## Establish a Sentry Insurance account

When a package is sent to your email address, you will receive an email from the sender that includes a link to instructions to establish an account and a link to retrieve the file.

The second email will contain your Username and a link to establish a password.  Your USERNAME is your email address. After entering your username and clicking submit, you should receive another email with a link to the webpage to set your password. **The link in this email is only valid for 24 hours**. If you do not receive this email, please check your junk or SPAM email folder to verify it was not delivered there. If you did not receive the email and it is not in your junk or spam folder, please contact your local IT support and verify that the message was not blocked by your corporate spam filter.

Password requirements

1. Must be at least 8 characters
2. Must contain at least one letter and one number
3. Must contain both upper- and lower-case letters
4. Must contain at least one special character
5. Must not match any of the previous 13 passwords

Once you have established a password, you will receive an email with a link to login and retrieve your package by entering your Username and password. Access from a mobile device is not supported. You may also forward the initial notification email to your support staff for retrieval under your username if applicable.

## Upload Wizard

The first time you login to retrieve a package you will be prompted to install the Upload Wizard.  There are two versions of the Wizard: Active X and Java.  To retrieve a package, you will need to install either version.  If you are having issues installing Active X, try installing the Java version, or vice versa.  If you continue to have issues, contact your technical support team for assistance.

## Supported Browsers

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

## Resetting Username and/or Password

Your Username is the email address in which the package was sent.

If you forget your Username, please refer to the original email sent to you.  If you are not able to locate the original email, contact the Sentry associate who sent you the package.  Verify the email address or request the package be resent.

## Forgot Password

If you forget your password, click on the "Forgot Password?" link from the sign on page. If you do not receive an email with password reset instructions, contact Sentry Insurance's Support Center at 800-913-2222 or email at supportcenter@sentry.com.

## Password Lockouts

If your account is locked due to too many login attempts, you can either wait 30 minutes for the account to unlock or establish a new password by clicking on the "Forgot Password?" link from the sign on page. If you cannot unlock your account, please contact Sentry Insurance's Support Center at 800-913-2222 or email at supportcenter@sentry.com.

## Accessing your package

To access your file, locate the original email sent by the Sentry associate.  Click on the link within the email and follow the prompts to enter your username and password to retrieve your package.  If you are not able to locate the original email, contact the Sentry associate who sent you the package and ask them to verify your email address and resend the package.

## Retrieving Time Allowed

If you do not retrieve the package within 21 calendar days, contact the Sentry associate and ask them to resend it.

## Changing Password Requirements

For security purposes, you will be prompted to change your password every 90-calendar days.

# Frequently Asked Questions

**Question:** I was attempting to retrieve a package from account, but tried too many times and now it is locked out.  How long does your account remain locked out?

**Answer:** Your account will unlock after 30 minutes.

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**Question:** I am at the point where I am entering my password, but receive a message at the top of the screen stating "invalid token value request" and at the bottom it says the password was successful.  What do I need to do to resolve this issue?

**Answer:** You will need to work with your IT department to have them assist you with clearing all temporary files and cookies on your computer.  In addition, you will need to ensure that cookies are enabled.

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**Question:** What steps do I need to take to download files from the zip file?

**Answer:**

1. Log into MOVEit with your Username and Password
2. Select the package you want to download from the Inbox
3. Under Files, click the Download button
4. Click Open to view the files
5. Click Save to save the files to a location on your computer
6. Select the appropriate location and Click Save

**Question:** What do I need to do if I am receiving any unusual browser errors when trying to access a package?

**Answer:** Try using a different browser to access the documents. (i.e. – if you are currently using Google Chrome, try Microsoft Edge or vice versa).

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**Question:**  When the recipient of the package needs assistance accessing the secure file, how do I obtain access to the file?

**Answer:** You may contact the sender to request the packages be sent to you.  If you receive a voice message, leave your email address and reason for requesting the documents.

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**Question:** I received an email with a secure tag, and I need to setup an account to retrieve the documents, what do I need to do to access the documents?

**Answer:** If you must retrieve the message manually, we encourage you to contact your message team to implement SMTP over TLS.  When this is implemented, the message will be delivered transparently to your inbox.  If you need Sentry assistance, please direct your questions to [supportcenter@sentry.com](mailto:supportcenter@sentry.com).

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