Attention Agents!
Effective: 09/22/2016

Exciting News! Users now have the ability to reset passwords via self-service. Please see below, details the process for setting up both a recovery email address and security questions. Once these are verified, a user will have the ability to use the self-service password reset.

Enabling *Password Reset in AAXIS*

AAXIS system users have the ability to reset passwords without resourcing the Help Desk for assistance. To enable this function, users must first register important identifiable information in the system. When logging into the AAXIS system for the first time, users will be asked to update security questions and enter a retrieval email.

Follow the steps below to set up the self-serve password reset function:

1. **Log in to aains.com using your current login and password.**

2. **A banner at the top of the page will appear. <u>Click here</u> on the pink alert banner to enable the password reset function .**

You do not have a recovery email address or any security questions for your account. Click here to set them up.

CF9 AAXIS UAT WEB1 (IV Agent) - (ILLINOIS VEHICLE WEBSITE)

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Policy Number: [▼] [ ]
[Go To Policy] [Make Payment] [Clear]
Last   First
Applicant Name: [ ] [ ]
Agent Name: [-- ALL -- ▼]
Address: [ ]
Phone: [ ]
Email: [ ]
DL Number: [ ]
Birth Date: [ ]
Include: Apps: ☑ Policies: ☑
Effective Date: [▼] [▼]
Create New Application

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3. **The link will navigate the user to the USER tab. The user must update the security questions and enter a retrieval email address for use in future resets. Click SUBMIT.**

Update password using the password guidelines listed or skip this step. The system will force users to update

The user must select a two security question from the drop down menu and provide an answer.

You do not have a recovery email address or any security questions for your account. Click here to set them up.

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Edit User Information

Please, fill in the form

Current Password [ ]
New Password [ ]
Verify Password [ ]
[Change Password]

Quick help

- New password must be at least 8 characters long
- New password must contain at least one letter
- New password must contain at least one number
- New password cannot be one used within the last 12 months

Security questions and recovery email setup

Please, fill in the form

Security question #1: [Choose a question... ▼]
Answer to question #1: [Answer]   ☐ Show Answer
Security question #2: [Choose a question... ▼]
Answer to question #2: [Answer]   ☐ Show Answer
Recovery email address: [Email Address]
[Submit] [Cancel]

Quick help

How are questions used?
Security questions are used to help verify your identity if you forget your password and need to reset it.

Are answers case-sensitive?
No, answers are not case-sensitive. Answers without capitalization are okay. Remember to create answers that are unique so you'll remember them.

Can I use special characters?
Special characters are allowed.

An email address must be entered. The system will send an email to this email address in the event of a password reset.
*Agents must use their employee provided email as the retrieval email. *
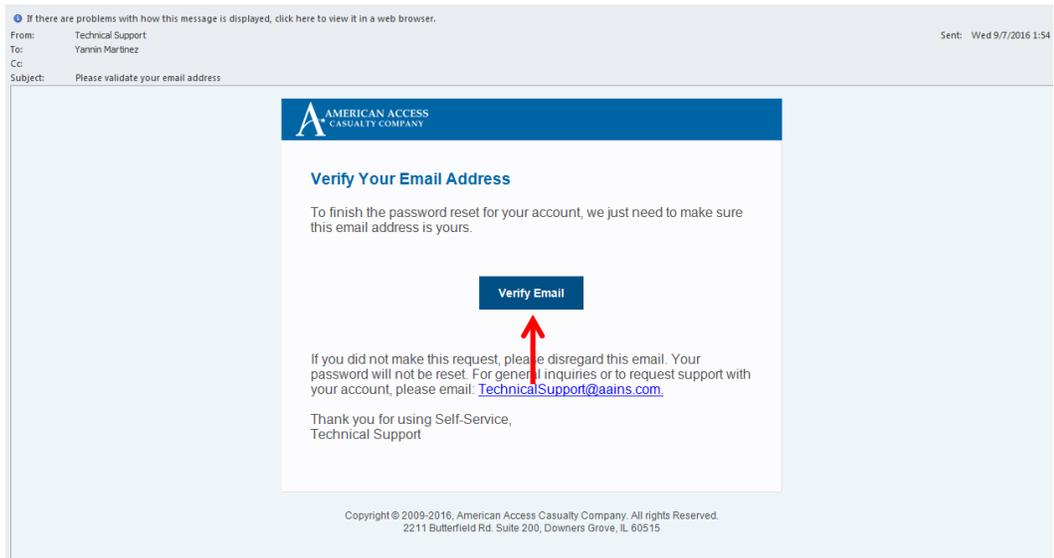
The screen will display a confirmation when all of the information was entered correctly. Click the X to return to the AAXIS system.

An email will be sent to the email address for validation. Open the link to reach the verification link.
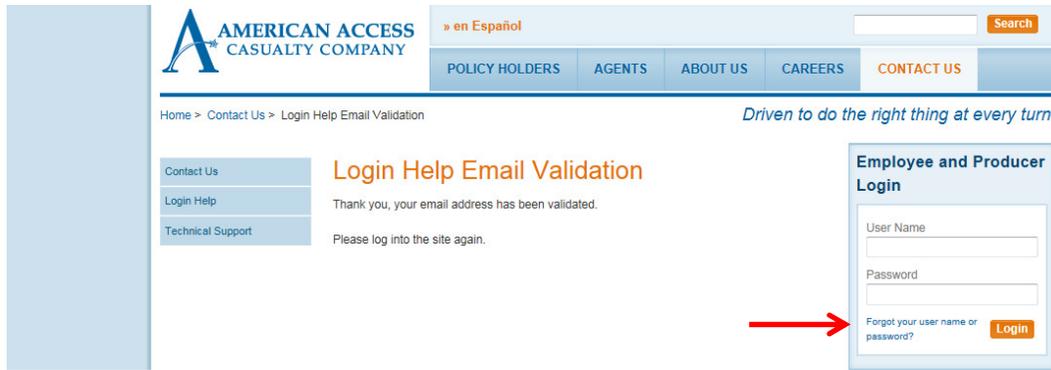

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4. **Click on <u>Verify Email</u>.**

The link will direct you to a successful validation screen. The user can log back into the system and the alert banner will no longer appear.

Users may use the **Forgot your user name or password?** link to reset a user password moving forward.

Password Reset in AAXIS

AAXIS system users have the ability to reset passwords without resourcing the Help Desk for assistance.

Follow the steps below to reset a password in AAXIS:

5. Go to www.aains.com and click **Forgot your user name or password?** link.

Click on this link to reset your password.

6. **The link will take you to a *Login Help* page. Enter your User Name and the email address registered under your user profile. *This is the email address that you entered during your initial security setup.***

Enter your User Name and Email Address

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7. **An email will be sent to your inbox.**

Click the **Reset Your Password Now** button.

Click the link to reset your password.

8. Fill out the required information on the screen and click SUBMIT.

Enter in your user name and answers to your security questions on file.

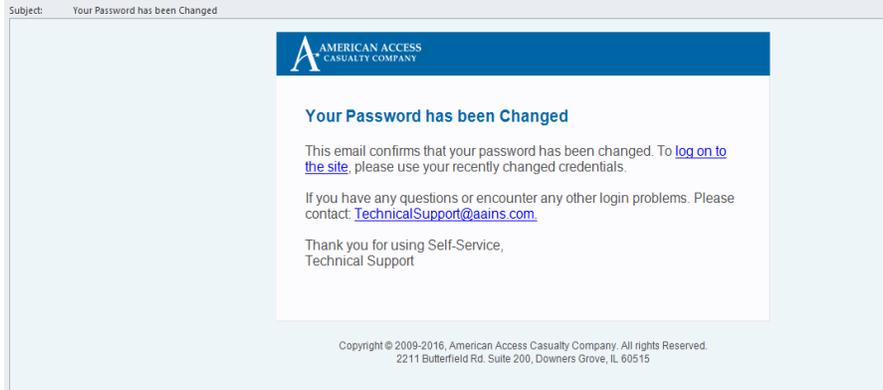Choose a new password consistent with the password guidelines.

(Continued)

9. Upon a successful password reset, this screen will appear:

The user will now use the new password to log in to the system. A confirmation email notifying the user of the change will be sent to the email address on file.

Your Password has been Changed

This email confirms that your password has been changed. To log on to the site, please use your recently changed credentials.

If you have any questions or encounter any other login problems. Please contact: TechnicalSupport@aains.com.

Thank you for using Self-Service,
Technical Support

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2211 Butterfield Rd. Suite 200, Downers Grove, IL 60515

When to contact the Help Desk for assistance:

- **When the user has forgotten the answers to the security questions.**
- **After 3 failed reset password attempts or 3 failed login attempts the system will direct the user to contact the Help Desk for assistance.**

Once in the system, a user may change their password at any time by going to the **USER** tab in the AAXIS system.

Thank you for your continued business!

Your friends at: American Access Casualty Company

Questions?
Please contact your Marketing Representative at:

- **Caleb Beltran** 630-818-5805 (Indiana & Illinois)

- **Michelle Thibault** 630-936-0452 (Illinois)

- **Brad Buchanan** 972-989-2147 (Texas)

- **Lisa Pillsbury** 713-443-2208 (Texas)

- **Monica Maldonado** 702-612-3293 (Nevada & Arizona)