





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

 HP Service Manager <itsm@mapfre.com>
To ● MAPFRE MALTA IT Service Desk; ● Corporate Business Unit

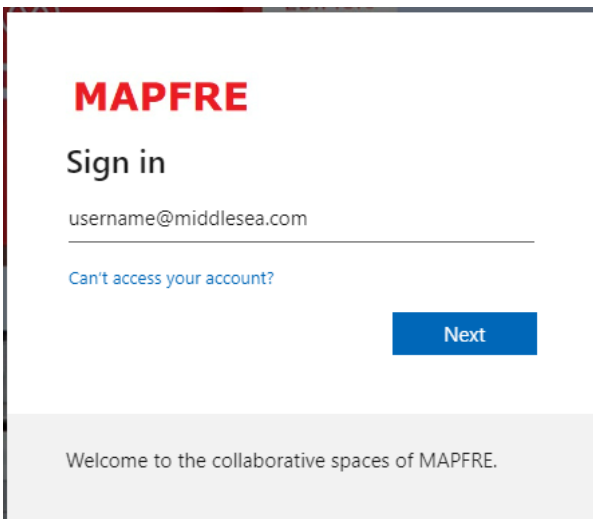
 If there are problems with how this message is displayed, click here to view it in a web browser.

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Solution	Username: BROLEDE Password: Mapfre202!
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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.

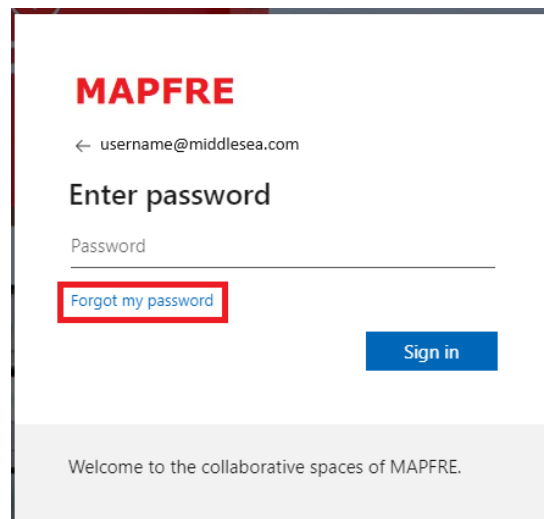


MAPFRE

Sign in

[Can't access your account?](#)

Welcome to the collaborative spaces of MAPFRE.



MAPFRE

← username@middlesea.com

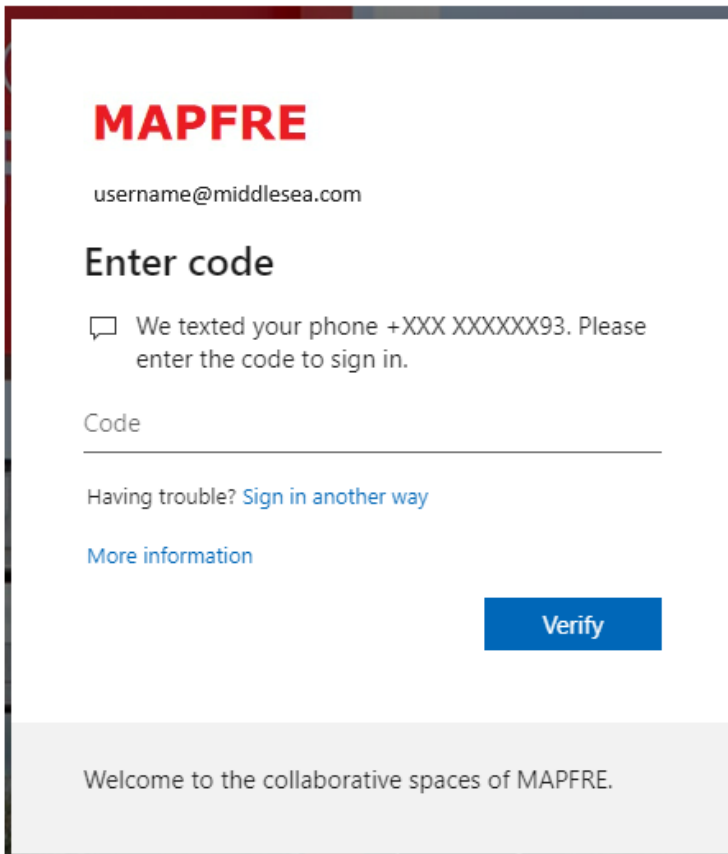
Enter password

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](#)

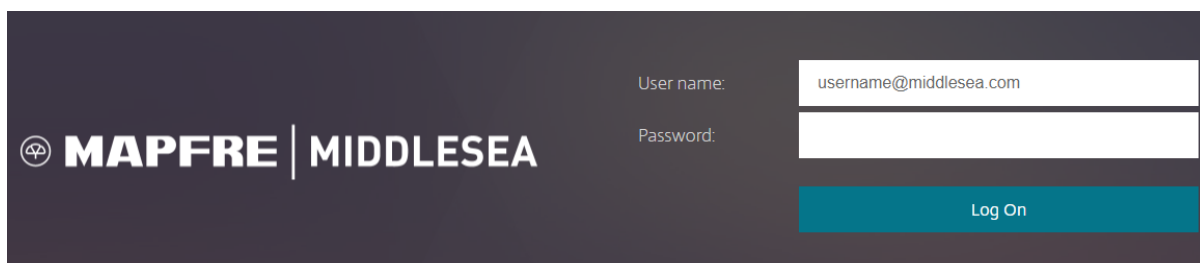
Verify


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**

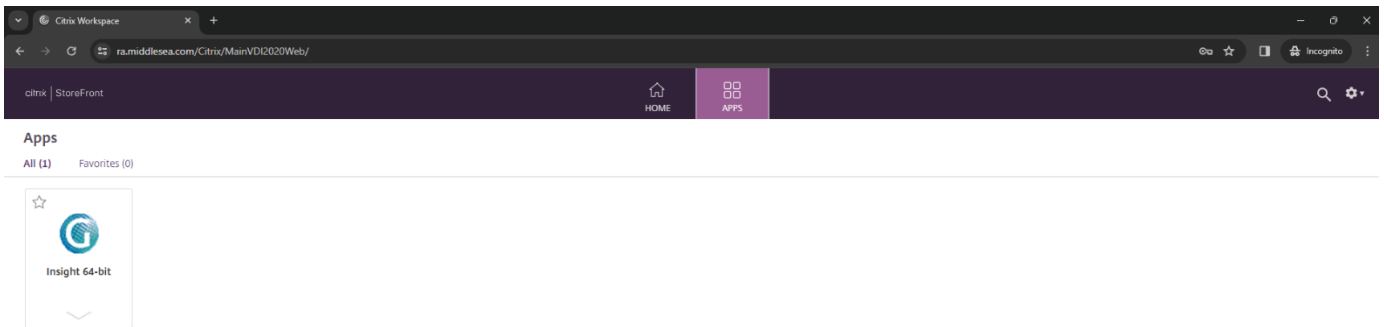
User name:

Password:

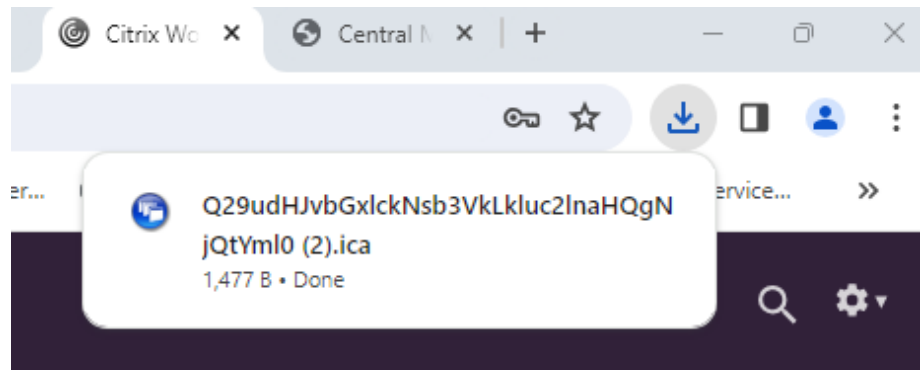
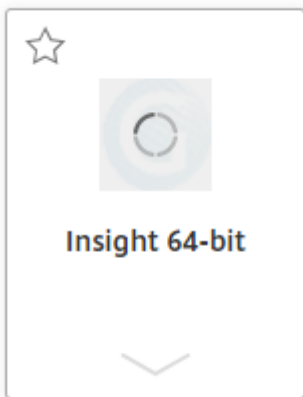
Log On



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



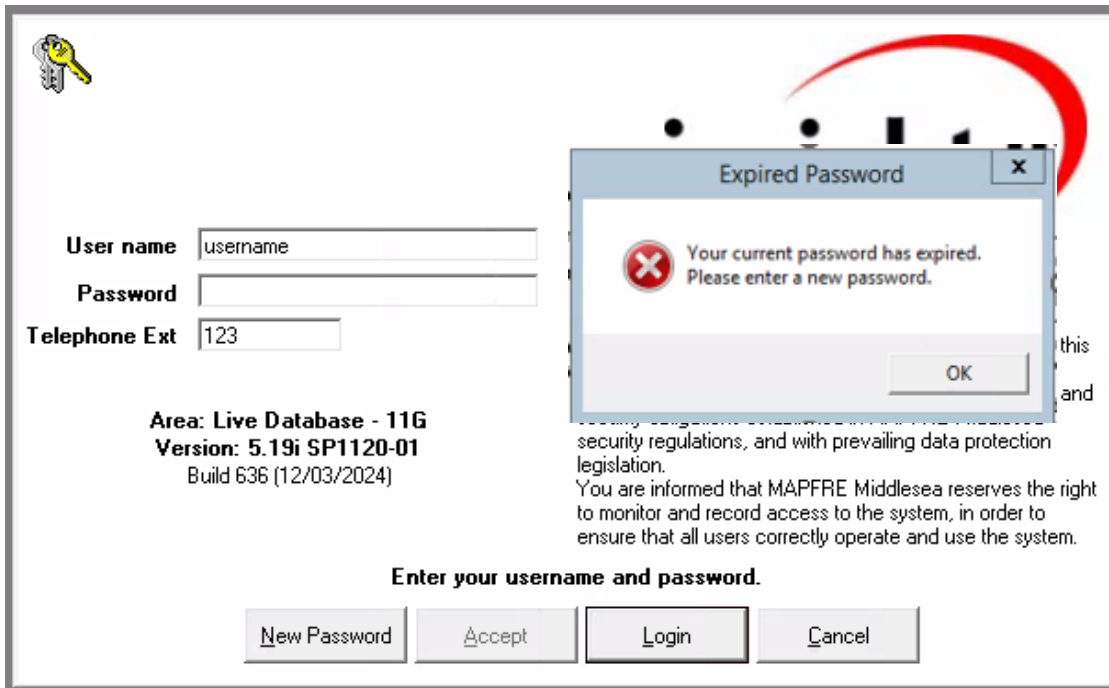
Click on the downloaded .ica file and wait for the Insight login screen to open.



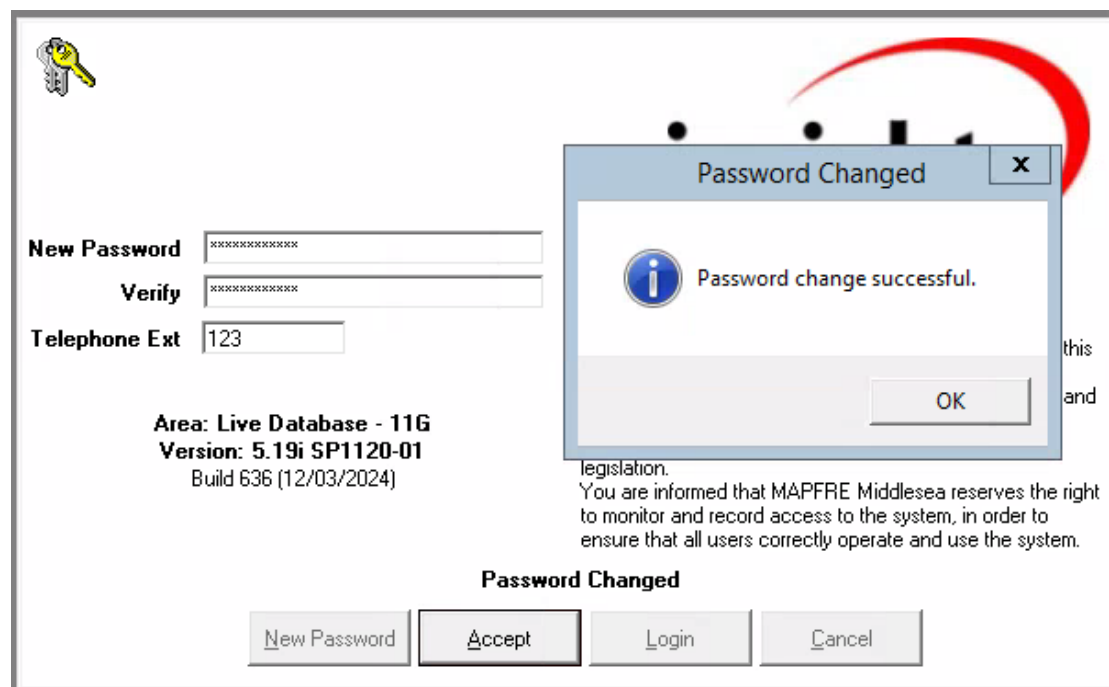
Step 7

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.



The screenshot shows a login form with fields for 'User name' (containing 'username'), 'Password', and 'Telephone Ext' (containing '123'). Below the form, it displays 'Area: Live Database - 11G' and 'Version: 5.19i SP1120-01 Build 636 (12/03/2024)'. A dialog box titled 'Expired Password' is overlaid on the right, with a red 'X' icon and the text: 'Your current password has expired. Please enter a new password.' Below the dialog box, there is a red curved arrow pointing to the 'New Password' button. At the bottom of the form, there are four buttons: 'New Password', 'Accept', 'Login', and 'Cancel'. The text 'this and' is visible to the right of the dialog box.



The screenshot shows the same login form as above, but now with 'New Password' and 'Verify' fields, both containing 'xxxxxxxxxx'. The 'Telephone Ext' field still contains '123'. The 'Area' and 'Version' information remains the same. A dialog box titled 'Password Changed' is overlaid on the right, with an information icon and the text: 'Password change successful.' Below the dialog box, there is a red curved arrow pointing to the 'New Password' button. At the bottom of the form, there are four buttons: 'New Password', 'Accept', 'Login', and 'Cancel'. The text 'this and' is visible to the right of the dialog box.