Step 1 → Take note of the usernames provided in the email from HP Service Manager itsm@mapfre.com.

Your request SD05786360 (Insight - New user Account) has been resolved

SM HP Service Manager <itsm@mapfre.com>
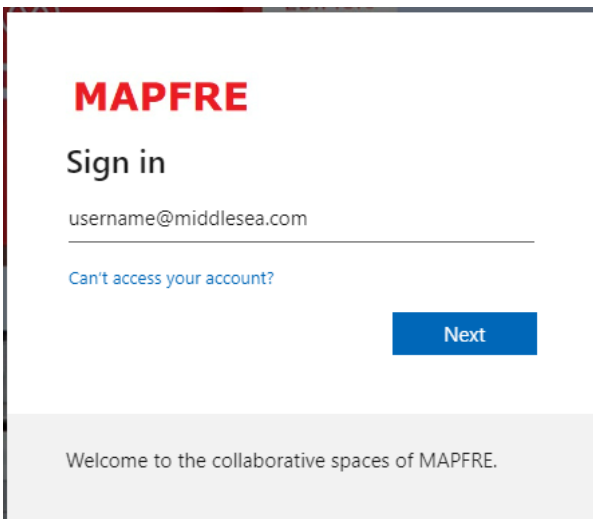To ● MAPFRE MALTA IT Service Desk; ● Corporate Business Unit
ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

National Insurance Brokers Ltd is enrolled to carry on business of insurance broking and is regulated by the Malta Financial Services Authority. For more information about National Insurance Brokers, please review our Disclosure of Information Document by clicking on this link Here

Solution Username: BROLEDE
Password: Mapfre202!

Step 2 → Login to https://ra.middlesea.com with your 'VDI Username' and change your password using the 'Forgotten my password' utility on the sign in window.

MAPFRE

Sign in

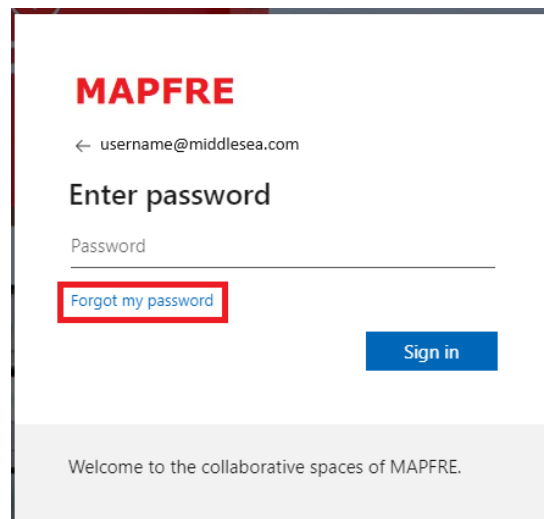username@middlesea.com

Can't access your account?

Next

Welcome to the collaborative spaces of MAPFRE.

MAPFRE

← username@middlesea.com
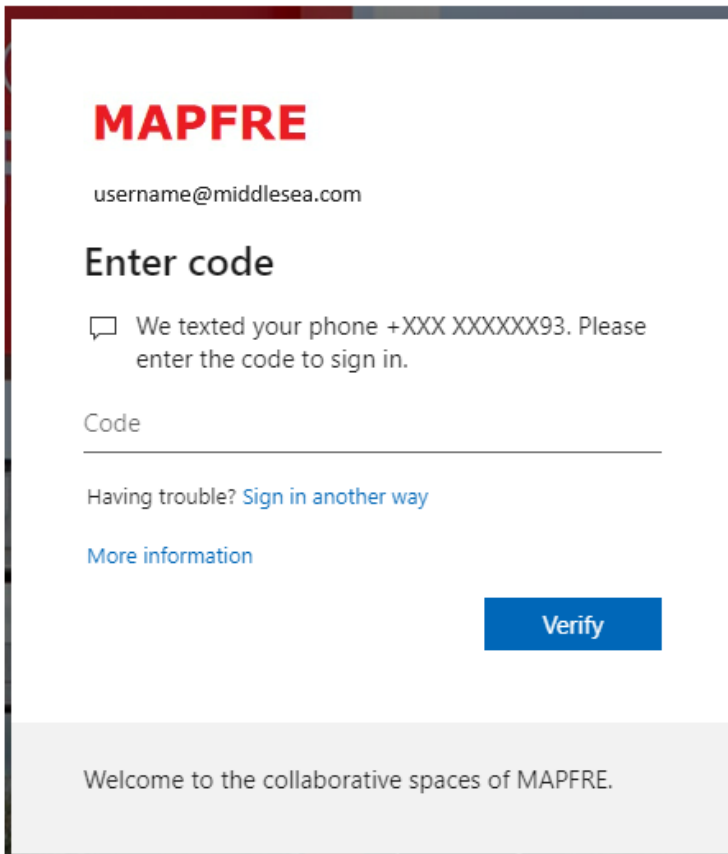
Enter password

Password

Forgot my password

Sign in

Welcome to the collaborative spaces of MAPFRE.

Step 3 — A code will be sent to your mobile phone, enter the code to sign in.

MAPFRE

username@middlesea.com

Enter code

💬 We texted your phone +XXX XXXXXX93. Please enter the code to sign in.

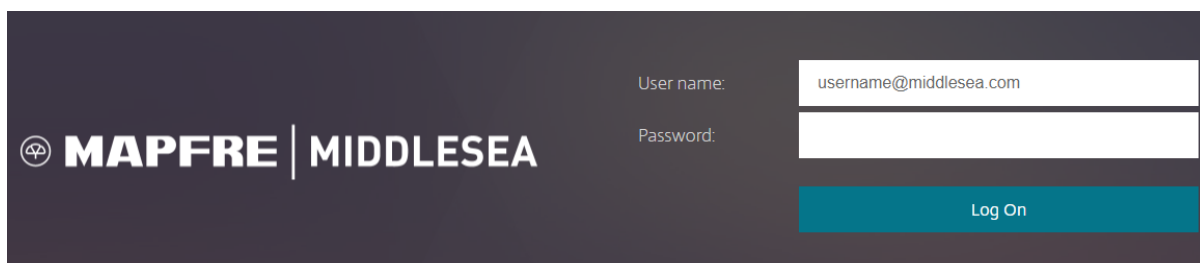Code

Having trouble? Sign in another way

More information

Verify

Welcome to the collaborative spaces of MAPFRE.

Step 4 — Input the same username and password used in Step 2 in the below login screen.
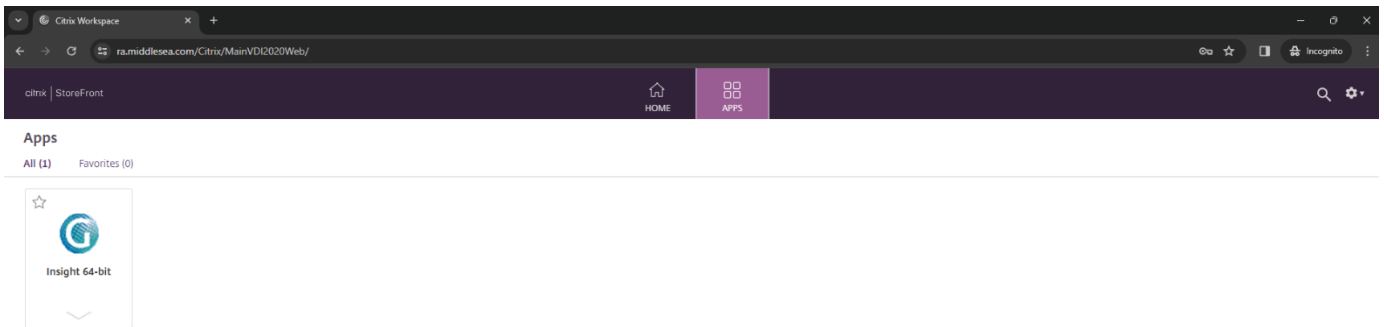
⊕ MAPFRE | MIDDLESEA

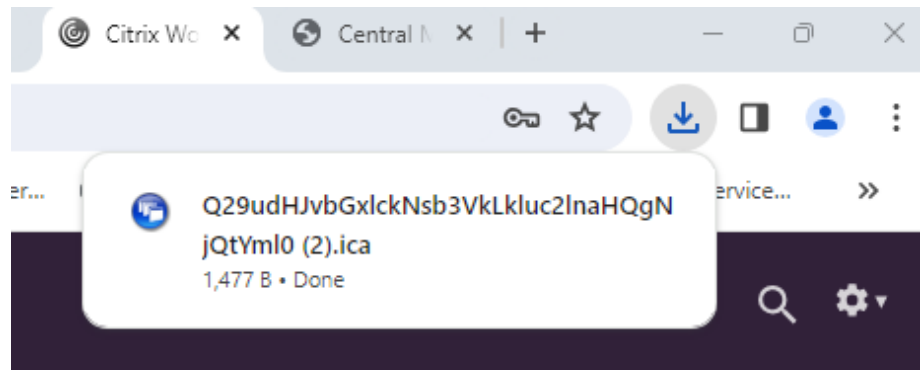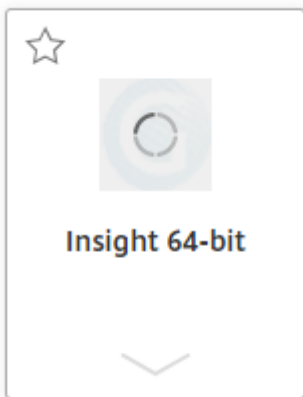| User name: | username@middlesea.com |
| Password: | |
| | Log On |

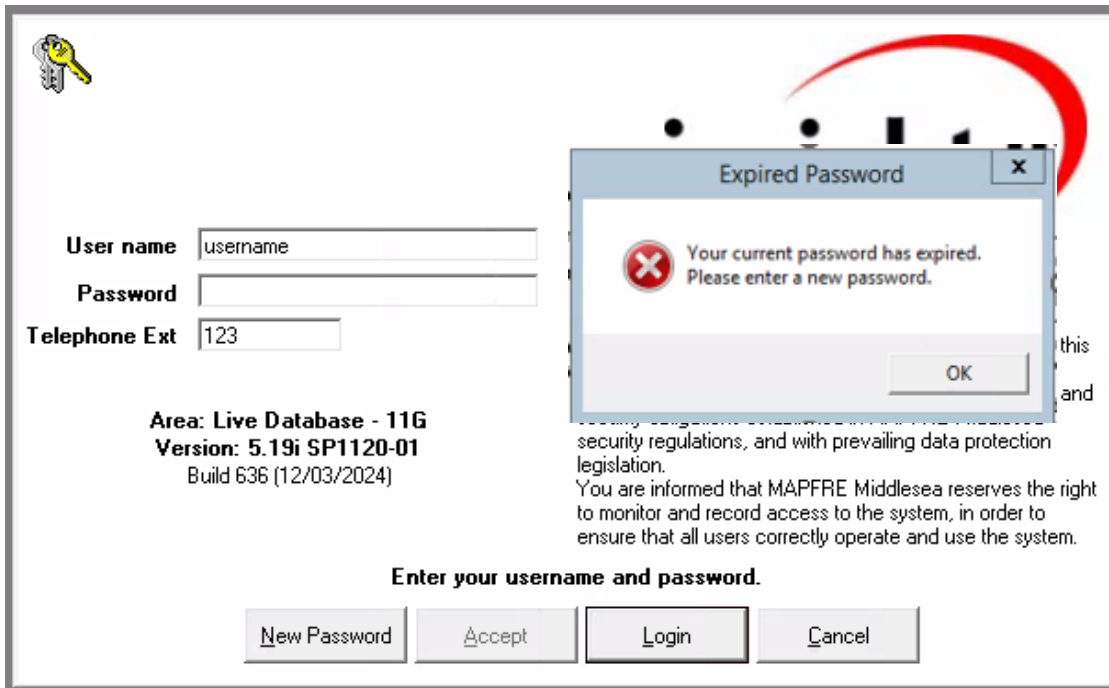**Step 5** Click on Insight 64-bit icon to launch the application.

Step 6 Click on the downloaded .ica file and wait for the Insight login screen to open.
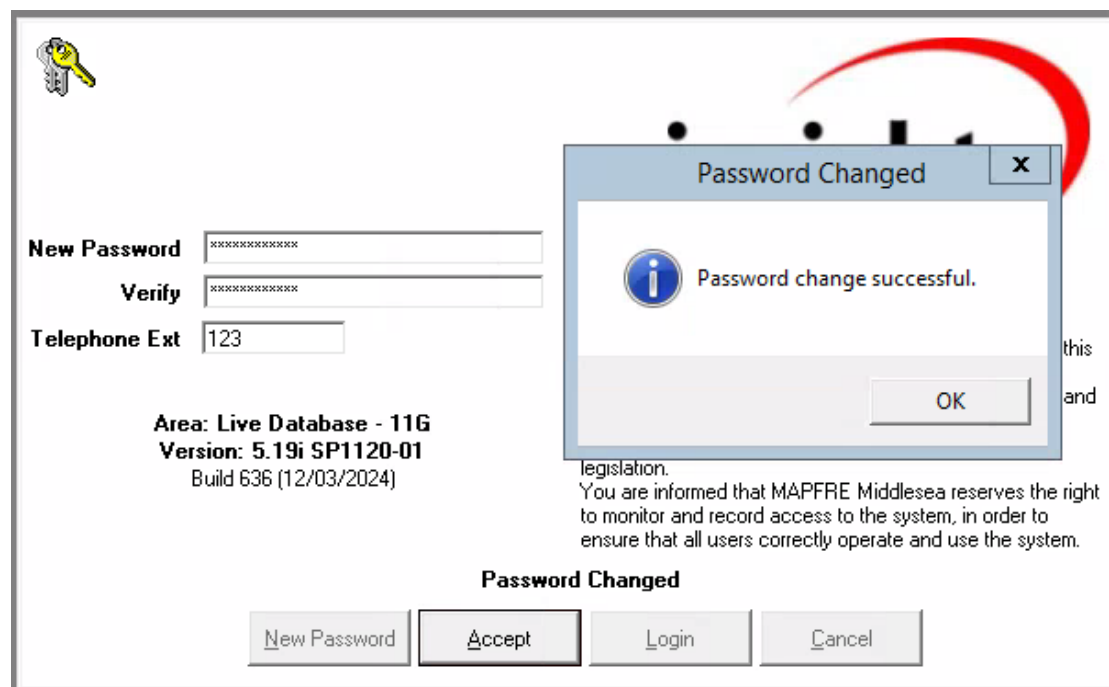
Use the credentials provided to login to Insight and change your password.

- Password must be at least 7 characters long;
- password must contain letters and numbers;
- password cannot contain consecutive identical characters;
- Password must not contain parts of the username.