

# Multi Factor Authentication Frequently Asked Questions



## Multi Factor Authentication

### Questions

### Answers

1. Why can't I access the VMIA portal?

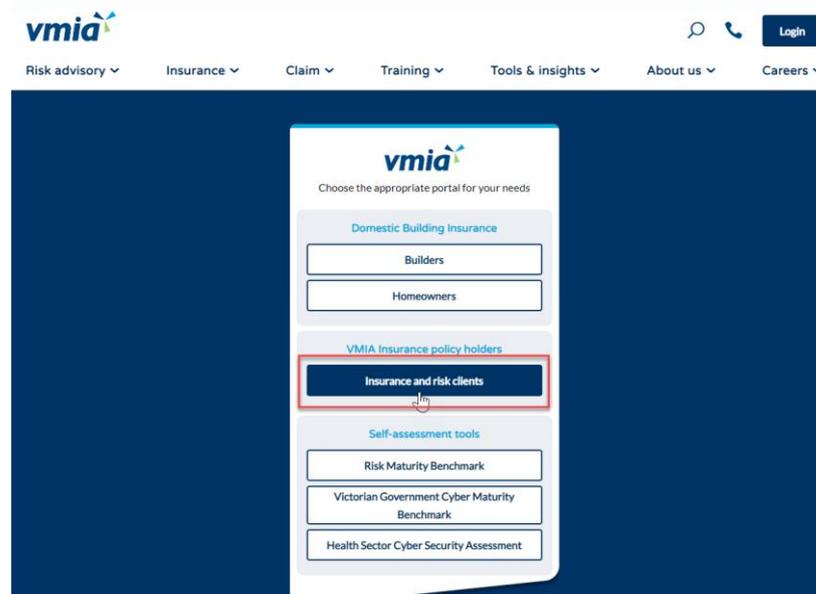
Make sure you access the portal from this URL:  
(<https://www.vmia.vic.gov.au>)

Navigate to the blue 'Login' button in the top right-hand corner.



Then click on the '**Insurance and risk clients**' tile and you will be prompted to enter your login credentials.

NOTE: Do not bookmark the Login page. Always access the portal via the VMIA homepage (<https://www.vmia.vic.gov.au>)



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VMIA is the Victorian Government's insurer and risk adviser

Victorian Managed Insurance Authority (VMIA) acknowledges the Traditional Custodians of the land on which we do business and we pay our respects to Elders, past, present and emerging. We acknowledge the important contribution that Aboriginal and Torres Strait Islander peoples make in creating a thriving Victoria.

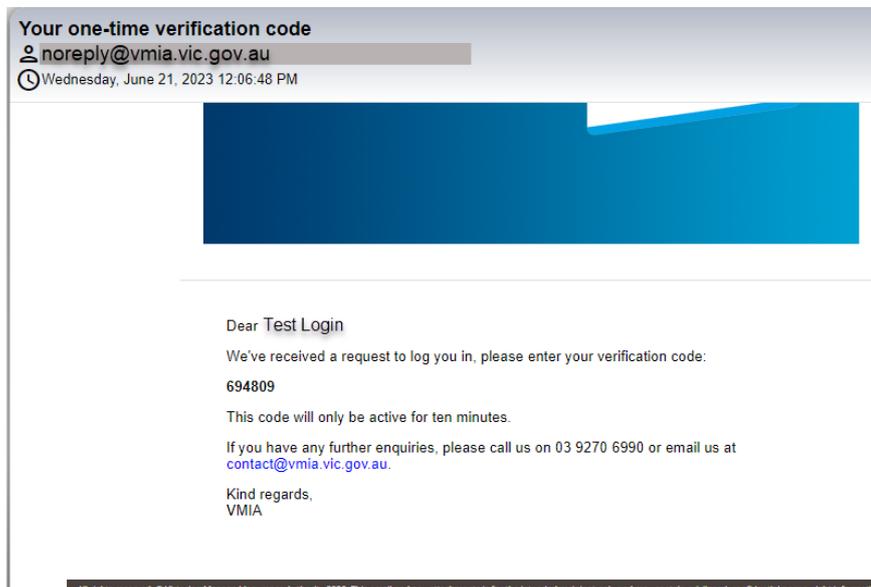
**IMPORTANT:** It should take no longer than **five** minutes to receive your verification code. If you do not receive it contact your IT team as your organisation may have a security policy that quarantines such emails. **Your verification codes is valid for ten minutes** once it has been generated by our system and emailed to you.

2. I didn't receive an email with a verification code?

First check your Spam or Junk email folder for an email from [noreply@vmia.vic.gov.au](mailto:noreply@vmia.vic.gov.au)

Also, some company or organisation policy block emails from Sender "noreply". Our verification codes are sent from this email [noreply@vmia.vic.gov.au](mailto:noreply@vmia.vic.gov.au)

Check with your IT team and ask if they have a security policy in place that may have blocked the email. Provide them with the email address above so they can include it in the allowed list.



3. I received some errors on the login page?

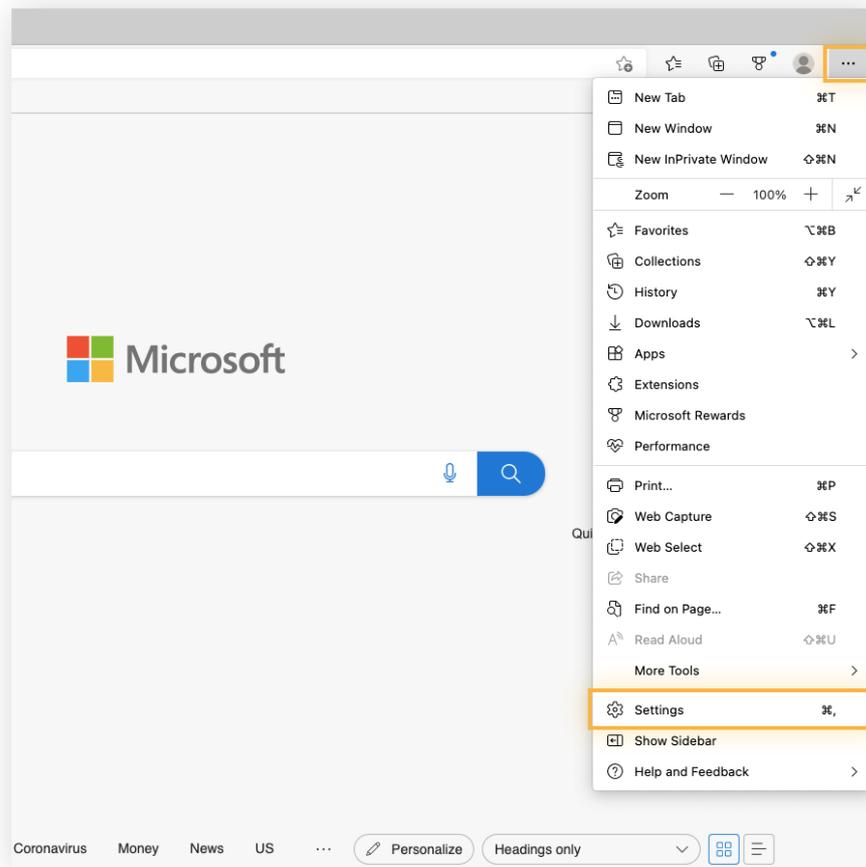
You may experience some caching issues with your internet browser. Follow the instructions below to clear the cache in your internet browser.

Once the cache is cleared, try to access the portal again via the VMIA homepage (<https://www.vmia.vic.gov.au>) following the instructions outlined above.

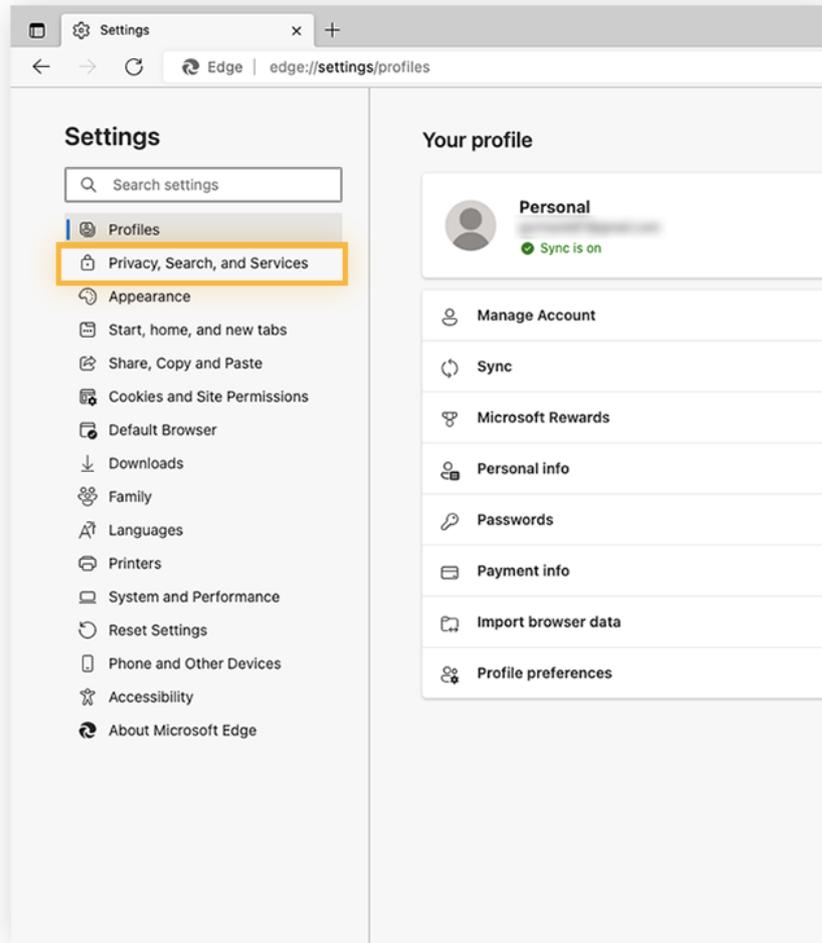
Below are the necessary steps to clear the cache if you are using either [Microsoft Edge](#) or [Google Chrome](#) as your internet browser.

**A. Here's how to clear your cache in Microsoft Edge.**

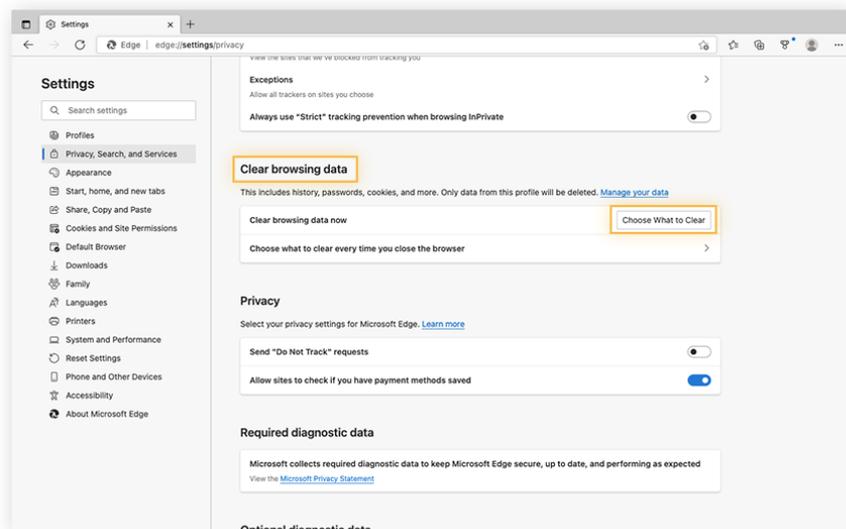
1. Open the Edge browser and click the menu (the three horizontal dots) in the upper-right corner. Then select Settings from the dropdown menu.



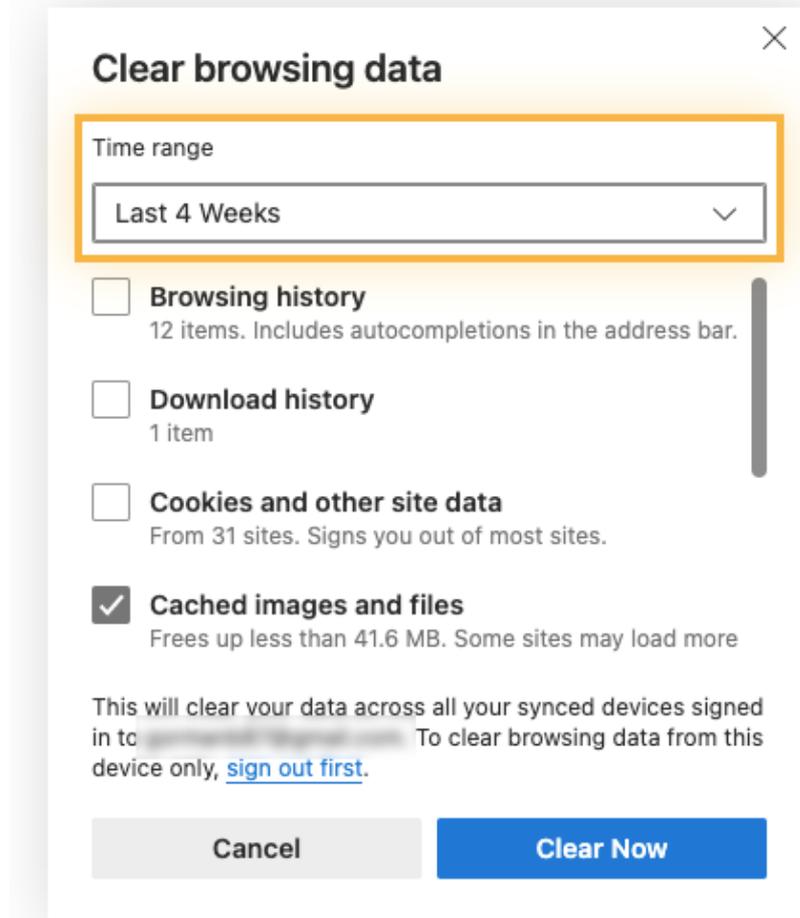
2. Select **Privacy, Search, and Services** from the left menu.



3. Scroll to **Clear browser data** and click **Choose What to Clear**.



4. In the pop-up window, choose a **Time Range** to delete cached items from a particular time period. To clear your entire cache, select All Time.



5. Check the boxes below. Then click **Clear Now** to clear your cache in Edge.

## Clear browsing data

Time range

All time 

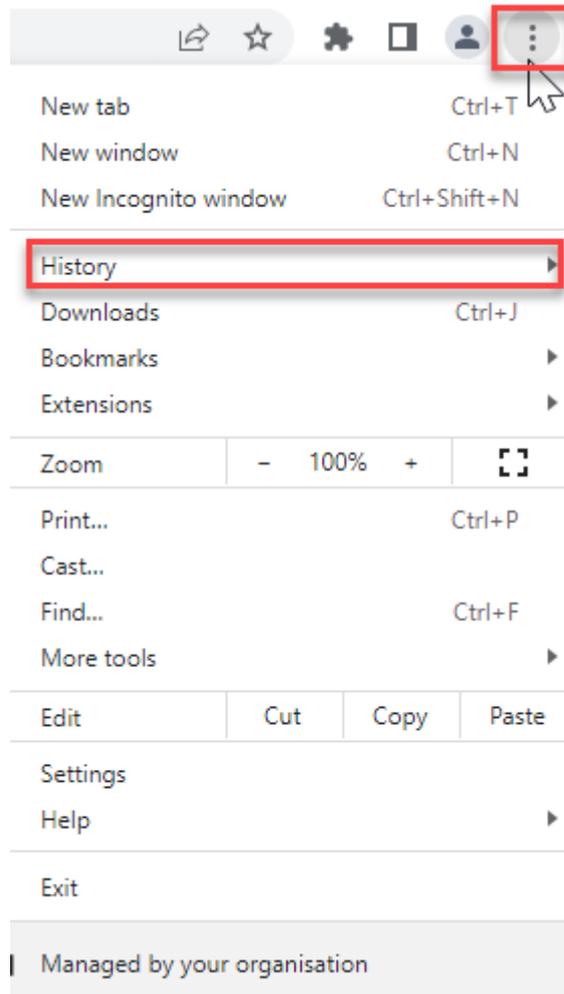
- Browsing history**  
2,418 items and more on synced devices. Clears history from all signed-in devices that are syncing.
- Download history**  
172 items
- Cookies and other site data**  
From 297 sites. Signs you out of most sites.
- Cached images and files**  
Frees up less than 319 MB. Some sites may load more

[Clear browsing data for Internet Explorer mode](#)

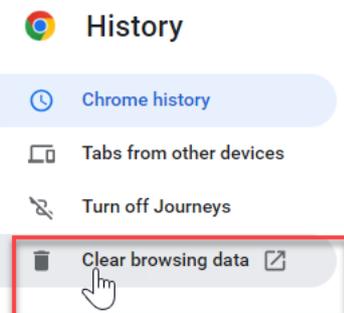
**Clear now** **Cancel**

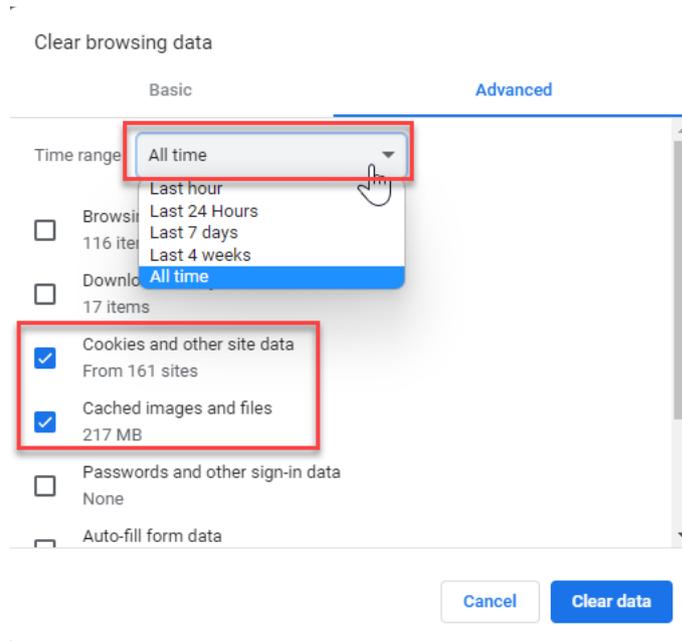
## B. Here's how to clear your cache in Chrome.

1. On your computer, open **Chrome**.
2. At the top right, click the Tools menu  (three dotted lines in the upper-right corner) and from the dropdown menu select **History**.



3. Select **Clear Browsing Data** from the left-hand side menu. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data**.





4. Close and re-open Chrome to save your changes.