

Old Republic Commercial Risk



Radius**R**

Enhanced Online Report a Claim Solution

Self-Registration and Multi-Factor Authentication Guide



Welcome to Radius**R**

Our Enhanced Online Report a Claim Solution featuring

- New look and feel to Old Republic Commercial Risk's online claim reporting functionality
- User self-registration
- Multi-factor authentication for greater client data security
- Ability to save draft claims to complete during a later session



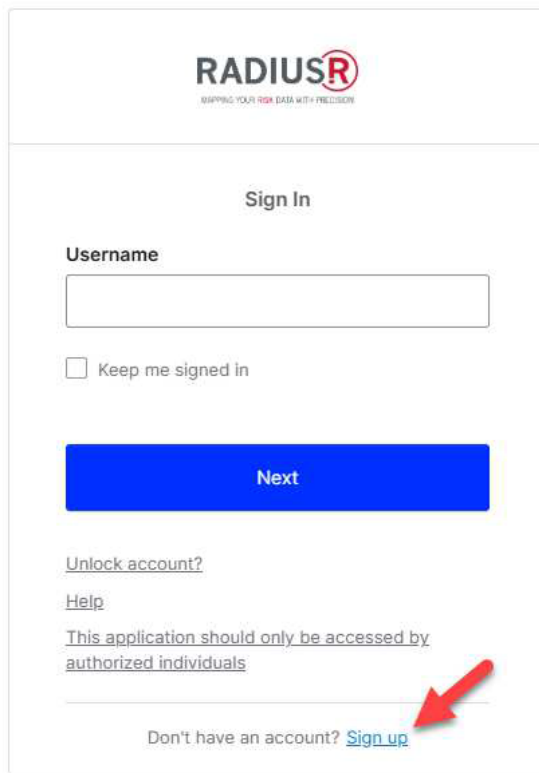
Self-Registration and Multi-Factor Authentication Instructions

New User Self-Registration

Go to <https://www.orcommercialrisk.com/support/report-a-claim> and click on the gold “**Report a claim online**” button at the bottom of the page.

Report a claim online

A log-in screen will appear. Click the **Sign up** link.



RADIUS[®]
MAPPING YOUR RISK DATA WITH PRECISION

Sign In

Username

☐ Keep me signed in

Next

[Unlock account?](#)

[Help](#)

[This application should only be accessed by authorized individuals](#)

Don't have an account? [Sign up](#)



Self-Registration and Multi-Factor Authentication Instructions

Complete the registration form. Please note:

- The email address you enter will become your user name for RadiusR.
- Your Account Number is a seven digit number. You may have received this number from your employer contact or your Old Republic Commercial Risk representative. When filing nclaims online prior to July 2025, you used this number as your log in ID. If you need assistance identifying your account number please contact your Old Republic Commercial Risk representative.
- Select Yes under “Will you need to file claims under additional account numbers?” if you will need to report claims under multiple account numbers. Once your registration is complete, a member of our team will contact you to ensure you have access to file claims for all account numbers needed.



IMPACT YOUR RISK COVER WITH PRECISION

Sign up

First name

Last name

Primary email (A verification code will be sent to this email. Please enter a valid email to login.)

Account Number

Will you need to file claims under additional account numbers?

☐ Yes

☐ No

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username

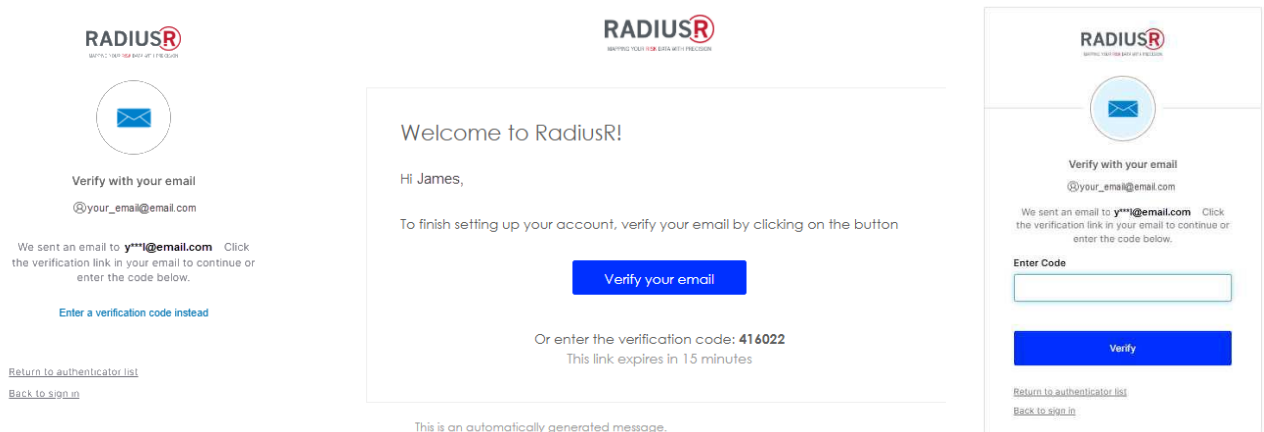
Sign Up

[Already have an account?](#)



Self-Registration and Multi-Factor Authentication Instructions

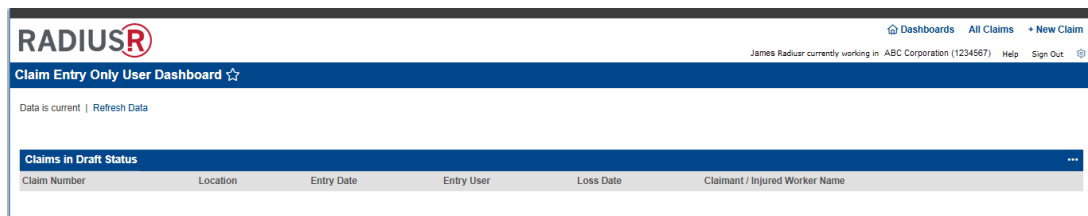
Once you have completed the registration form, click the Sign Up button.



You will be prompted to verify your email address and will automatically receive an email from RadiusR@pmagroup.com with the subject – Welcome to RadiusR.

Click the **Enter a verification code** instead link in the email. The **Enter Code** box will display. Enter the code contained in your email. (If you received the email on the same device you used to register, you can click on the **Verify your email** button to go directly to RadiusR without entering a code.)

You know you have logged in successfully, when you see the RadiusR Claim Reporting Dashboard



Congratulations! You have successfully completed the registration process!



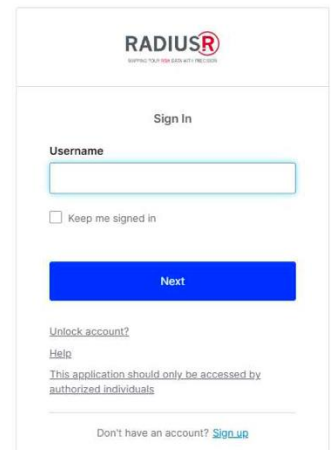
Self-Registration and Multi-Factor Authentication Instructions

Multi-factor Authentication Instructions

When you need to file a claim go to:

<https://www.orcommercialrisk.com/support/report-a-claim>

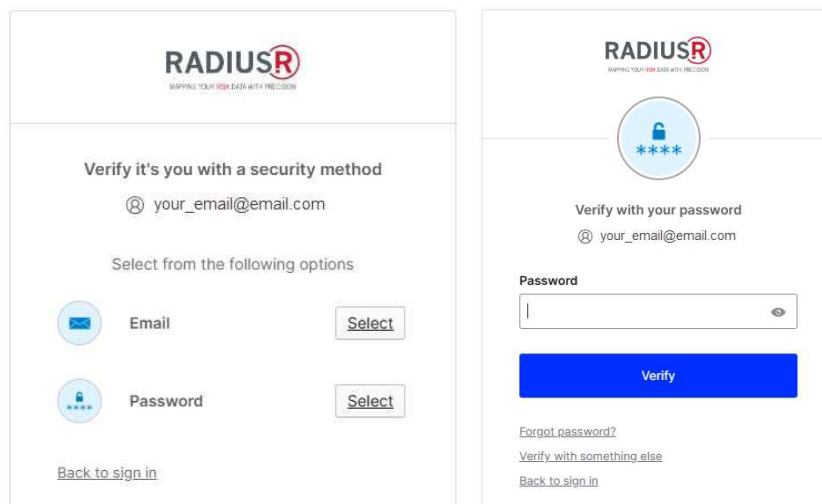
Click on the gold **Report a claim** online button at the bottom of the page. A log-in screen will appear.



The image shows the RADIUS Sign In screen. At the top is the RADIUS logo with the tagline 'SHIPPING YOUR RISK DATA WITH PRECISION'. Below the logo is the text 'Sign In'. There is a text input field for 'Username'. Below the field is a checkbox labeled 'Keep me signed in'. A blue button labeled 'Next' is positioned below the checkbox. At the bottom, there are links for 'Unlock account?', 'Help', and a security notice: 'This application should only be accessed by authorized individuals'. At the very bottom, it says 'Don't have an account? [Sign up](#)'.

Enter your username. This is the email address you entered during the registration process. Click Next.

You will see options for the first form of authentication. **Select Password.**



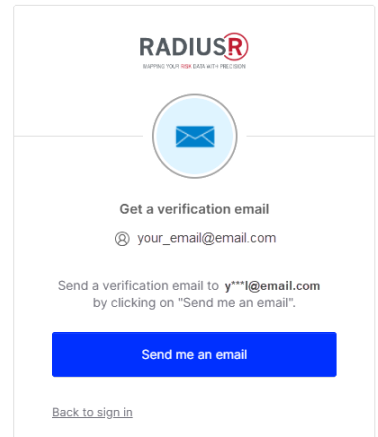
The image shows two sequential screens for multi-factor authentication. The first screen is titled 'Verify it's you with a security method' and shows the email 'your_email@email.com'. It offers two options: 'Email' and 'Password', each with a 'Select' button. A 'Back to sign in' link is at the bottom. The second screen is titled 'Verify with your password' and shows the same email. It has a 'Password' input field with a toggle for visibility, a blue 'Verify' button, and links for 'Forgot password?', 'Verify with something else', and 'Back to sign in'.

Enter your password and click **Verify**.



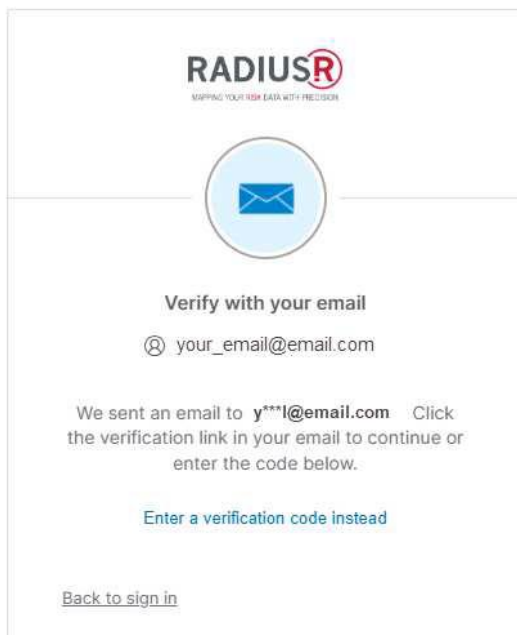
Self-Registration and Multi-Factor Authentication Instructions

You will be prompted for the second form of authentication. The following message will appear on your screen. Click **Send me an email**.

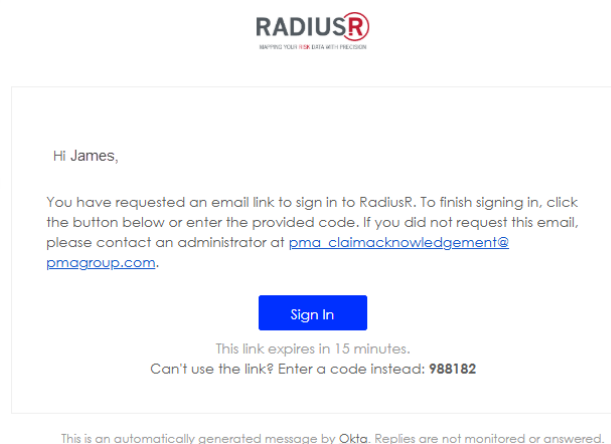


The screenshot shows the RADIUSR logo at the top, followed by a blue envelope icon in a circle. Below the icon, the text reads: "Get a verification email", "@ your_email@email.com", "Send a verification email to y***l@email.com by clicking on 'Send me an email'". A prominent blue button labeled "Send me an email" is centered. At the bottom, there is a link "Back to sign in".

The **Verify with your email** screen will appear. Check your inbox for an email from RadiusR with the subject "One-time verification code".



The screenshot shows the RADIUSR logo at the top, followed by a blue envelope icon in a circle. Below the icon, the text reads: "Verify with your email", "@ your_email@email.com", "We sent an email to y***l@email.com. Click the verification link in your email to continue or enter the code below." A blue button labeled "Enter a verification code instead" is centered. At the bottom, there is a link "Back to sign in".



The screenshot shows an email from RadiusR. It starts with "Hi James," followed by the text: "You have requested an email link to sign in to RadiusR. To finish signing in, click the button below or enter the provided code. If you did not request this email, please contact an administrator at pmg_claimacknowledgement@pmgroup.com." A blue button labeled "Sign In" is centered. Below the button, it says: "This link expires in 15 minutes. Can't use the link? Enter a code instead: 988182". At the bottom, it states: "This is an automatically generated message by Okta. Replies are not monitored or answered."

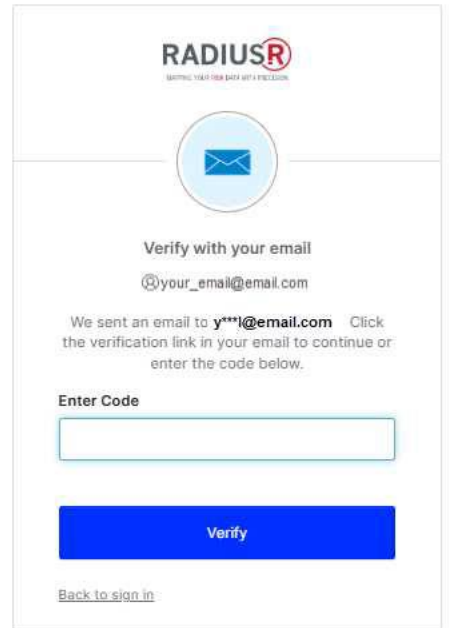


Self-Registration and Multi-Factor Authentication Instructions

You have two options for authenticating.

Option 1 - Click the **Sign In** button in the email to continue. This option works best when you are viewing your email on the same device you will use to enter a claim.

Option 2 - Click **Enter a verification code instead** and type the code from the email into the **Enter Code** field. Click **Verify**.



The screenshot shows the RadiusR email verification interface. At the top is the RadiusR logo with the tagline "KEEPING YOUR DATA SAFE WITH PRECISION". Below the logo is a circular icon containing an envelope. The text "Verify with your email" is displayed, followed by a placeholder email address "@your_email@email.com". A message states: "We sent an email to ****@email.com Click the verification link in your email to continue or enter the code below." Below this is a text input field labeled "Enter Code". At the bottom is a blue button labeled "Verify". A link "Back to sign in" is located at the very bottom.

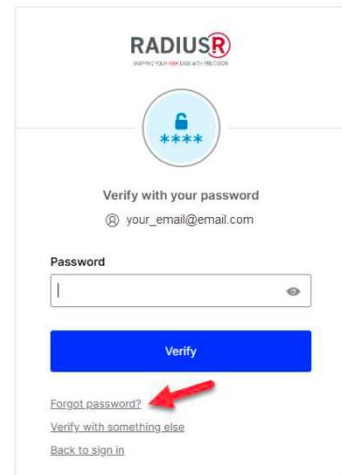
You know you have logged in successfully, when you see the RadiusR Claim Reporting Dashboard. Please note, if you have access to file claims for more than one account, you will be asked to select an account before the RadiusR Claim Reporting Dashboard is displayed.



Self-Registration and Multi-Factor Authentication Instructions

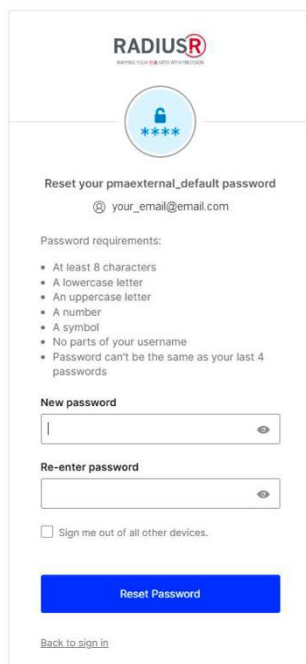
Reset Your Password

Click on **the Forgot Password?** link. You will be asked to authenticate using your email.



The screenshot shows the RADIUS login interface. At the top is the RADIUS logo with the tagline 'IMPROVING YOUR RISK AND AVOIDING LOSS'. Below it is a circular icon with a padlock and four asterisks. The text 'Verify with your password' is followed by the email address 'your_email@email.com'. There is a 'Password' input field and a blue 'Verify' button. At the bottom, there are three links: 'Forgot password?' (highlighted with a red arrow), 'Verify with something else', and 'Back to sign in'.

After authenticating, you will see the password reset screen. Enter a new password following the listed password requirements. Click the Reset Password button. You will receive an email confirming the change.



The screenshot shows the RADIUS password reset interface. At the top is the RADIUS logo. Below it is a circular icon with a padlock and four asterisks. The text 'Reset your pmaexternal_default password' is followed by the email address 'your_email@email.com'. Under 'Password requirements:', there is a list of requirements: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'A symbol', 'No parts of your username', and 'Password can't be the same as your last 4 passwords'. There are input fields for 'New password' and 'Re-enter password'. A checkbox for 'Sign me out of all other devices.' is present. A blue 'Reset Password' button is at the bottom. A 'Back to sign in' link is at the very bottom.

PMA RMIS - Okta Password Changed

Hi James,

A password was changed for your Okta account your_email@email.com.

Details

Wed, June 25, 2025

Branford, Connecticut, United States

Performed by: James Radiusr

Don't recognize this activity?

Your account may have been compromised; we recommend reporting the suspicious activity to your organization. Please contact your system administrator immediately.

If you experience difficulties accessing your account, send a help request to your administrator.

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

This is an automatically generated message by [Okta](#). Replies are not monitored or answered.

