

## Remote Connection FAQ

My associate recently got a new phone, how do they update their MFA phone number?

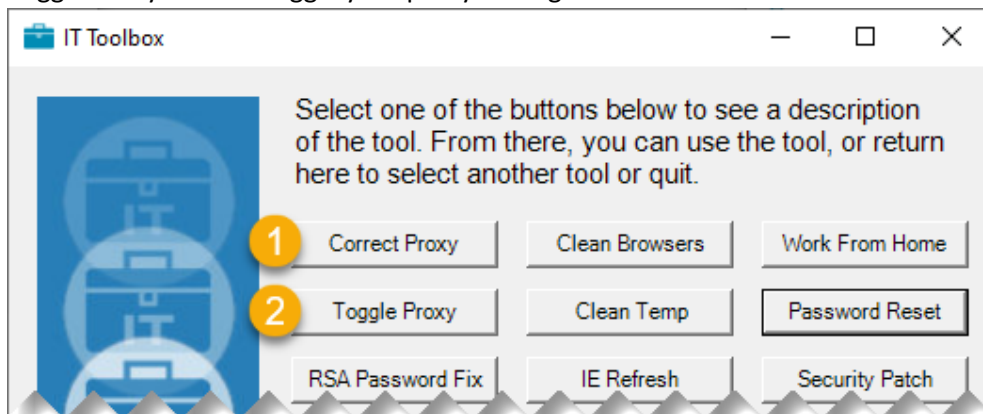
- If they still have access to the current enrolled phone number and can authenticate with it, they can add a new or secondary number by going here: <https://mysignins.microsoft.com/security-info>
- Refer to the *Update Your Contact Methods* self-help document available from with the IT Toolbox on your desktop (select the "Password Reset", then "Need Help" buttons). [This link should open the same document.](#)

I'm having issues with my password.

- Go and chat with the Agent Help chatbot at the bottom right corner of the screen on [www.geico.com/agenthelp](http://www.geico.com/agenthelp). It can unlock your account or assist with a password reset.
- Refer to the *Unlock your Account* and *Change/Reset Your Password* self-help documents available from with the IT Toolbox on your desktop (select the "Password Reset", then "Need Help" buttons).
  - This link should directly open "[Unlock your account using Gary the Password Bot](#)".
  - This link should directly open "[Reset your Password using Gary the Password Bot](#)".

I'm on Anyconnect VPN, but I cannot get to any GEICO resources?

- While connected to GEICO, you must have your proxy settings correct to access any websites, internal or external. You can use the IT Toolbox to properly configure your proxy settings. Select the "Correct Proxy" button to apply the correct corporate proxy settings, You can also use the "Toggle Proxy" tool to toggle your proxy settings on or off.



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I seem to be connected but keep getting prompted for a password from my web browser?

- Your account may be locked. You can confirm this by initiating an unlock request using one of the methods discussed in “I’m having issues with my password” above.
- Your account may simply require resyncing its hybrid join status. You can use the zit toolbox to re-sync. Select the “Credential Fixes” button, followed by the “Hybrid Refresh” button.

