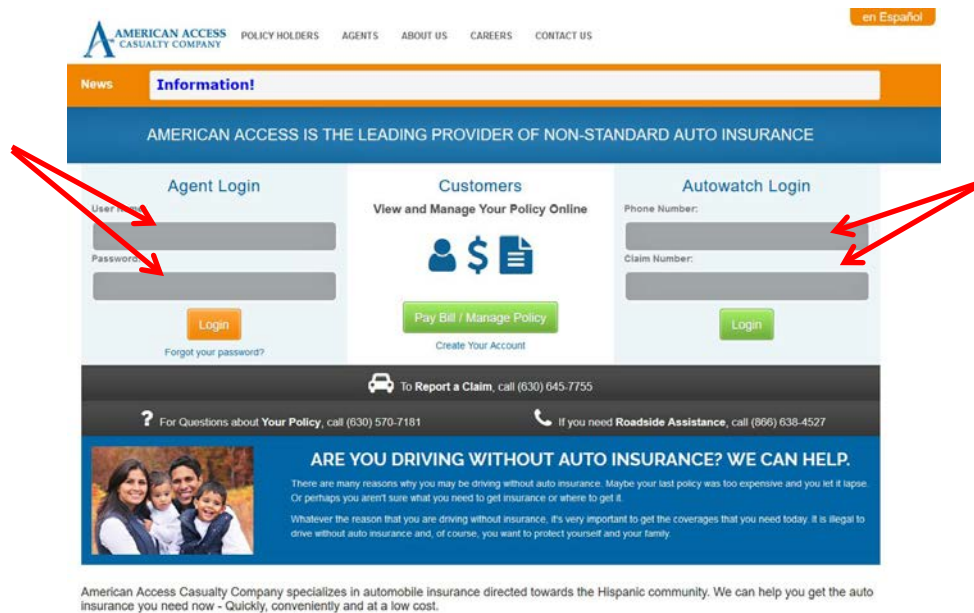




## **Attention Agents!** **Effective: 04/20/2017**



Exciting News! Effective Thursday, April 20, 2017 American Access will have a new updated website, giving it a more efficient and user-friendly look and feel. Of particular note is a design change that allows the ability to view our page on a tablet or smartphone!

While the website redesign is mostly cosmetic, we've also added an entirely new Customer Portal section. Access to this area is found on the main web page in the very center, under the section marked "Customers." When a customer clicks on the "Create Your Account" link, they can create an account that will allow them to pay their bills online, view policy documents, and verify other information within their policy. Also, in an effort to improve and simplify the password reset process within the AAXIS system, our Information Technology team has released several enhancements that are now a part of the AAXIS system features. These new enhancements include the following major changes:

- Agents will now be required to reset their password every 90 days instead of every 30 days.
- Agents will now not be able to use the past 4 passwords previously used instead of any password that has been used in the past 12 months.

As a reminder, to most efficiently reset your password, use the password reset tool! Before you use this tool, you must **set up your recovery email address and security questions**. Once these are verified, you will have the ability to use the self-service password reset tool. If these two items are not completed, you will have to contact Technical Support to reset your password.

If you have not set up the answers to the security questions and entered in a recovery email, you will notice a pink banner at the top of your web page after logging in to AAXIS. Please follow the instructions in that banner to complete your information. Once that information is in our system, you can easily use the password reset tool when/if you forget your password.

If you forget your password, you can click on the “Forgot your password?” link in the “Agent Login” section of the main page. You will then be asked to enter in your username and recovery email address. Next, you will be sent an email to your recovery email address that provides a link to reset your password. You can then fill out the information on that page to reset your password.

Thank you for your continued business!

Your friends at: American Access Casualty Company

**Questions?**

Please contact your Underwriter, Marketing Representative or any Underwriting Department Representative at: 888-663-5443