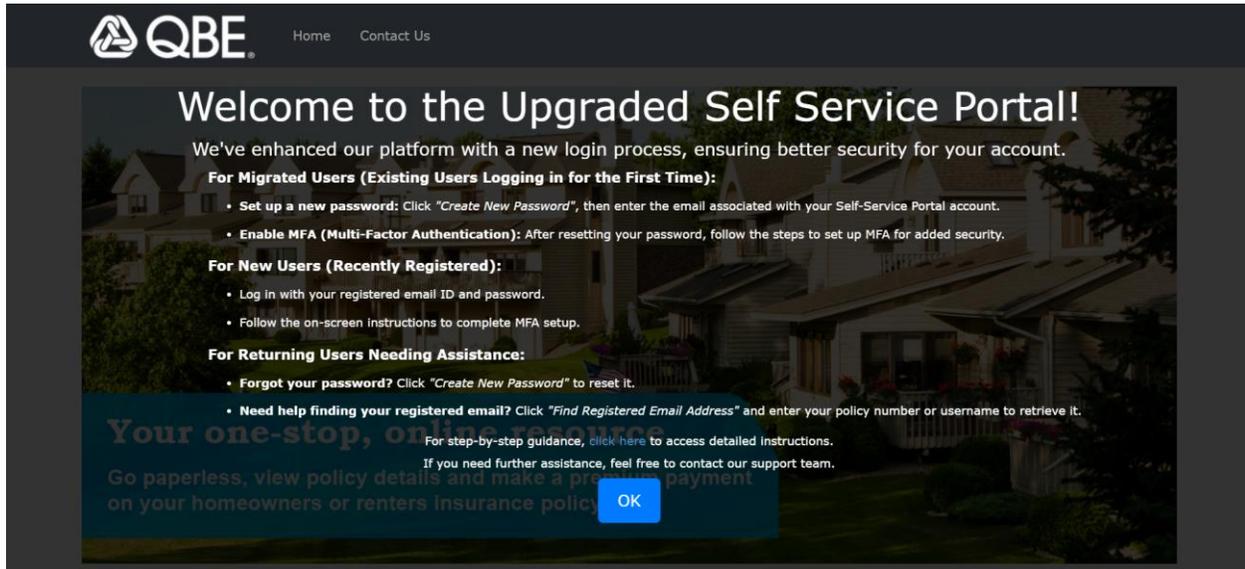
**Registration Successful!**

For your convenience you will be automatically redirected to the QBE Self Service login page.

# User Sign In

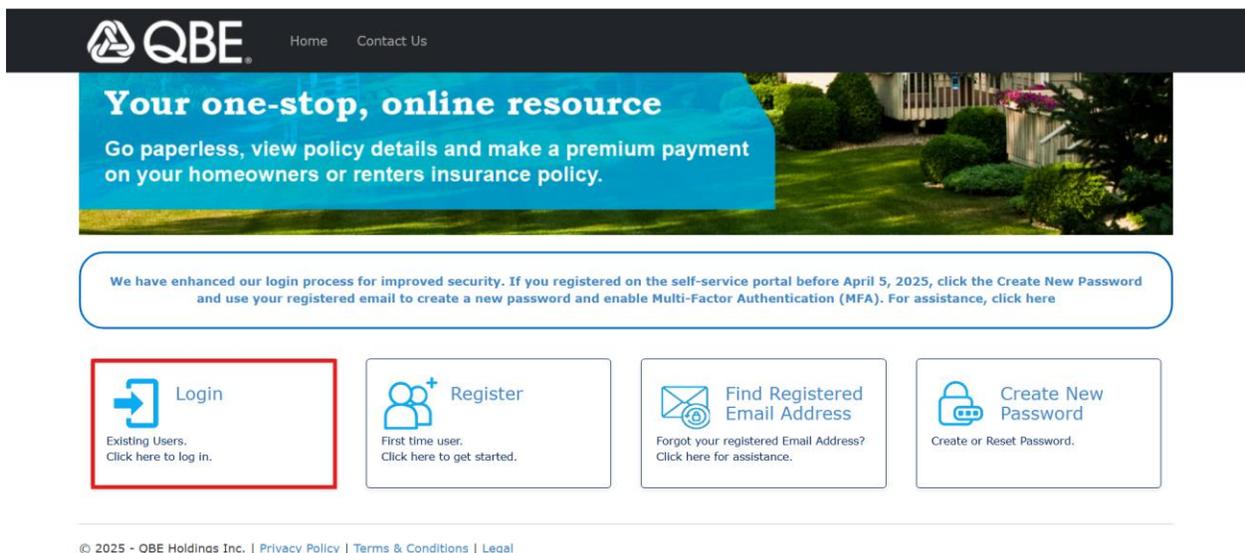
## 4. Login Flow

Welcome to the Upgraded Consumer Self Service Portal.

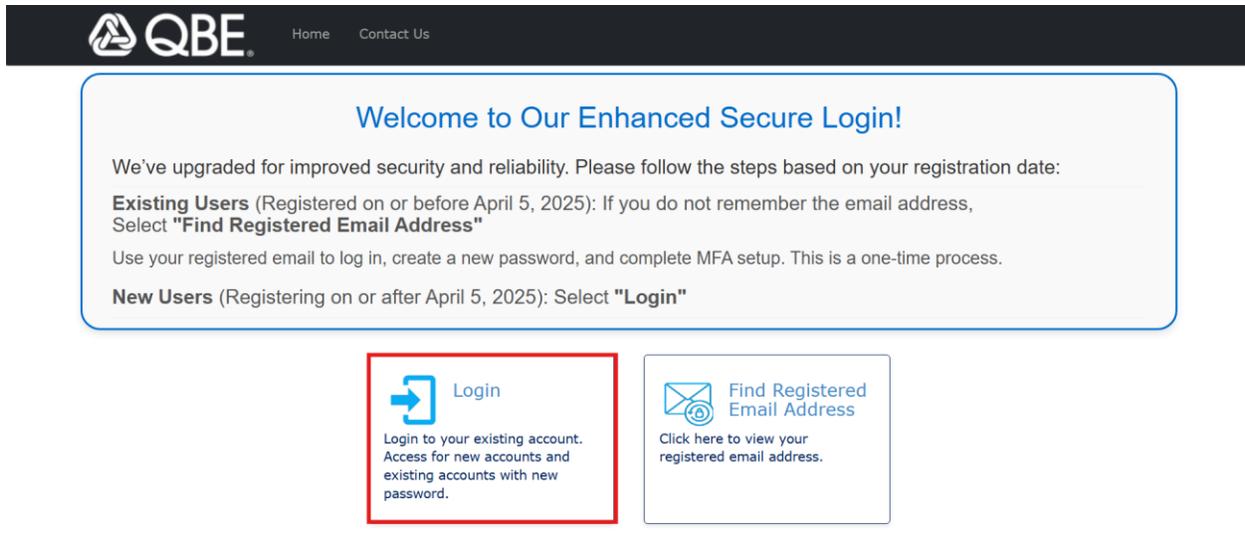


If you are a registered Self Service Portal user, you can follow the below series of steps for a seamless account login:-

- Click the **“Login”** button on the home screen.



- After clicking "Login", user will be redirected to the **User Login Screen**.
- User can click on **“Login”** button to access their account and can view their registered Email Address by clicking on **“Find Registered Email Address”** button.



The screenshot shows the top navigation bar of the QBE website with the logo and links for "Home" and "Contact Us". Below this is a white announcement box with a blue border. The box contains the heading "Welcome to Our Enhanced Secure Login!" and a message about security upgrades. It provides instructions for existing users (to use their registered email and create a new password) and new users (to select the "Login" button). At the bottom of the box are two buttons: "Login" (highlighted with a red border) and "Find Registered Email Address".

**QBE** Home Contact Us

### Welcome to Our Enhanced Secure Login!

We've upgraded for improved security and reliability. Please follow the steps based on your registration date:

**Existing Users** (Registered on or before April 5, 2025): If you do not remember the email address, Select **"Find Registered Email Address"**

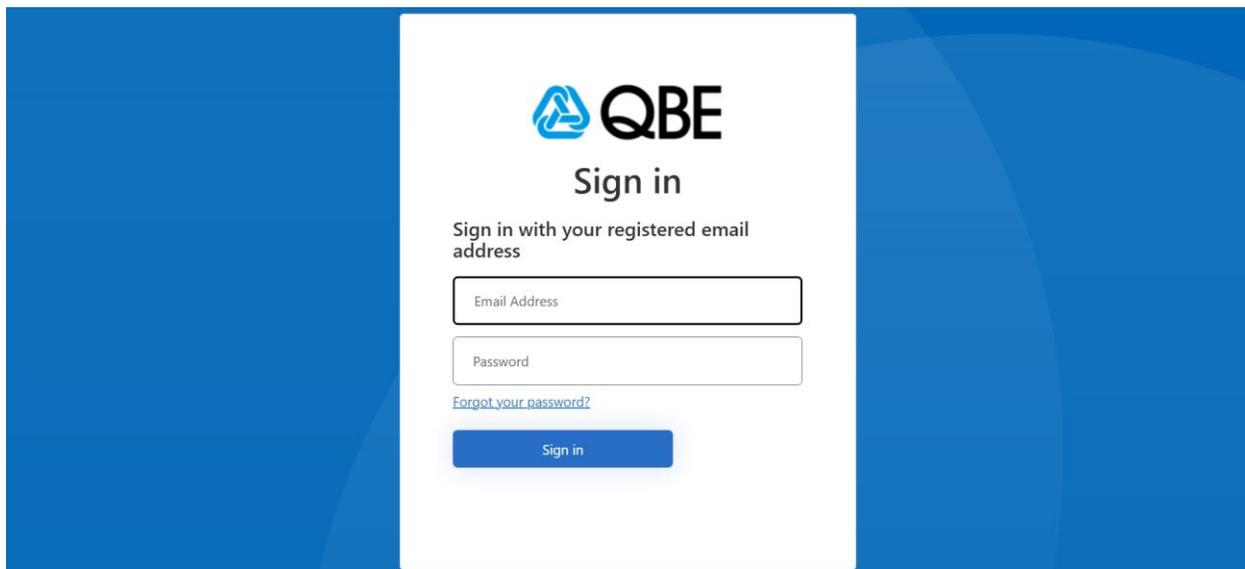
Use your registered email to log in, create a new password, and complete MFA setup. This is a one-time process.

**New Users** (Registering on or after April 5, 2025): Select **"Login"**

**Login**  
Login to your existing account. Access for new accounts and existing accounts with new password.

**Find Registered Email Address**  
Click here to view your registered email address.

- After clicking **“Login”** button user will be redirected to the QBE Sign-In screen.



The screenshot shows the QBE Sign-In screen. It features the QBE logo at the top, followed by the heading "Sign in" and the instruction "Sign in with your registered email address". Below this are two input fields: "Email Address" and "Password". A link for "Forgot your password?" is located below the password field. At the bottom is a blue "Sign in" button.

**QBE**  
Sign in  
Sign in with your registered email address

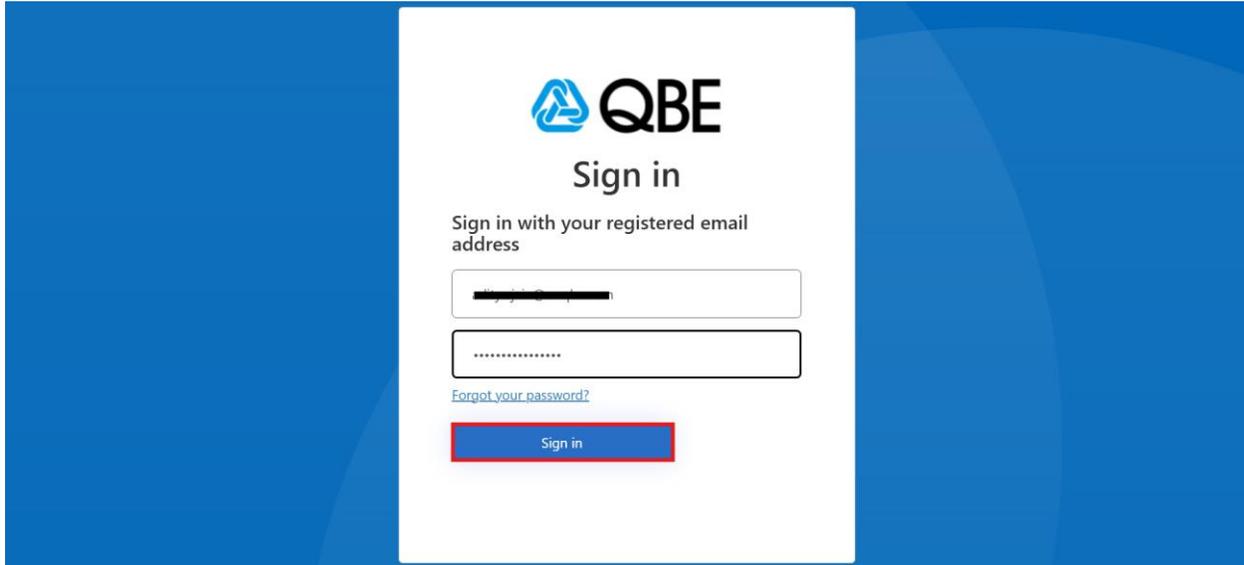
Email Address

Password

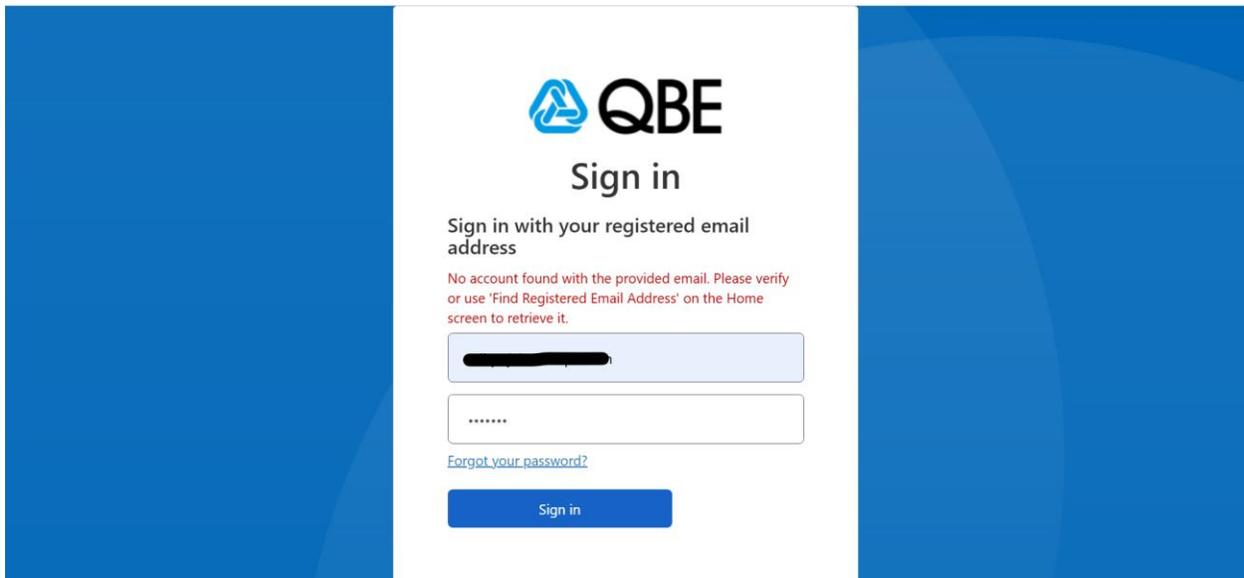
[Forgot your password?](#)

Sign in

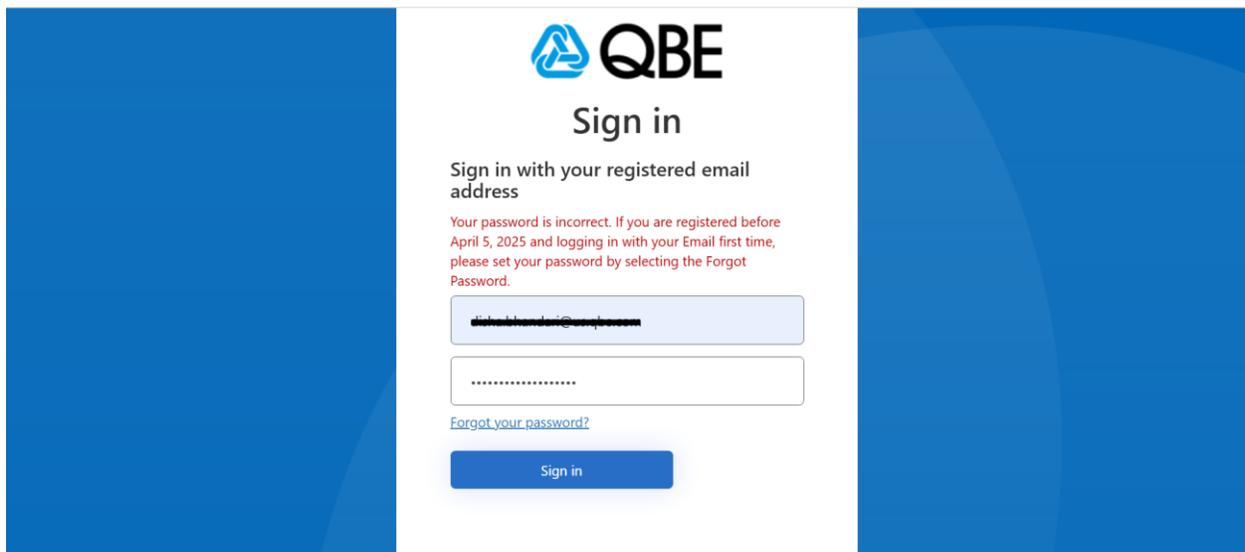
- The user will enter their registered Email Address and password and click on “**Sign In**” button.



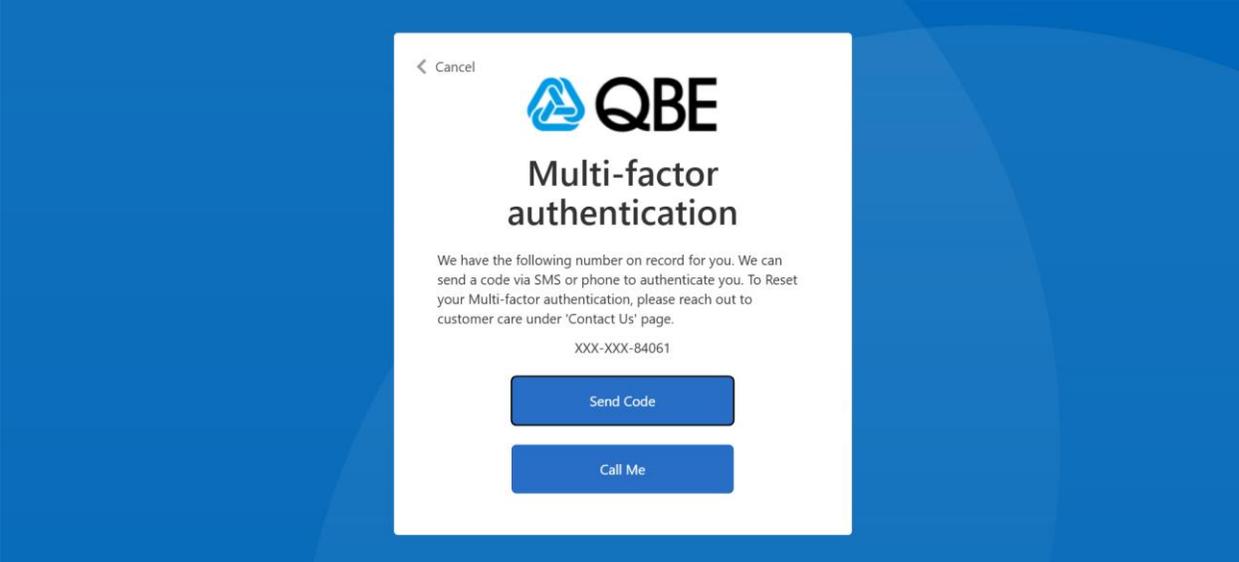
- If the user enters an Email Address that is not registered with Self Service Portal, an error message will appear stating “**No account found with the provided email. Please verify or use 'Find Registered Email Address' on the Home screen to retrieve it.**”
- If you are a registered user in Self Service Portal and do not remember the email address you can refer to [Index 1](#) section.



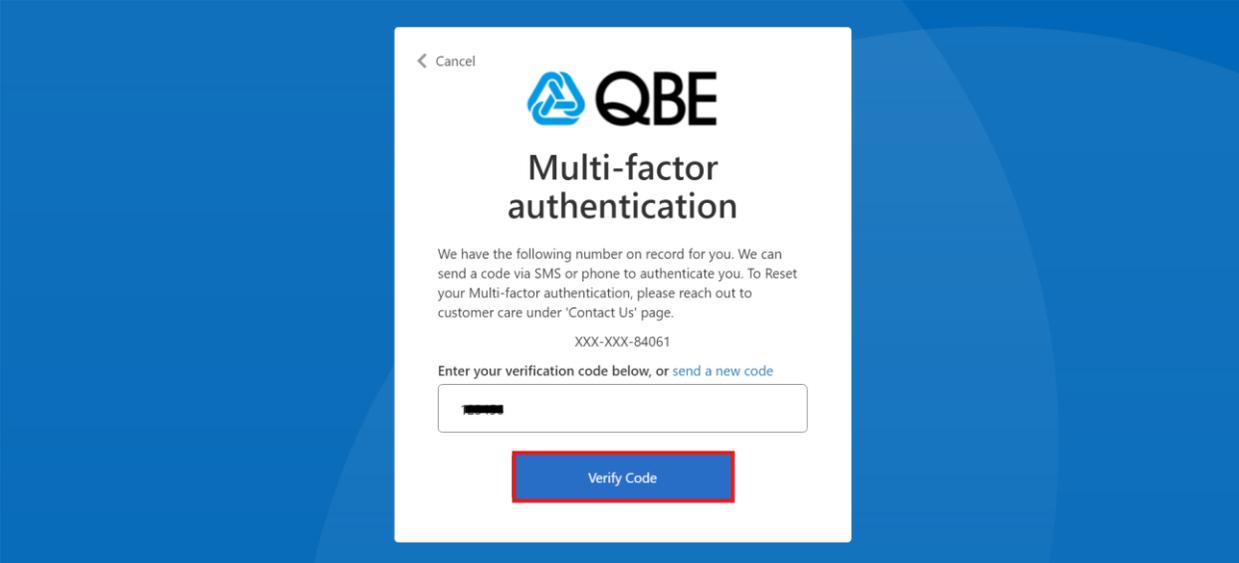
- If the user enters an incorrect password, an error message will appear stating “**Your password is incorrect. If you are registered before April 5, 2025, and logging in with your Email first time, please set your password by selecting the Forgot Password.**”
- To create a new password, the user can click on “**Forgot your password?**” and follow the instructions provided in [Index 2](#) section, which will guide them through the process of resetting their password and gaining access to their account. This step is particularly important for users who have registered before **April 5, 2025**, and logging in with your Email first time.



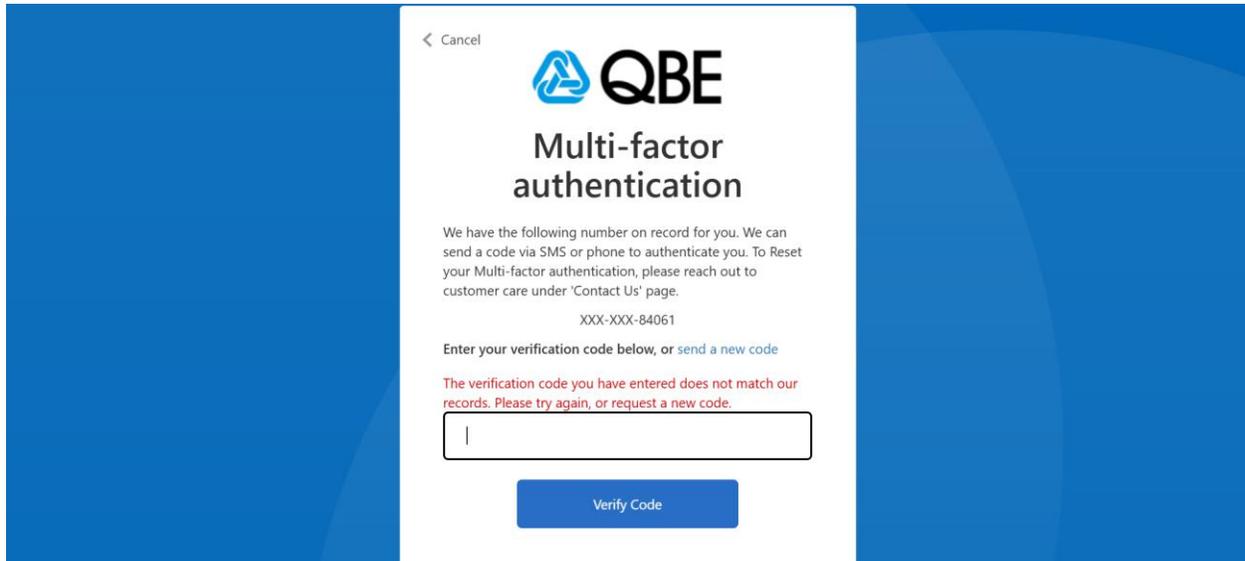
- Users will be redirected to the **Multi-Factor Authentication (MFA)** screen. If the user has already completed the MFA setup, their registered phone number will be displayed on the screen.
- The user can then choose between two options to receive the verification code i.e. by clicking the “**Send Code**” button to receive a code via SMS OR selecting the “**Call Me**” button to receive the code via an automated phone call.
- For users who have not yet completed the MFA setup, they will be guided through the process as outlined in section [Index 2.2.1](#) section, where they can register a phone number and set up the MFA.



- The user can then choose between two options to receive the verification code by clicking the **“Send Code”** button to receive a code via SMS or selecting the **“Call Me”** button to receive the code via an automated phone call by following the instructions.
- Click on **"Verify Code"**.



- If the user enters a wrong verification code the below error message will be displayed.
- If the user enters the verification code after **5 minutes** of receiving the code same error message will be displayed.



- Upon successful verification, user will be redirected to **User Account Home Screen.**

