

Troubleshooting for MyMPI and MPI Registration – IRP

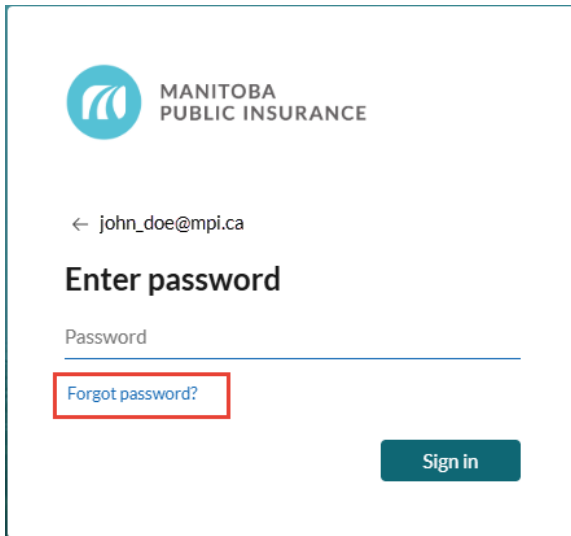
This document will help you resolve common issues with MyMPI and MPI Registration – IRP.

Recover My Password

Tip: If you have forgotten your MyMPI password, you can reset it without contacting MPI.

On the **MyMPI Sign in** page:

1. Enter your email address, then select **Next**.
2. On the password page, select **Forgot password?**

A screenshot of the Manitoba Public Insurance MyMPI Sign in page. The page features the MPI logo and name at the top. Below the logo, the email address 'john_doe@mpi.ca' is entered. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field, the link 'Forgot password?' is highlighted with a red rectangular box. At the bottom right, there is a dark blue 'Sign in' button.

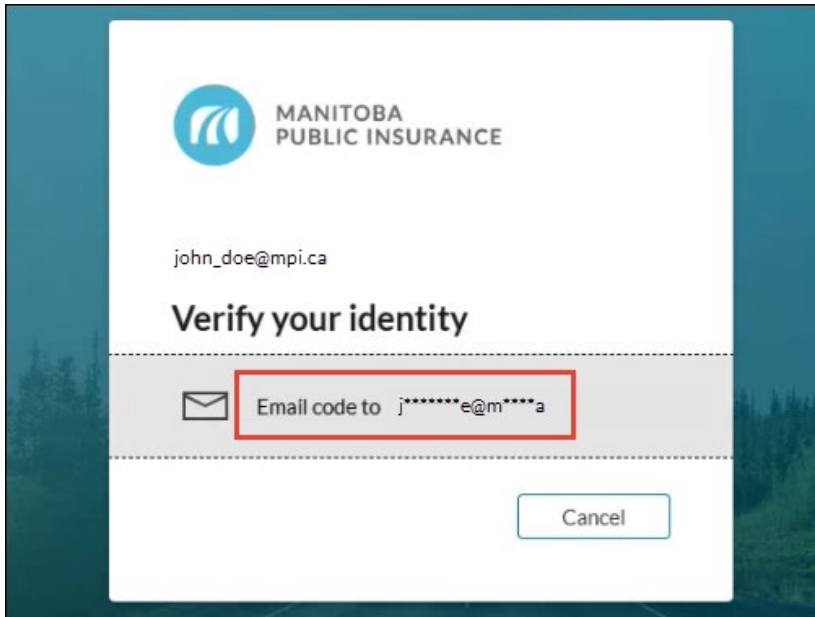
- A verification code is sent to your registered email address.
3. Enter the code from your email and select **Next**.
 4. Following the guidelines displayed on the **Update your password** screen, complete the **New password** and **Confirm password** fields. The password must:
 - Contain a minimum of eight characters, and a maximum of 256 characters.
 - Contain three out of four of the following types of characters:
 - Lowercase characters
 - Uppercase characters
 - Numbers (0-9)
 - Symbols



5. Select **Reset Password**.

- An error message would appear if entries for both fields do not match.

6. For multifactor authentication, select the email that appears on the identity verification screen.



6. Open your email to view (and/or copy) the authentication code.

7. Enter the code and select **Verify**.

- After loading for a few seconds, the landing page appears.
You have successfully reset your password.

Change My Email Address

Changing your email address will change your login credentials for MyMPI. It **will not** change your email address on file with MPI or at your broker's office.

Important: If your MyMPI Account is managed by an Account Manager at your corporation, they must change your email address for you.

1. After logging in to MyMPI, in the upper right, select **Profile > Account details**.
2. Under your email address, select **Change MyMPI sign-in**.
3. In the pop-up window, enter your new email address and confirm that you consent to receive emails regarding your MyMPI account and transactions. Select **Next**.
4. Enter the multifactor authentication (MFA) code that was sent to your new email address, then select **Verify**.
 - Your email address has been changed. You must use this new email address the next time you sign in.



Rejected Documents

If the IRP Prorate office rejected the documents you submitted to support a transaction, you must submit new, acceptable documents.

Some common reasons why documents are rejected include:

- Scan is not clear.
 - Information is not complete.
 - Vehicle information on document does not match vehicle information entered into the system.
 - Wrong document was uploaded.
1. Navigate to the **MCS Pending Transactions** widget to view transactions that are pending.
 2. Under **Resume Service**, select **IRP** for the transaction you need to amend.
 3. Under the document category, select the View icon  to review submitted documents.
 4. In the Upload window, select the Delete icon  next to the document you wish to remove.
 5. To upload a replacement document, select **Browse** and locate the new document. Then select **Upload**.
 6. Select **Submit** to resubmit your transaction.

Note: The system only allows one upload of 4MB per required document.

Inactive Invitation

If you select the invitation link in your email, and your invitation is cancelled or expired, the system redirects you to an error page.



Sorry, this invitation is inactive

Your link is no longer valid for sign up.

Don't worry — we can help sort this out. Please visit our [support page](#).



Select the **Support Page** link to view MyMPI's **Help & Support** resources to help you get back on track.



Inactive Account

If an account is inactive for 24 months, the account will be reset automatically, and the user will receive an email stating that their access has been reset for security reasons. The user must visit MyMPI and create a new password to regain access to their account.

Bookmarking Trouble

If the bookmark you created does not work, you must either bookmark the MyMPI Login page, or bookmark the portal **after** logging in. If your bookmark does not work, copy this into the address/URL field of your bookmark: <http://mympi.mpi.mb.ca/>

Popups Windows

Many web applications use pop-up functionality to launch new web browser tabs for various functions. Follow the steps below to enable pop-ups for MPI applications in your browser's settings, or when prompted by the site.

Proactively Enable Pop-Ups for MPI Applications

Follow the steps below proactively allow pop-ups in your web browser for MPI applications.

Microsoft Edge

1. Open Edge.
2. Click the menu button (three dots) in the upper-right corner and select **Settings**.
3. From the Settings menu, under **Profiles**, select **Privacy, Search, and Services**.
4. On the right side of the window, select **Site Permissions** > **All Permissions** > **Pop-ups and redirects**.

You can also type "pop-up and redirects" using the **Search Settings** field at the top.

5. In the **Default Behavior** section, ensure the **Blocked (recommended)** setting is enabled.
6. In the **Customized Behaviors** section, under **Allowed to send pop-ups and use redirects**, select **Add Site**.
7. In the pop-up window, type or paste the URL for each application, then select **Add**.



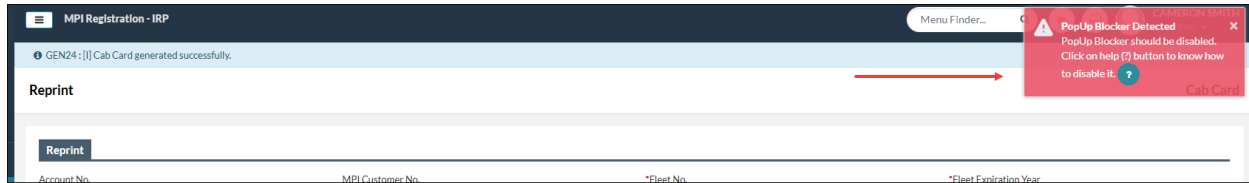
Google Chrome

1. Open Chrome.
2. Click the menu button (three dots) in the upper-right corner and select **Settings**.
3. From the Settings menu, select **Privacy and Security**.
4. On the right side of the window, select **Site settings**.
5. Scroll down and select **Pop-ups and redirects**.
6. Under **Default Behavior**, ensure the setting is enabled for **Don't allow sites to send pop-ups or use redirects**.
7. Under **Customized behaviors**, to the right of **Allowed to send pop-ups and use redirects**, select **Add**.
8. In the pop-up window, type or paste the URL for the application, then select **Add**.
 - Repeat steps 7 and 8 for the additional URLs.

Mozilla Firefox

1. Open Firefox.
2. Click the menu button (three lines) in the upper-right corner and select **Settings**.
3. From the Settings menu, select **Privacy & Security**.
4. On the right side of the window, scroll down to the **Permissions** section.
5. To the right of **Block pop-up windows**, select **Exceptions**.
6. In the pop-up window, type or paste the following link for the application into the **Address of website** field, then select **Allow**.
7. Repeat step 6 for the additional URLs.
8. Select **Save Changes**.

Allow Pop-Ups When Prompted



If you haven't previously enabled pop-ups for MPI Connect and/or MPI Policies, your browser will prompt you to allow pop-ups when opening a customer record or creating a new quote.

For example, in Microsoft Edge, the prompt will appear as follows:

- Select **OK** to clear the message, then follow the steps below.

Microsoft Edge

1. Select the blocked pop-up icon in the browser's search/URL bar.
2. Select the radio button beside **Always allow pop-ups and redirects from [site]**
3. Select **Done**.

Google Chrome

1. Select the blocked pop-up icon in the browser's search/URL bar.
2. Select the radio button beside **Always allow pop-ups and redirects from [site]**
3. Select **Done**.

Mozilla Firefox

1. From the information message under the search/URL bar, select **Options**.
2. Select **Always allow pop-ups for [site]**