SAVE TIME, PAY YOUR BILL ONLINE!

NAU Country
A QBE Insurance Company

PAY YOUR BILL ONLINE OR BY PHONE TODAY!

Save a stamp by paying your bill online! Our Farmer Portal allows you to pay your: MPCI, Crop-Hail, Livestock, and Named Peril premiums online! Sign up to create a login, register a bank account, and pay today!

To access the portal and register, you'll need your policy number, policy type (MPCI, Crop-Hail, Livestock, or Named Peril), Tax ID, and an email address. Step-by-step directions are located below.

You can also contact the **Accounting Department at 1.763.486.1711** and one of our representatives can take a check by phone. You will need your bank routing number and bank account number. NAU Country does not accept credit cards for payment.

Visit https://www.naucountry.com/register to learn more.

KEEP YOUR ACCOUNTS SECURE

NAU Country, along with your partnered agent, take pride in keeping your data and information private and secure. This includes cyber security for the Farmer Portal and NAU Country mobile accounts. In a world of increasing reliance on technology, comes security risks. "Hacking" has become a common word in the news, and many companies, including NAU Country, are making Multi-Factor Authentication (MFA) part of their user's experience. We are well equipped to ensure IT Security for you, and your privacy will be protected.

Whether you are new to a Farmer Account or have had one for years, at the end of September you will notice a secondary verification process, and MFA set-up when logging into the system. What does this mean? MFA provides users an added layer of security by requiring a user to have a secondary action to prove their identity when they log in.

There are four (4) Multi-Factor Authentication (MFA) options to select from:
- Okta Verify (Push notification sent through an application)
- SMS (Text) Authentication
- Voice Call Authentication
- Email Authentication

You will only need to enroll in MFA a single time. We recommended that you enroll in a minimum of two (2) authentication factors. Once you have completed MFA enrollment, when you log into our systems, you will be 'challenged' with the authentication factor(s) that you have set up. In other words - you will be asked to verify who you are. Contact the NAU Country Call Center with any questions at **866.942.6724**.

FARMER ACCOUNT AND MFA SET-UP INSTRUCTIONS

Creating a Farmer Account:
When accessing the Farmer Portal for the first time, you will need to set up a login. Follow the step-by-step instructions below. (**Please Note:** These steps may be slightly different when setting up a farming operation vs. an individual):
- Navigate to **www.naucountry.com/register**
- Key in your applicable policy information
- Click "Next"
- Verify your full Tax ID
- Click "Next"
- The system will confirm an insured match
    - If correct, select "Yes, I am _____."
    - If incorrect, select "No, I need to create a new profile."

- Click "Next"
- If the match was successful, you will now enter your Email Address and create a Username and Password
- Check the Legal Notices and Privacy Policy
- Type your name as an electronic signature
- Click "Register"
- Select "Continue" on the registration completion page

Multi-Factor Authentication (MFA) Setup

Once you have set up your Farmer Account, the next time you log into the Farmer Portal or NAU County mobile app, you will be asked to set up MFA. Below are steps to get enrolled in each Authentication Factor. For step-by-step instructions, head to: https://www.naucountry.com/mfa_news.

- Access www.naucountry.com.
- Click on the "Farmer Portal Login" button. Or select "Login" in the top right corner.
- Log in with your NAU Country Farmer Account username and password.
- Click the "Sign In" button. You will see the ***Set up multifactor authentication screen***. This is where you will set up your MFA factors.

Okta Verify (Push notification sent through an application) - This is a mobile application that NAU Country is using to help send messages to your mobile device. You may download the *Okta Verify* mobile app to your phone. The app will then send a one-time code to your phone through the app or allow you to scan a *QR Code* when you are trying to log into one of NAU Country's portals to prove your identity.
  - Click the "Setup" button. During the setup of *Okta Verify,* you will then be asked to *Allow Push Notifications* to your mobile device. Select "Allow". Set up will now be complete.

SMS (Text) Authentication - This is a text message to your mobile device. SMS (Short Message System) authentication will send you a text message with a single code that you will need to enter.
  - Click "Setup". Follow the process prompts. Type the code in the applicable space on your computer and hit "*Verify*".

Voice Call Authentication - A phone call will be sent to the number entered to verify with a single use code.
  - Click "Setup". Follow the process prompts. Enter the code on the screen and click the "Verify" button.

Email Authentication - An email will be sent to you to verify your identity. You will be asked to click a button to approve.
  - Click "Setup". Follow the process prompts. Click the blue "Send me the code" button which will send a verification code to the email address that NAU Country has on file (Aka: "Registered Email").

Logging into Farmer Portal:
- Log in from **www.naucountry.com** by clicking "Login" or the "Farmer Portal Login" button.
  - Weather Metrics and Commodity Markets can be accessed by selecting either the "Field Insights" or "Commodity Markets" box on the main screen.

NAU Country offers Quicker Claim Payments, Mobile and Email Notifications, and so much more. Contact your Agent to learn how to get started today!