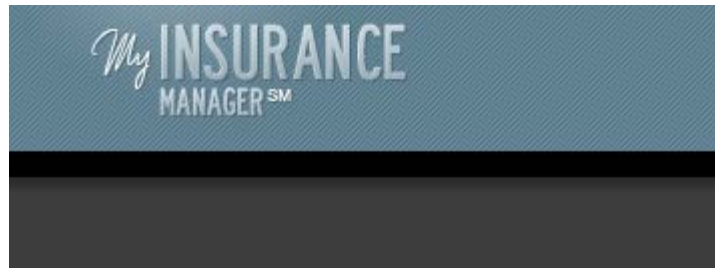


My **INSURANCE** **MANAGER**SM

[LOGIN HELP](#)
[USER GUIDE](#)

If you have created a My Insurance Manager profile but forgotten your Username or Password, you can retrieve them.

A login form with a light gray background. At the top right is a button labeled 'Create a Profile'. Below it are two input fields: 'Username' and 'Password'. At the bottom left is a blue 'Login' button. To its right is the text 'or' followed by a blue underlined link 'Get Login Help' which is enclosed in a red rectangular box.

Click Get Login Help.

PASSWORD OR USERNAME HELP



Password and Username Help

All fields are required.

Have you created a profile but forgotten your Password or Username? We can help you regain access to My Insurance Manager.

Please enter your 9-digit Tax ID.

Tax ID:

Please choose one:

- I forgot my Password
 I forgot my Username

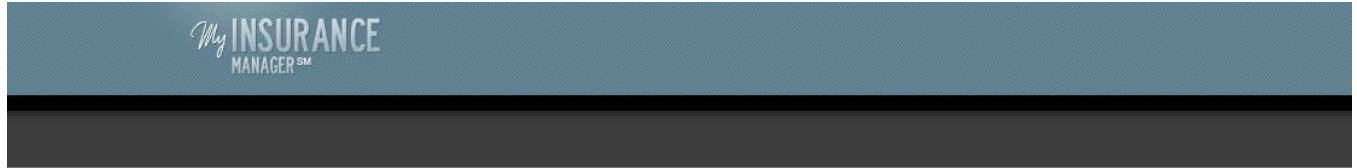
Type in your 9-digit Tax ID number, choose the appropriate option, then click Continue.

Example of Profile Not Found

A screenshot of a web browser window titled "Password Help". At the top, there is a red banner with a warning icon and the text "Please note the following:". Below this, a red line is followed by the text "Tax ID: Please enter a valid 9-digit Tax ID." The main body of the dialog contains the text "Have you created a profile but forgotten your Username or Password? Please enter your 9-digit Tax ID to regain access to My Insurance Manager." Below this is a "Tax ID:" label followed by a text input field that is currently empty. At the bottom, there are two buttons: "Continue" and "Cancel".

If My Insurance Manager cannot find your Tax ID, you will see this message. You can either try again or create a new provider profile.

PASSWORD HELP



Password Help

All fields are required.

Please enter your Username.

Username:

If you choose I Forgot My Password, you will see this screen. Enter your Username and click Continue.



Password Help

All fields are required.

Here is the Security Question you chose. Please enter your answer.

Username: **Testprovider**

Security Question: **What was the name of your first pet?**

Security Answer:

You will be asked the Security Question you selected when you created your profile. Enter the answer and click Continue.

PASSWORD HELP



Password Help

All fields are required.

Please note the following:

Security Answer: The Security Answer you entered is not correct. Please enter the correct Security Answer.

Here is the Security Question you chose. Please enter your answer.

Username: **Testprovider**
 Security Question: **What was the name of your first pet?**
 Security Answer:

If you enter the wrong answer to the Security Question, you will see this message.



Password Help

All fields are required.

Your Username: **Testprovider**

Please enter a new Password.

New Password: (must have between 6 and 11 characters)

Confirm New Password:

Please take a minute to verify or update your Office E-mail address so you will be able to receive updates from us.

Office E-mail:

Confirm Office E-mail:

We may use your e-mail address to communicate with you in the future. For additional information regarding the use of your Office E-mail address, please see the [Terms and Conditions](#) governing your use of this Web site.

If you enter the correct Security Answer, you will need to create a new Password and confirm your office email address.

USERNAME HELP



Username Help

All fields are required.

Please enter the information you gave us when you created your profile.

Your First Name:

Your Last Name:

Office E-mail:

If you select I Forgot My Username, you will see this screen. Enter the information and click Continue.



Username Help

All fields are required.

Here is the Security Question you chose. Please enter your answer.

Your First Name: **Test**
Your Last Name: **Provider**
Office E-mail: **youremail@email.com**

Security Question: **What was the name of your first pet?**
Security Answer:

Answer the Security Question you selected when you created your profile. Click Continue.

USERNAME HELP



Username Help

All fields are required.

Your Username: **Testprovider**

Do you want to [log into](#) My Insurance Manager without resetting your password?

Please enter a new Password.

New Password: (must have between 6 and 11 characters)

Confirm New Password:

Please take a minute to verify or update your Office E-mail address so you will be able to receive updates from us.

Office E-mail:

Confirm Office E-mail:

We may use your e-mail address to communicate with you in the future. For additional information regarding the use of your office e-mail address, please see the [Terms and Conditions](#) governing your use of this Web site.

If you enter the correct Security Answer, you will be shown your Username. You can now either enter a new Password or choose to log in without resetting your Password.