

Agent Account Setup

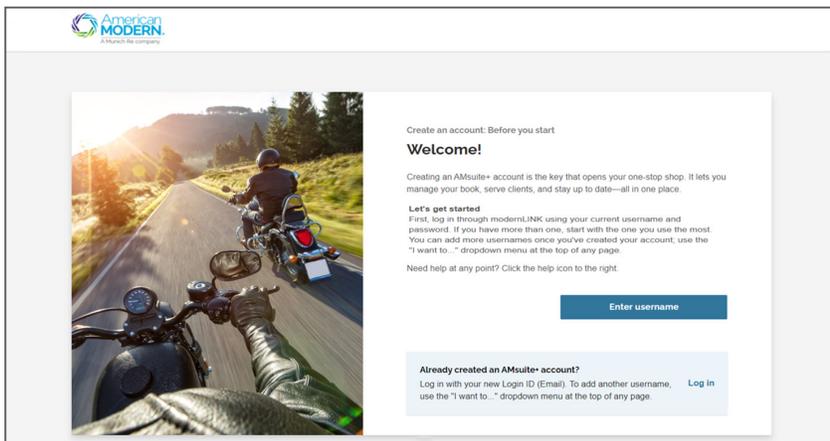
This Job Aid will show you how to create your new AMsuite+ account with American Modern.

A few notes before you start:

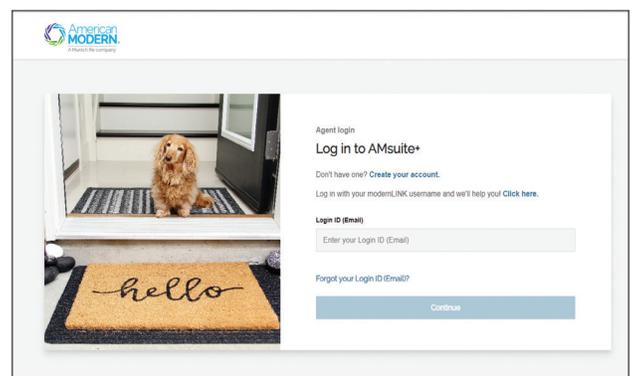
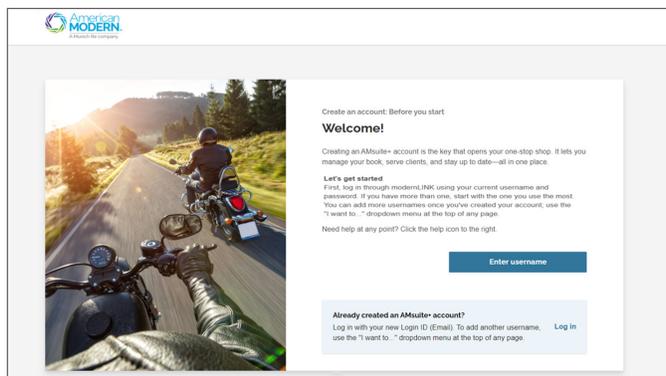
- This process should take 2 minutes or less to complete.
- Information provided for AMsuite+ will only be used for log in purposes.
- Any agent credential changes will continue to be managed by Producer Management
- AMsuite+ creates two-factor authentication for data security, which means that each agent will need to have their own credentials
- If you have more than one username, you can add them to your account once you are on AMsuite+. (see step 13)

1 Welcome to AMsuite+!

1a First time setting up AMsuite+ account? Start by clicking “Enter username”.



1b Already created an AMsuite+ account and want to add a Username? Start by clicking “Log in” at the bottom of the screen and continue. Enter Login ID on next screen and click Continue. Now skip to step #13.



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2 Enter your current modernLINK[®] credentials and click “Next”.

American MODERN™

Welcome to modernLINK[®]

Alert
This is the new WordPress cloud env. posting a message w/ the title of modernLINK Holiday Message updated - TESTING

Username

Password

Did you forget your password?
Did you forget your username? [LOG IN](#)

Trouble logging in?
[Click here](#)

Please disable the pop-up blocker on your browser or firewall software. modernLINK displays some messages and warnings in pop-up windows that you must be able to read before proceeding.

modernLINK Availability
modernLINK[®] is available Monday through Friday 7:00 am - 12:00 am EST. Saturday and Sunday 8:00 am - 9:00 pm.

modernLINK Assistance
For assistance contact your modernLINK[®] Profile Administrator located within your office or contact American Modern's System Support Team @ 1-866-527-9583. Normal Business hours 8:00 am to 5:00 pm EST, Monday through Friday. After normal business hours Monday - Friday 5:00pm - 9:00pm and weekends 8:00am - 9:00pm calls will be answered by voice mail. A member of System Support will return the call within 1 hour.

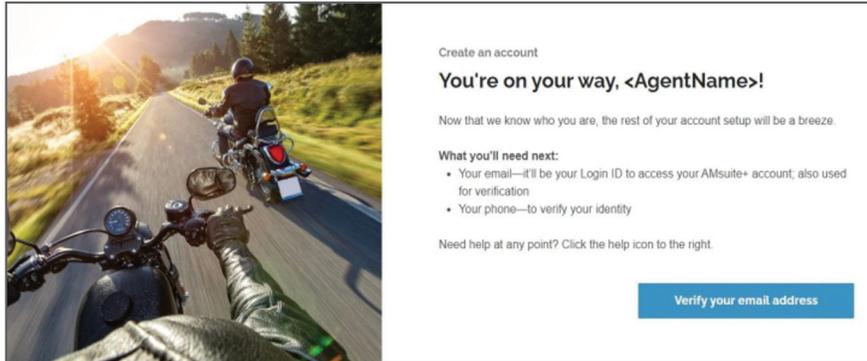
Note:

If you have forgotten your password, use the link below Username field, “Did you forget your password?”.

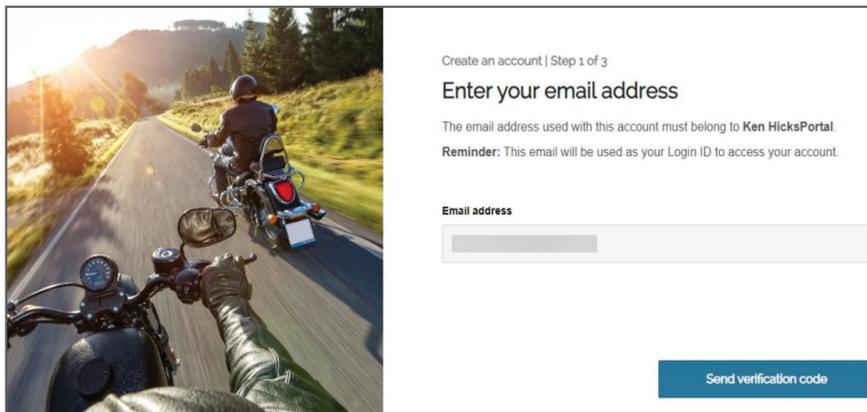
If you have forgotten your Username, use the link below Username field, “Did you forget your username?”



3 Select “Verify your email address”.

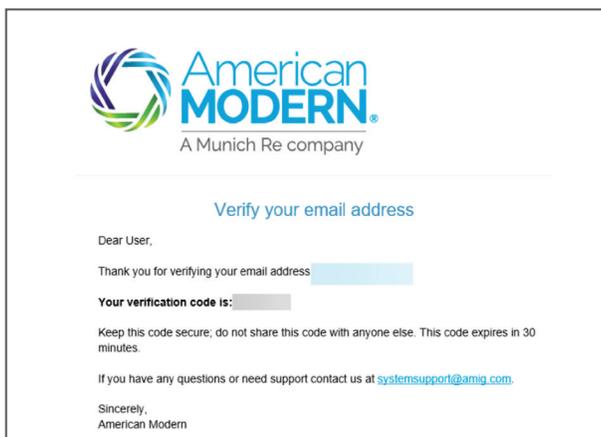


4 Enter your email address and select “Send verification code”.



Note: If you have already created an AMsuite+ account, you will be directed to Log in and add an additional username (skip to step #13)

5 You'll receive the verification code in an email like this one.



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- 6 Enter the verification code from the authentication email and click “Continue”.

Create an account | Step 1 of 3

Enter verification code

We sent a six-digit code to Enter it below.

Wrong email address? [Change email address](#)

Verification code

Code expires after 30 minutes. If it expires, click “Send it again.”

Didn't receive the code? It might be in your spam/junk folder. [Send it again.](#)

[Continue](#)

- 7 Once your email is verified it's time to create a password.

Create an account | Step 2 of 3

Create a password

Your email is now your Login ID. Please create a password to continue.

[Create password](#)

- 8 Passwords must follow the requirements listed on the screen. Once you receive all green checkmarks for the password you want, click “Continue”.

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A Munich Re company

Create an account | Step 2 of 3

Create a password

Choose a password you'll remember and meets the criteria below.

New password

Confirm password

Password must:

- Be between 8-25 characters
- Include at least 3 of the following:
 - Include at least 1 upper case letter
 - Include at least 1 lower case letter
 - Include at least 1 number
 - Include a special character from this list: @ # \$ % & * + = [] { } | ' : ; ? / ~ - () _
- Passwords must match

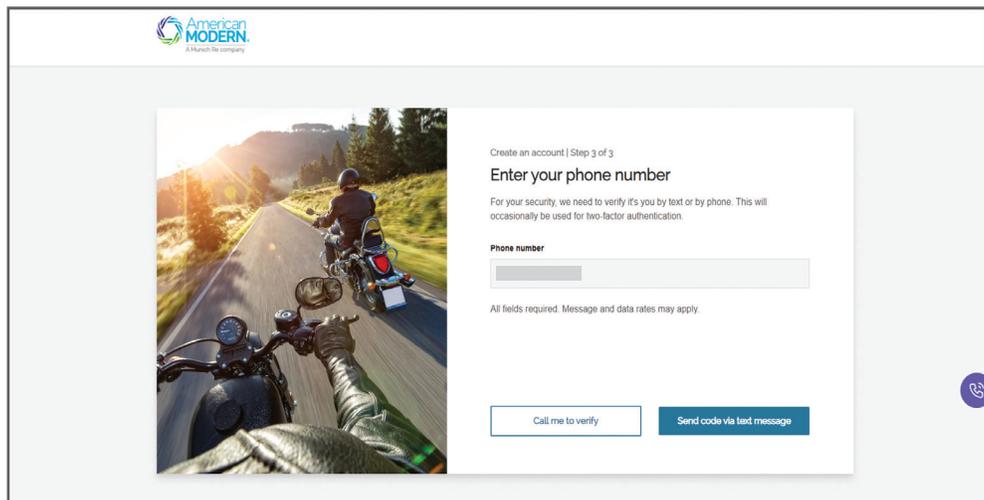
By clicking continue, I understand that my account will be created and I agree to receive American Modern Online Account notifications at the email address I provided.

[Continue](#)

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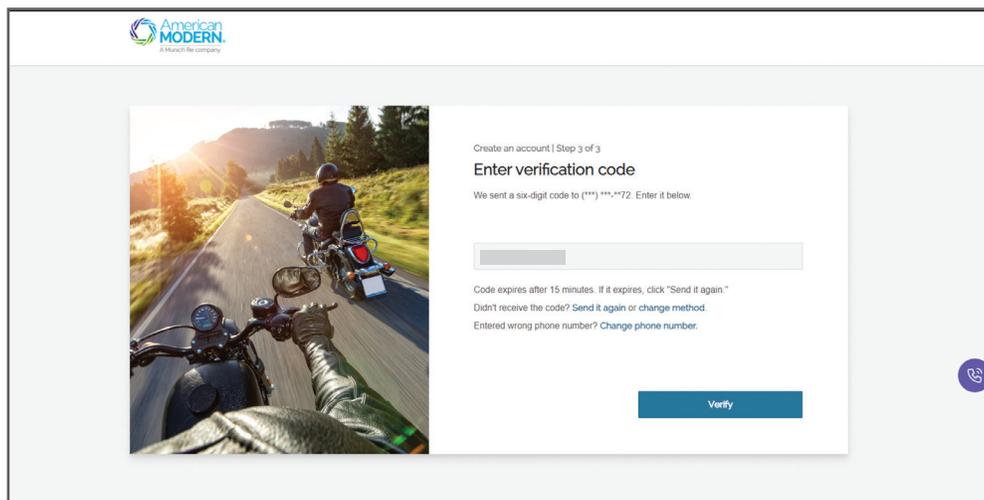
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- 9 Enter your phone number and choose to receive a call or text to wrap up the authentication process.



The screenshot shows the 'Enter your phone number' step of the account creation process. On the left is a first-person view of a motorcycle ride on a scenic road. On the right, the text reads 'Create an account | Step 3 of 3' and 'Enter your phone number'. Below this, it states: 'For your security, we need to verify if you by text or by phone. This will occasionally be used for two-factor authentication.' There is a text input field for the phone number. Below the field, it says 'All fields required. Message and data rates may apply.' At the bottom, there are two buttons: 'Call me to verify' and 'Send code via text message'. A small circular icon with the number '9' is visible in the bottom right corner of the page.

- 10 Once you receive a text with the verification code, enter it here and select "Verify".



The screenshot shows the 'Enter verification code' step of the account creation process. On the left is the same first-person view of a motorcycle ride. On the right, the text reads 'Create an account | Step 3 of 3' and 'Enter verification code'. Below this, it states: 'We sent a six-digit code to (***) (**)-**72. Enter it below.' There is a text input field for the verification code. Below the field, it says: 'Code expires after 15 minutes. If it expires, click "Send it again."' and 'Didn't receive the code? Send it again or change method.' At the bottom, there is a 'Verify' button. A small circular icon with the number '10' is visible in the bottom right corner of the page.

- 11** Read the System Access Agreement, check the box for your electronic signature and select “Agree”.



American Modern | Systems Access Agreement

Systems Access Agreement

Please scroll, read and agree to the terms and conditions to proceed.

American Modern Insurance Group, Inc. (the “Company”) provides and delivers web-based applications in connection with its activities (the “System”). This Agreement sets forth the terms and conditions for your access to and use of the System.

BY CLICKING THE “ACCEPT” BUTTON AT THE END OF THIS AGREEMENT, YOU REPRESENT THAT YOU: (1) HAVE READ AND UNDERSTOOD THIS AGREEMENT; AND (2) AGREE TO COMPLY WITH AND BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. If you do not agree to the terms and conditions of this Agreement, you will not be permitted to access and use the System.

Ownership
You acknowledge that the Company is and shall continue to be the absolute owner of all right, title, and interest in and to the System.

Access
The Company may at any time, with or without notice, restrict the use and accessibility of the System. The Company may also temporarily suspend or revoke your rights to use the System based on the Company’s belief or suspicion that your use of the System violates this Agreement or any applicable law.

Password
You are responsible for all acts or omissions that occur as a result of the use of your user identification name (“User Name”) and password. You are responsible for protecting and securing your User Name and password from unauthorized access, use, or disclosure. You must commit your password to memory. Your User Name and password are for your use alone and you shall not disclose your User Name or password to anyone or allow anyone to access the System using your User Name and password. You shall change your password at least every 60 days, and immediately upon learning or having reason to know that your password has been obtained or accessed by someone else. Your password must be at least 7 characters and may not be found in any dictionary.

Restricted Activities
In connection with your use of the System, you shall not: (1) copy, reproduce, modify, translate, reverse engineer, decompile, or disassemble the System, responsibilities on behalf of the Company. You acknowledge that the information contained on the System is subject to privacy rules, including requirements of the Gramm-Leach-Bliley Act.

DISCLAIMER OF WARRANTIES
There may be delays, omissions or inaccuracies in the System and the information and services available through the System. You understand and agree that your use of the System is at your sole risk. The Company does not represent or warrant that the System will be uninterrupted or error free. The Company does not make any representation or warranty as to the timeliness, sequence, accuracy, completeness, reliability or content of any information, service or transaction in connection with the System. You agree that the System and all data and information on the System are furnished on an “as is” basis. ALL WARRANTIES, EXPRESS OR IMPLIED, ARE HEREBY DISCLAIMED AND EXCLUDED. THIS DISCLAIMER SPECIFICALLY INCLUDES ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

LIMITATION ON LIABILITY
IN USING THE SYSTEM, YOU AGREE THAT THE COMPANY SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES OR PENALTIES OF ANY KIND ARISING OUT OF MY USE OF THE SYSTEM, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY THEREOF.

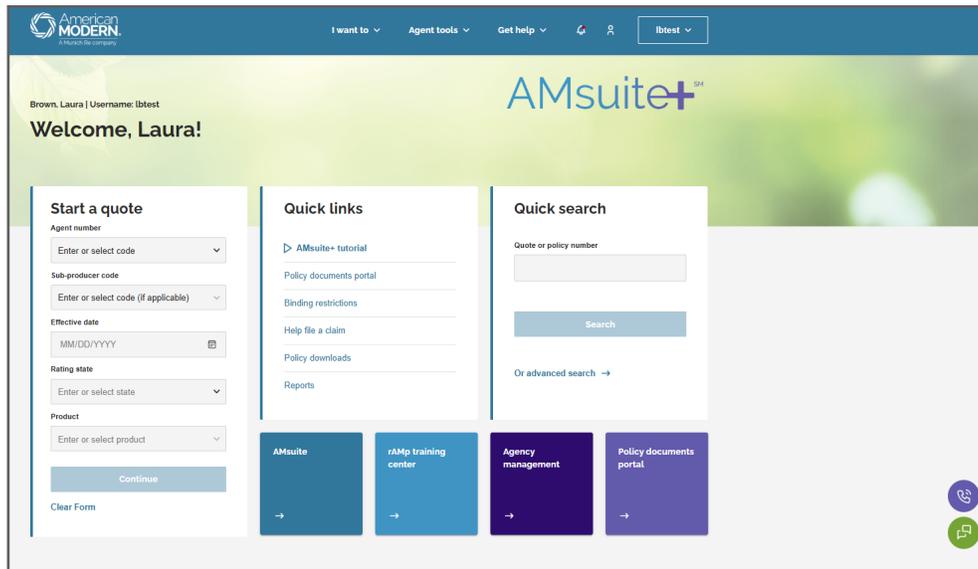
Modification
The Company may modify the terms and conditions of this Agreement at any time and from time to time. Upon modification of such terms and conditions, I understand that, in order to continue to access and use the System, I will be required to reaffirm my consent to this Agreement.

By checking here as my electronic signature, I agree to be bound by the terms and conditions of this agreement. (If you do not agree to the terms and conditions of this agreement, you will not be granted access to the system.)

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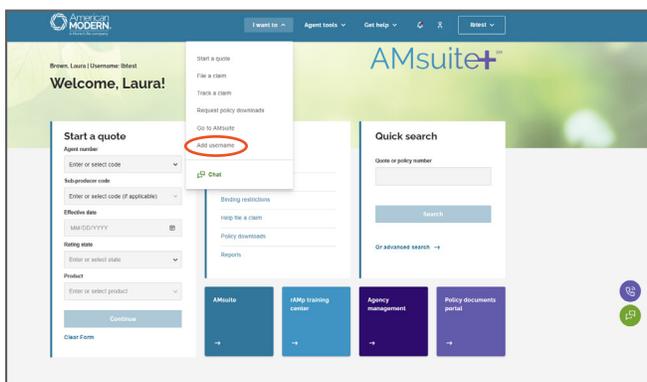
- 12 You've verified your credentials, created your password, and signed the agreement. You can now start using AMsuite+!



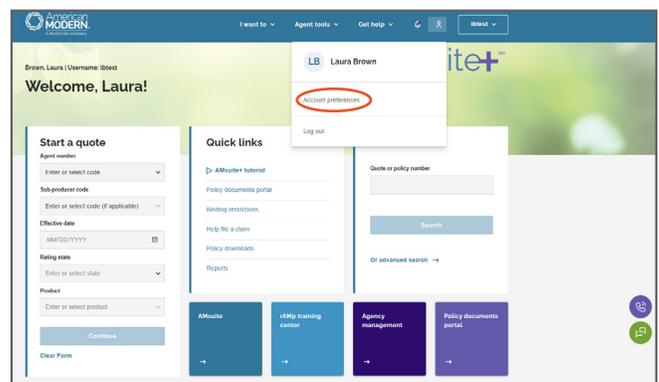
Adding more usernames

If you have more than one username, there are two ways you can add them to your account once you log in to AMsuite+

- 13a On the home page, select the "I want to..." dropdown menu, then click "Add username".



- 13b Select the user account preferences icon, then click "my preferences". Click "add more" under the "Have another user name? section".



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14 Enter the username here and click “Add”.

15 Once they're added, you can switch between usernames right here on your home page.

Join us on the plus side. Create your account today.
If you have more questions, call 800-491-0533.

rAMP
TRAINING ELEVATED



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