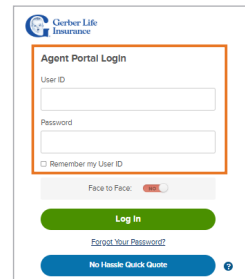


The Basics

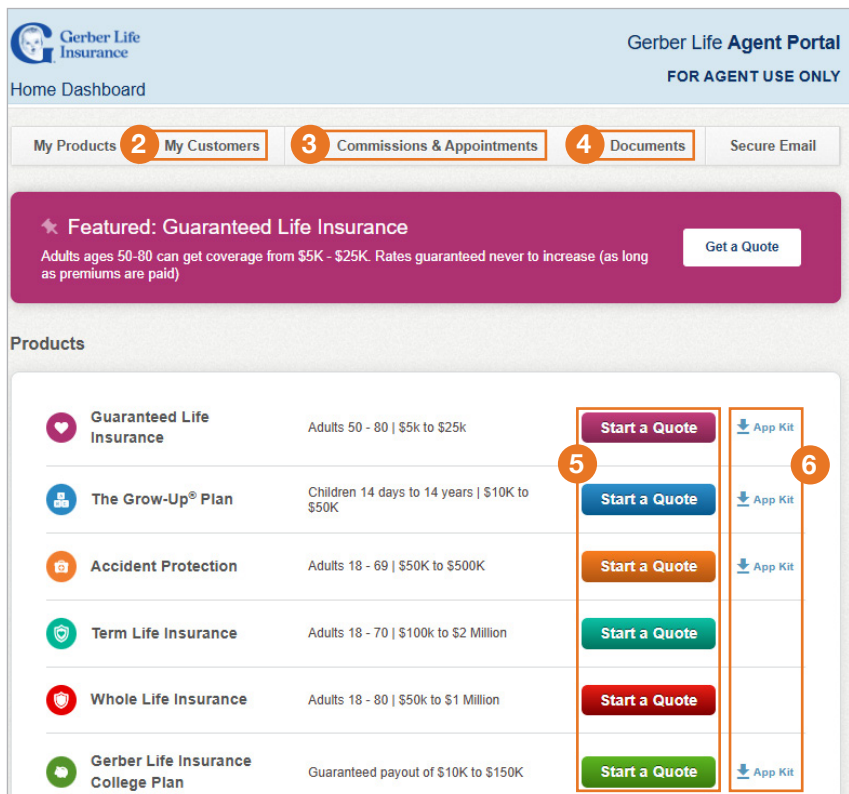
- 1 Access the Gerber Life Agent Portal via gerberlife.com and selecting **Gerber Life Agent Portal**



Your **User ID** is the 8 digit Agent ID provided in the Welcome Letter from Gerber Life Contracting – without the dash. If you are an Agent, the **Initial Password** is your last name, or the first 8 letters of your last name (Agent in ALL CAPS). For Agencies, the Initial Password is the **last segment of the Agency name** as shown on the Welcome Letter (including punctuation). For example, if the Agency name on the letter is XYZ Agency INC., the initial password is INC. (including the period and in ALL CAPS).

Once logged in, you can:

- 2 Check the **Case Status**
- 3 View **Commission Information**
- 4 Download **Agent and Consumer Documents**
- 5 Start a **Quote** and Create **Sales Proposals**
- 6 Download **Applications**



For assistance with the Gerber Life Agent Portal, please contact your General Agency.

Benefits, exclusions and limitations vary by state. Benefits are subject to Gerber Life insurance limits.

Multifactor Authentication (MFA) eGuide

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Initial Login and Multifactor Authentication (MFA) Enrollment

Step 1: Log into the Agent Portal with User ID and Password. (**Your password will be the first eight characters of your last name in all capital letters.**) After logging in using your last name, you will be required to update your password, login again using your new password, then enroll in MFA.

- Please note if your last name includes a hyphen, this will need to be included in your initial password when logging in for the first time.

Step 2: You will be prompted to choose an MFA enrollment method:

The screenshot shows the Gerber Life Agent Portal interface. At the top, there is a header with the Gerber Life Insurance logo on the left and the text "Gerber Life Agent Portal FOR AGENT USE ONLY" on the right. Below the header, a blue box contains the instruction "Please choose a multifactor authentication (MFA) enrollment method." Underneath this box, there is a list of three options: "Microsoft Authenticator (Mobile Application)", "Text (SMS)", and "Phone Call". The "Microsoft Authenticator (Mobile Application)" option is currently selected, indicated by a blue highlight. At the bottom of the list, there is a blue button labeled "Next".

For Microsoft Authenticator:

Step 1: Select “Microsoft Authenticator” and click “Next.”

Step 2: Create a device name. Be sure to name it something that is easy to identify from all other devices. You can edit this name within the Agent Portal.

Gerber Life Insurance Gerber Life Agent Portal
FOR AGENT USE ONLY

TRAINING SITE - Application will not be submitted to Gerber Life

Create device name to be enrolled.

Device name *

**Required*

[Next](#)

[Or choose another method](#)

Step 3: You will need to download the Microsoft Authenticator mobile application if you do not already have it installed. There is an easy to follow walk-through and an application QR code for both Android and iOS provided on this screen.

Gerber Life Insurance Gerber Life Agent Portal
FOR AGENT USE ONLY

Mobile App Multifactor Enrollment

Complete the following steps to configure your mobile app.
Follow our how to:

1. Install the Microsoft Authenticator app for Android or iOS
2. In the app, add an account and choose "Work or school account"
3. Scan the image below:



4. If the app displays a six-digit code, choose "Next"

[Next](#)

[Or choose another method.](#)

Click here to open the walk-through guide

Click here for the application QR Codes

Step 4: Once the mobile application is installed, add an account by clicking the "+" button in the upper right-hand corner and choose "Work or school account" option.

Step 5: Choose the option to scan the QR code presented on the screen.

Step 6: If the app displays a six-digit code, choose "Next."

Step 7: Enter the one-time password code found in the app and click "Next."

Gerber Life Insurance Gerber Life Agent Portal
FOR AGENT USE ONLY

Multifactor Verification

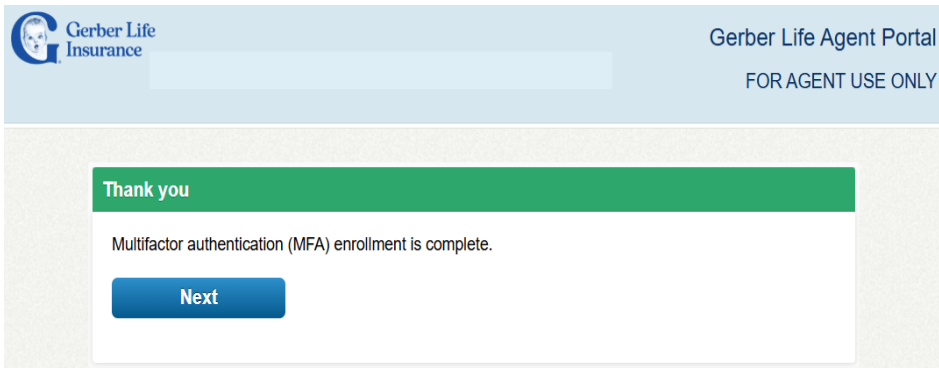
Please enter your one-time password code *

**Required*

[Next](#)

[If you didn't receive the code, please click here](#)

Step 8: On the "Thank You" page, click "Next." (You will be redirected to the Agent Portal log in page.)



Gerber Life Insurance

Gerber Life Agent Portal
FOR AGENT USE ONLY

Thank you

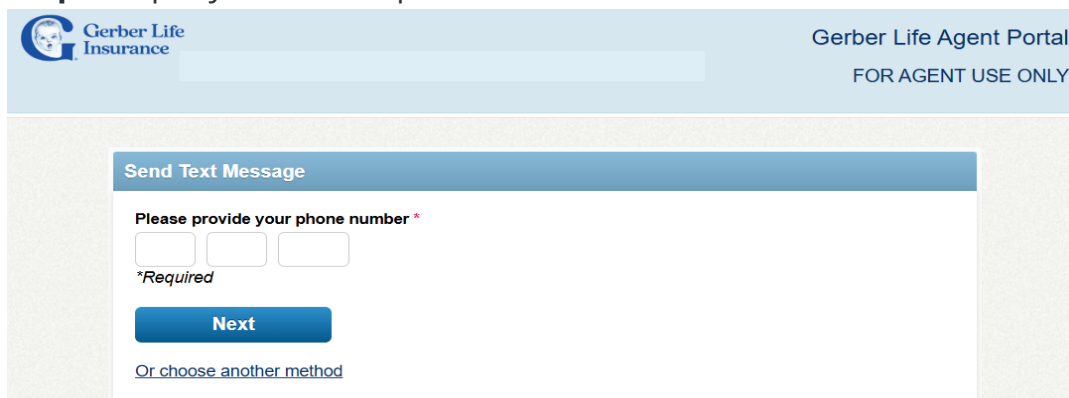
Multifactor authentication (MFA) enrollment is complete.

[Next](#)

For Text:

Step 1: Select "Text (SMS)" and click "Next."

Step 2: Input your mobile phone number and click "Next."



Gerber Life Insurance

Gerber Life Agent Portal
FOR AGENT USE ONLY

Send Text Message

Please provide your phone number *

*Required

[Next](#)

[Or choose another method](#)

Step 3: Once received, enter the one-time passcode code, and click "Next."

Step 4: On the "Thank You" page, click "Next." (You will be redirected to the Agent Portal log in page)

For Phone Call:

Step 1: Select "Phone Call" and click "Next."

Step 2: Input your phone number and click "Next."



Gerber Life Insurance

Gerber Life Agent Portal
FOR AGENT USE ONLY

Phone Call

Please provide your phone number *

*Required

[Next](#)

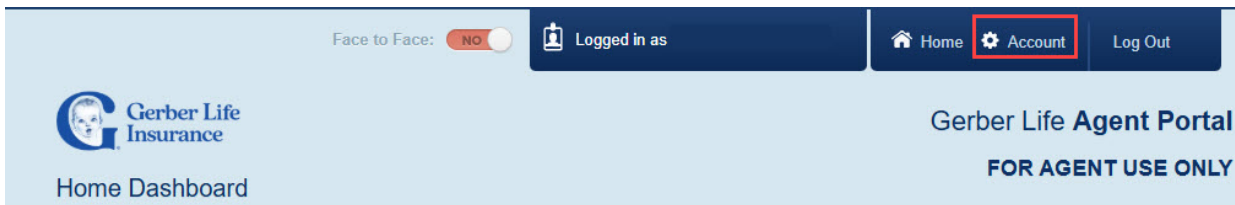
[Or choose another method](#)

Step 3: Once received, enter the one-time passcode code, and click "Next."

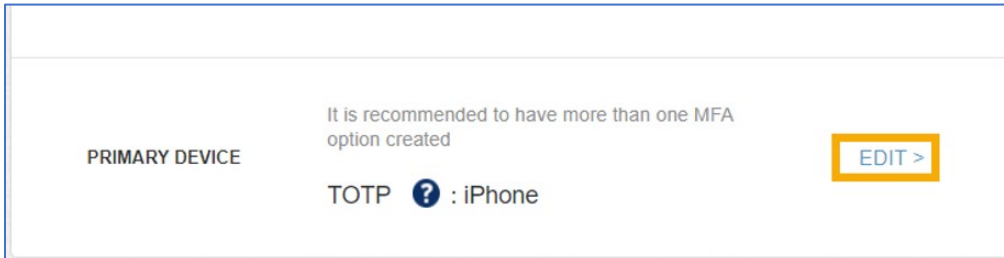
Step 4: On the "Thank You" page, click "Next." (You will be redirected to the Agent Portal log in page.)

Adding and Editing Devices

Step 1: You can add and edit your MFA devices from the Account Screen.



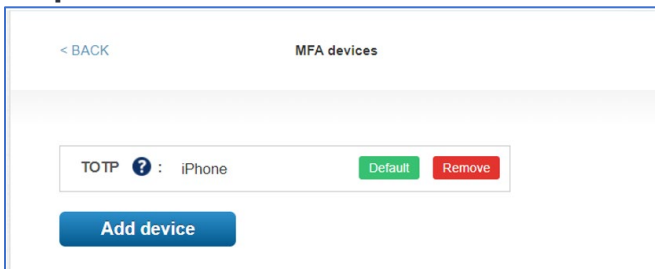
Step 2: Find the section labeled “Primary Device” and click “Edit.”



Step 3: From this screen, you can add another MFA device, select a default device, or remove a device from enrollment. We recommend having at least two MFA devices.

Adding a Device:

Step 1: Click “Add Device.”



Step 2: Choose an MFA enrollment method and click “Next.”

Step 3: Follow the prompts on the screen to enroll the device. The steps are the same as the initial enrollment.

Step 4: Once enrollment is complete, a message “Device has been added” will display. Click “Next.”

Step 5: You will be directed back to the MFA devices screen where the newly added device will be displayed.

Selecting a Default Device:

The initial MFA device you enroll with will automatically become the default device.

Step 1: To change it, on the MFA devices screen, select “Set as Default” next to the device you want to use as your default method.

Phone Call : ** ***** **9153 Default Remove

TOTP ? : iPhone Set as Default Remove

Text (SMS) : ** ***** **9153 Set as Default Remove

Add device

The screen will load, and the new default device will be listed first.

Removing a Device:

Step 1: On the MFA devices screen, select “Remove” next to the device you want to remove from enrollment.

Phone Call : ** ***** **9153 Default Remove

TOTP ? : iPhone Set as Default Remove

Text (SMS) : ** ***** **9153 Set as Default Remove

Add device

Step 2: A pop-up box will display asking you to confirm device removal. Click “Remove Device.”

Step 3: The screen will load, and the device will be removed from your list.

Renaming the TOTP (Microsoft Authenticator) Device:

Step 1: On the MFA devices screen, hover over the TOTP device name. A field will appear with a pencil icon. Click in the field.

TOTP ? : Mobile App Default Remove

SMS : ** ***** **9153 Set as Default Remove

Add device

Step 2: Delete the current name and type in the new name. You cannot leave this field blank.

Step 3: Once the field is filled in, click the check mark to complete the process. The screen will load, and the new name will appear in the field.

TOTP ? : My Phone Default Remove

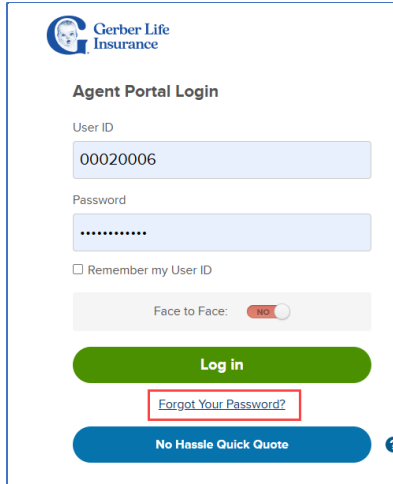
SMS : ** ***** **9153 Set as Default Remove

Add device

Step 4: This process can only be completed with the TOTP method. Text and phone call will display the last four digits of the phone number you selected.

Password Reset

Step 1: On the Agent Portal log in screen, click the “Forgot Your Password” link.

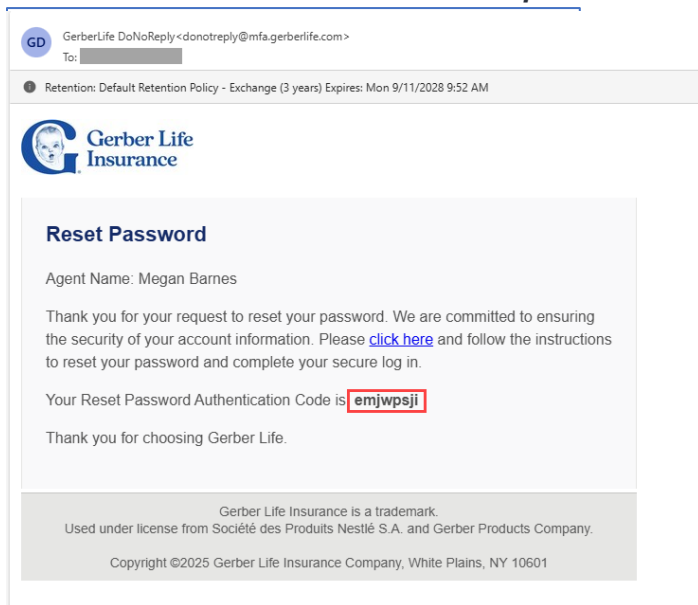


The screenshot shows the Gerber Life Insurance Agent Portal Login page. It includes a logo at the top left, a title "Agent Portal Login", and input fields for "User ID" (containing "00020006") and "Password" (masked with dots). Below the password field is a checkbox for "Remember my User ID". There is a "Face to Face" toggle switch set to "NO". At the bottom, there are three buttons: a green "Log in" button, a red "Forgot Your Password?" button (highlighted with a red box), and a blue "No Hassle Quick Quote" button with a question mark icon.

Step 2: Enter your User ID (your Agent ID number) and your last name in the applicable fields. An email will be sent to the primary and secondary email addresses listed on your account.

Step 3: Retrieve the reset password authentication code from the email.

NOTE: You do NOT need to click the link provided in the email.



The screenshot shows an email from Gerber Life Insurance. The header includes the Gerber Life logo and the text "GerberLife DoNotReply<donotreply@mfa.gerberlife.com>". Below the header is a retention policy notice: "Retention: Default Retention Policy - Exchange (3 years) Expires: Mon 9/11/2028 9:52 AM". The main body of the email is titled "Reset Password" and contains the following text: "Agent Name: Megan Barnes", "Thank you for your request to reset your password. We are committed to ensuring the security of your account information. Please [click here](#) and follow the instructions to reset your password and complete your secure log in.", "Your Reset Password Authentication Code is **emjwpsji**" (the code is highlighted with a red box), and "Thank you for choosing Gerber Life." At the bottom, there is a footer with the text: "Gerber Life Insurance is a trademark. Used under license from Société des Produits Nestlé S.A. and Gerber Products Company. Copyright ©2025 Gerber Life Insurance Company, White Plains, NY 10601".

Step 4: Return to the “Reset Your Password” page.

Step 5: Enter the code in the “Authentication Code” field.

Step 6: Enter a password that meets the stated requirements.

Step 7: Confirm the new password.

Step 8: Click “Submit.”

Reset Your Password

Password Reset

Please confirm your account by providing your last name, then reset your password. The new password must be at least 12 characters, contain at least one uppercase letter, one lowercase letter, one digit, on special character, and will be case-sensitive. Please make sure you write it down and store it in a safe place. When complete, you will be logged into the Agent Portal.

User ID

00020006

Authenticaton Code

emjwpsji

New Password

Confirm New Password

Submit

Must be at least 12 characters long
Must contain an uppercase letter
Must contain a lowercase letter
Must contain a digit
Must contain a special character
~!@#\$\$%^&*()~_+=[]{}|;:~<>/?

[Log Into Gerber Life Agent Portal](#)

Step 9: Upon successfully updating your password, you will be redirected to the Agent Portal log in screen.

Note: *If the new password does not meet the requirements, an error message will be displayed and you will need to choose a different password.*

Reset Your Password

Password Reset

Attention

- The password is not valid. Passwords must be at least 12 characters long, must contain at least one uppercase letter, one lowercase letter, one digit, one special character, and cannot contain the User ID for the account.

Please confirm your account by providing your last name, then reset your password. The new password must be at least 12 characters, contain at least one uppercase letter, one lowercase letter, one digit, on special character, and will be case-sensitive. Please make sure you write it down and store it in a safe place. When complete, you will be logged into the Agent Portal.

User ID

00020006

Authenticaton Code

emjwpsji

New Password

Confirm New Password

Submit

Must be at least 12 characters long
Must contain an uppercase letter
Must contain a lowercase letter
Must contain a digit
Must contain a special character
~!@#\$\$%^&*()~_+=[]{}|;:~<>/?

[Log Into Gerber Life Agent Portal](#)