FAQs

What is Multi-Factor Authentication (MFA)?

Multi-factor authentication is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two, or more, pieces of evidence to an authentication mechanism.

When you log in to the ADL Portal, you will be texted or called and provided an authentication code in order to complete the log in process and access the ADL Portal.

Why is AUL/Protective changing to MFA?

AUL Corp is moving to MFA due to requirements by Protective Asset Division. These are federally mandated requirements in order to secure all customer information.

What does MFA mean for me?

AUL Corp/Protective Asset Division will be converting all usernames on the ADL Portal to the email address that it is registered to and requesting a phone number to either text or call the user to authenticate them.

All users must now have their own unique and valid email in order to log in to the ADL Portal along with a direct-line phone number for a call or text message that will receive an authentication code.

How will I validate my email and phone information on the ADL Portal?

In the next few weeks, there will be a pop-up window that will display asking you to confirm or update the email associated with your current username when you log in to the ADL Portal.

It will also request you enter a phone number that can either be texted or called directly in order to provide an authentication code.

You will continue to see this pop-up message until you have completed the task.

How will I log in after converting to MFA?

You will log in using your confirmed email address and the password from your original log in.

Once you click on the Login button, you will be directed to a page requesting an authentication code. This code will always be sent via text message or you can opt to receive a phone call on a direct phone line. You will then need to enter the authentication code to complete the login process.*

Please note: You will receive a new authentication code to enter each time you log in to the ADL Portal.

Will I need to enter an Authentication code every time I log in to ADL Portal?

You will need to enter an authentication code until the system gets to know your IP address. After a while, you will only need your email username and password to log in to the ADL Portal.

If you change location, or travel, you will need to do multifactor authentication at the new location.

What if my agency email is registered on multiple dealer accounts?

Agencies with logins to multiple dealers will be removed from those dealers. They will keep only their agency login.

In order to access those dealers in future, you will need to go to Impersonate under the Dealer Settings Menu item.

What if my dealer shares a single email address?

MFA standards require that all users have their own unique login to a single account.

You will need to make sure each person logging in to the ADL Portal has their own unique and valid email address.

What if my dealer email is registered on multiple dealer accounts?

MFA standards require that all users have their own unique login to a single account.

Your email will need to be converted to a Dealer Group/Dealer Group Employee role log in. Please contact Sales Support at 800-826-3207 ext. 460.

Other Questions?

Please contact Sales Support at 800-826-3207 ext. 450.