

GEMINI

LIMOSS
London Insurance Market
Operations & Strategic Sourcing

GEMINI 26.2 Release Notes



ECLIPTIC

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Document History

Version	Date	Changes	Author
V0.1	20/10/2026	Document Creation	Ecliptic
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Introduction

This release delivers a focused set of security and performance changes to GEMINI under Release 26.2. The headline change is the introduction of mandatory Multi-Factor Authentication (MFA) for all Expert users, alongside improvements to the speed of Carrier exports and an upgrade to the underlying GEMINI platform.

The changes in this release are:

- Mandatory Multi-Factor Authentication (MFA) for all Expert users, with Authenticator App and Email options
- Faster Carrier exports, through the removal of four participation fields and a new single line export processor
- An upgrade of the GEMINI platform from Liberty Create 25.1 to 25.3
- Further build and performance improvements to reduce system load

For any additional information please contact the GEMINI Helpdesk

Changes

Mandatory Multi-Factor Authentication for Experts

Impacted: Experts

To increase account security, MFA is now mandatory for all Expert users. Previously MFA was optional and only available via an authenticator app. With MFA in place, GEMINI verifies through a second method that the correct user is logging in, so a compromised password alone is no longer enough to access an Expert account. Full details on how to set up MFA can be found in the Expert User Guide, located in the Help & Support tab in GEMINI. The following changes are delivered as part of this release:

- **Set-up on first login:** The first time an Expert logs into GEMINI after the release, they will be prompted to set up at least one MFA method, choosing from Authenticator App or Email. Once the chosen method has been verified, the user can continue into GEMINI.

- **Existing 2FA set-ups reset:** All existing Expert 2FA configurations will be wiped when 26.2 goes live. Experts who previously set up 2FA will need to set it up again on their next login.

- **Managing MFA settings:** Once logged in, Experts can change their MFA set-up at any time by selecting the icon at the top right of the page → Settings → “My 2FA Setup”. Either method can be enabled, and one must be marked as “Preferred”; this is the method used at login until the user changes it.

- **Authenticator App:** Experts scan a QR code with an authenticator app on their mobile device (or follow the manual set-up steps shown), then enter the generated code to verify. Each code is valid for 5 minutes.

- **Email:** Experts request a code by email and enter it to verify. Up to three codes can be sent per login; logging out and back in resets this limit. The email login prompt also accepts a code from the user's authenticator app, where that method is enabled.

- **Account lockout:** MFA follows the same lockout policy as password login. Entering an incorrect MFA code three times will lock the account, and the usual account unlock process applies.

- **Expert login address:** If not already, all Experts must use the login address is now https://aim-gemini.onmats.com/i/experts/login).

Performance & Platform

Following the export and performance issues experienced earlier in the year, this release includes a number of changes to improve the speed and stability of GEMINI:

Faster Carrier Exports: Removal of Four Fields

Impacted: Carriers

Four fields have been removed from all Carrier exports under Company MI & Dashboard ("Claims Exports", "Instruction Exports" and "Invoice Exports"): "Your Signed Line %", "Your Carrier Role", "Your Carrier Code" and "Your Company".

Liberty Create Platform Upgrade

Impacted: No user impact

The GEMINI platform has been upgraded from Liberty Create version 25.1 to 25.3. There are no changes to how GEMINI looks or works.