

# Progressive Online Login Guide

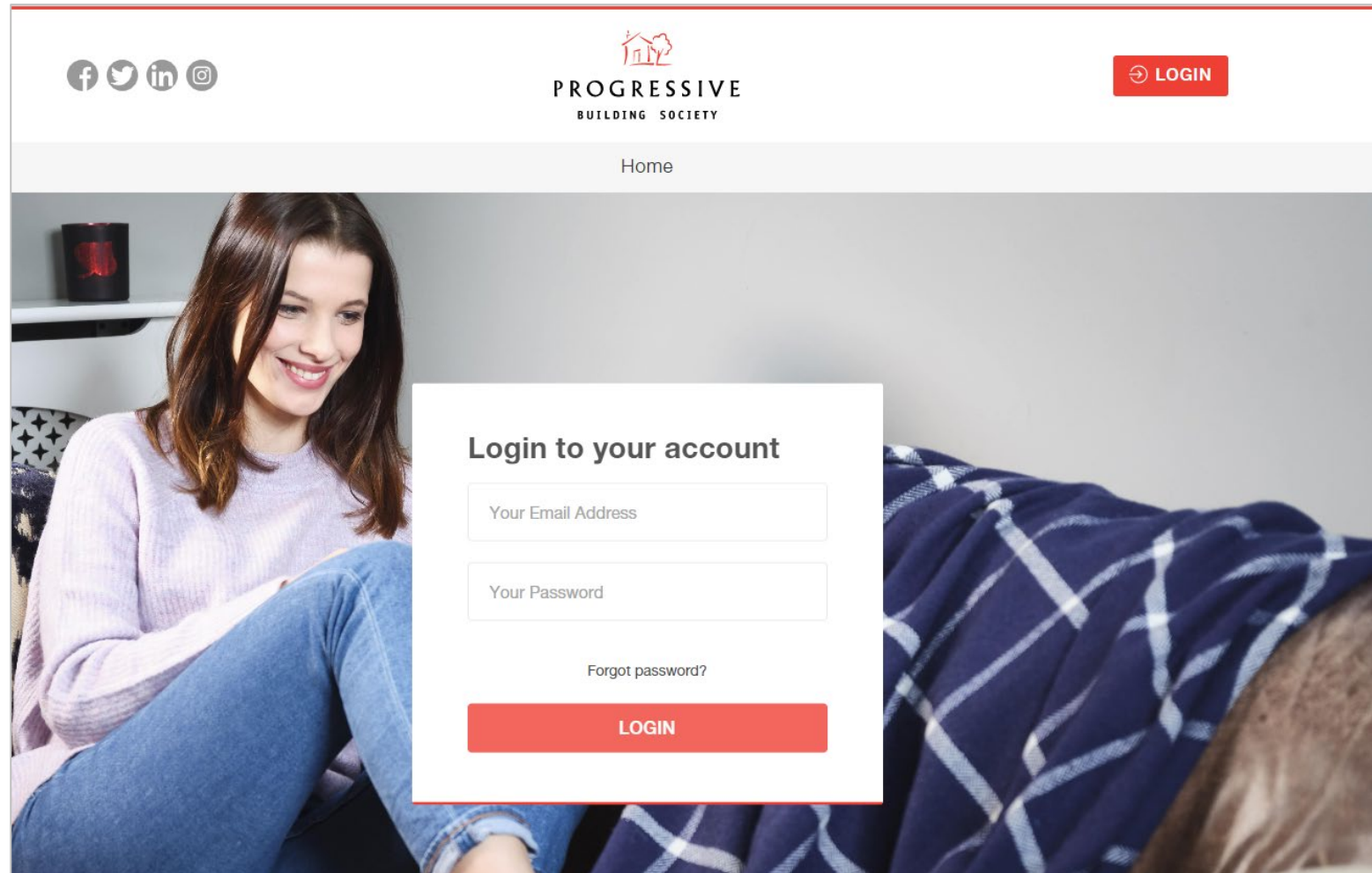
Follow these steps to login to our **new** online portal.

This guidance is for logging in on **<https://service.theprogressive.com>** only.

Please access the portal through the latest version of Firefox, Safari, Google Chrome or Microsoft Edge (Windows 10). Internet Explorer is not supported.

# How to login – Step 1

**Step 1** – Visit <https://service.theprogressive.com> and enter your email address and password. Click “login”.

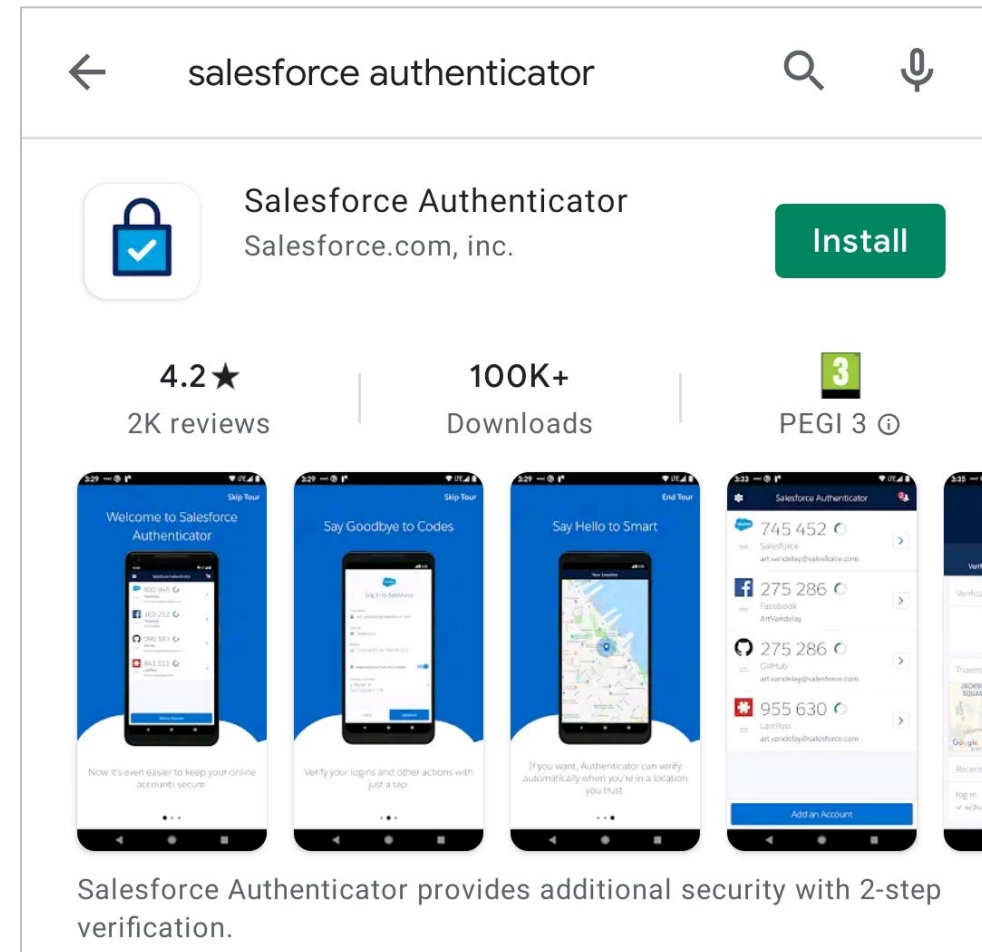


# How to login – Step 2

In order to login securely to our new online portal, you'll need to download an authenticator app. The app is called **Salesforce Authenticator app**. You'll need to use the app each time you log in, so please keep it on your phone.

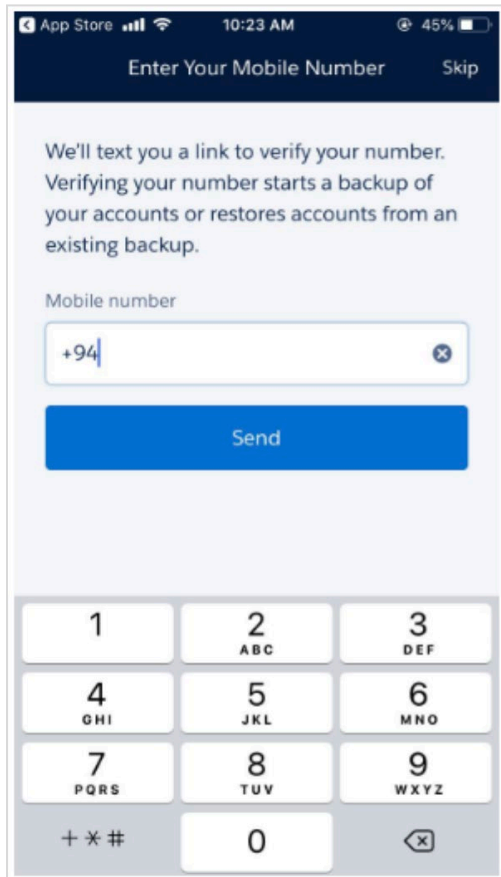
## Step 2 – Download the app

1. Visit your App Store
2. Search “**Salesforce Authenticator app**”
3. Click “**Install**”.

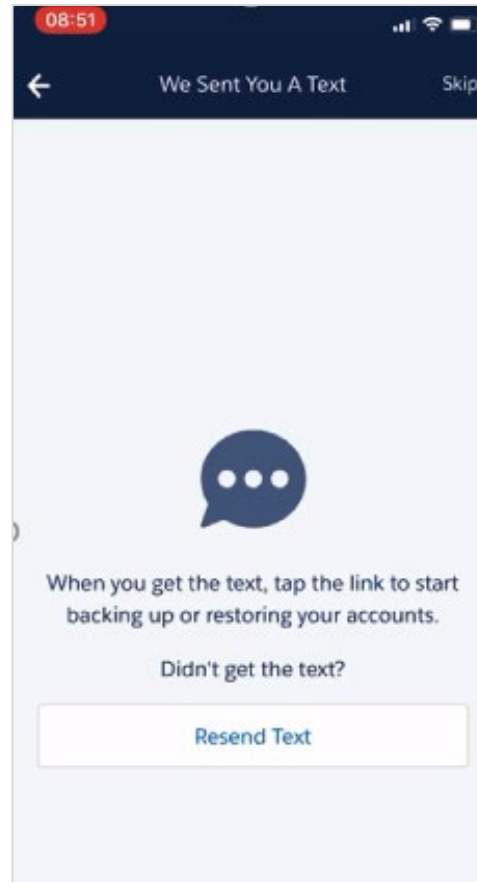


# How to login – Step 3: Connecting the app to your account

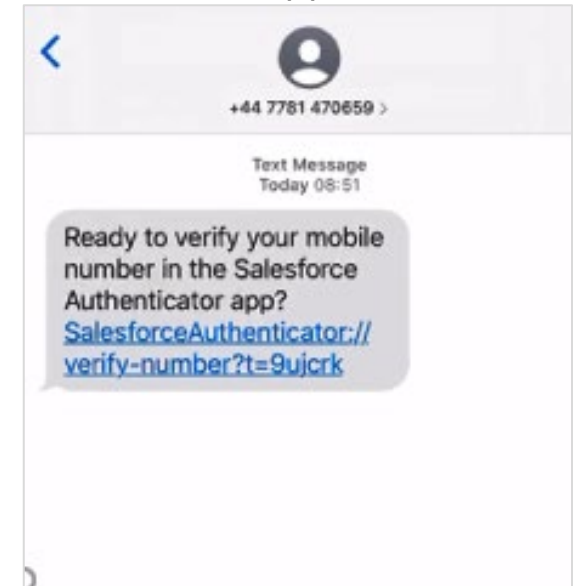
1. In the app, enter the mobile number you used to register for our online portal.



2. Authenticator then sends you a link to verify your mobile number.

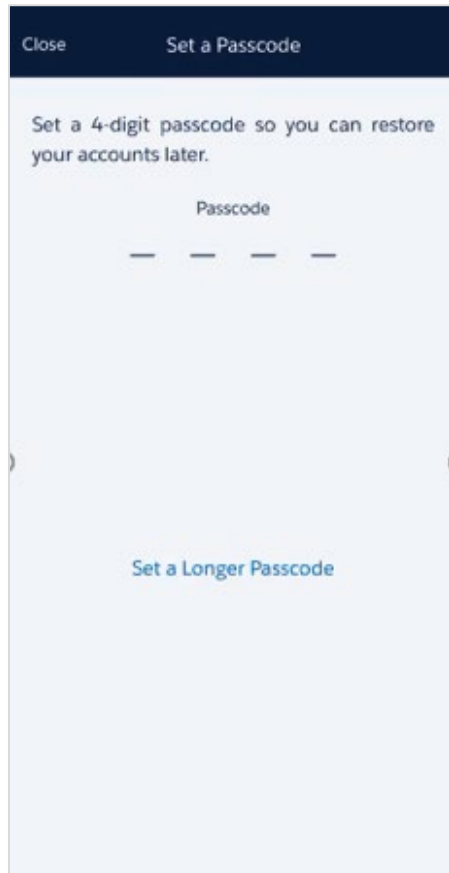


3. When you get the text message tap on the link and choose to open with the authenticator app

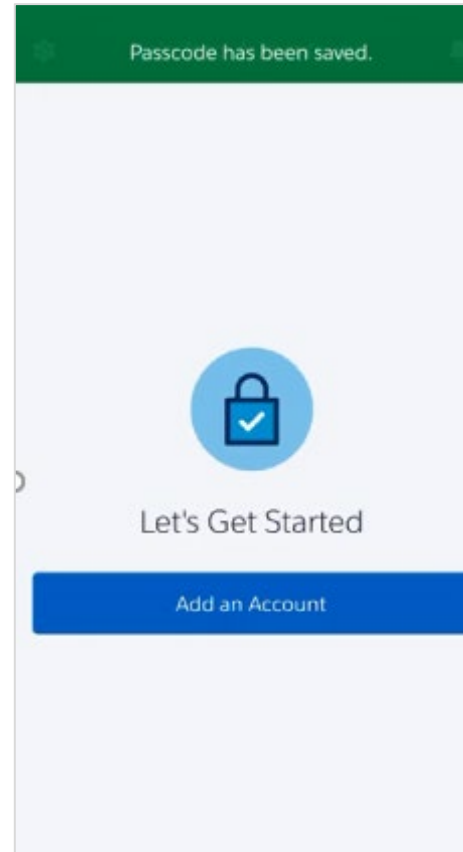


# Step 3 – continued

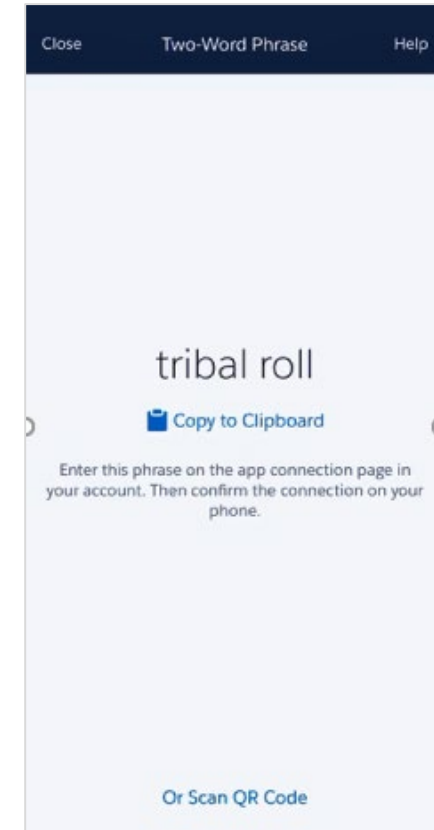
4. The app will prompt you to set a passcode. This is used in case you ever need to restore your accounts



5. Now tap 'Add account'

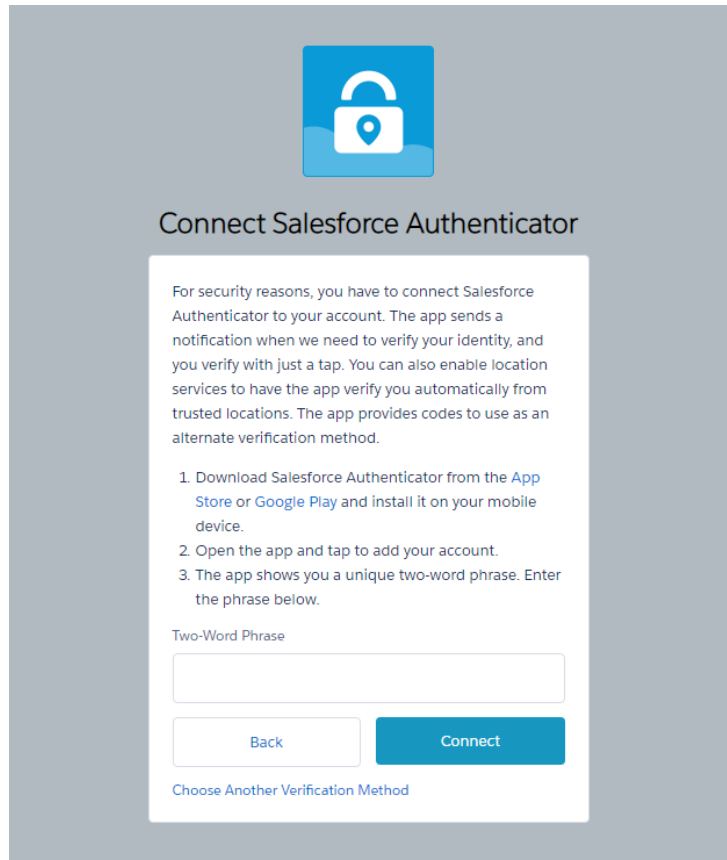


6. The app will then display a unique two-word phrase



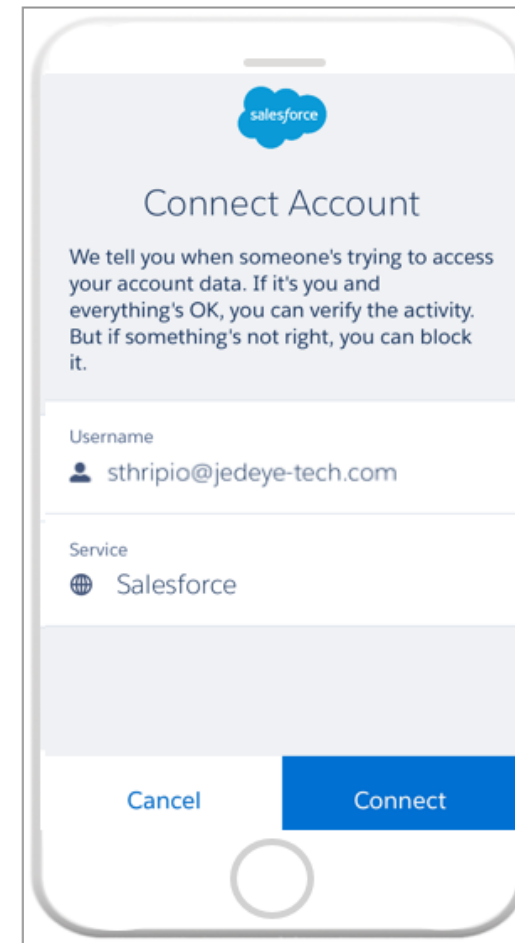
# Step 3 – continued

7. On the computer you will see the below screen. Enter the two-word phrase from authenticator and click 'Connect'



The screenshot shows a web interface for connecting a Salesforce Authenticator. At the top, there is a blue icon of a padlock with a location pin. Below it, the title is "Connect Salesforce Authenticator". The main content area contains a paragraph explaining the security requirements and a list of three steps: 1. Download the app from the App Store or Google Play. 2. Open the app and tap to add the account. 3. Enter the unique two-word phrase. Below the text is a text input field labeled "Two-Word Phrase". At the bottom, there are two buttons: "Back" and "Connect". A link "Choose Another Verification Method" is also visible.

8. Lastly confirm the connection on your mobile app by tapping 'Connect' to successfully log in.



The screenshot shows the "Connect Account" screen in the Salesforce mobile app. At the top is the Salesforce logo. The title is "Connect Account". Below the title is a paragraph explaining that the app will notify the user when someone tries to access their account data. The screen has two input fields: "Username" with the value "sthripio@jedeye-tech.com" and "Service" with the value "Salesforce". At the bottom, there are two buttons: "Cancel" and "Connect".

# How to log in – Step 4

4. You have now successfully logged in. Each time you login in the future, after you enter your email address, password, and select “Login”, you will be prompted to check the Salesforce Authenticator App on your mobile device and on the screen simply tap “Approve”.

**If you need help logging in, please contact our online support team 0800 0294 997. Lines are open Monday – Friday, 9am – 7pm, and Saturday 9:30am – 12noon.**

