Service 24/7
Insured Access Guide

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Access your Insurance Agent's web site using the **URL** the agency has provided you. Click on the **Service 24/7** Link.

You will need to enter your Email Address and Password assigned to you by your Agent. If you have forgotten your password, you can enter your email address and click on the "Forgot your Password" link and you will be sent a temporary password.

From the '**Welcome Menu'**, select the feature that you want to use.

Manage Login - Service 24/7 Change Password

Clicking the **Manage Login** option from the Welcome Menu opens the **Service 24/7 Change Password** form. This form allows you to change the password that has been given to you by your insurance agency. The password accompanies your email address when logging on to **Service 24/7**. The password is not case-sensitive and there are no restrictions as to password length or design.

To change your password, do the following:

- Complete all fields to successfully change the password.

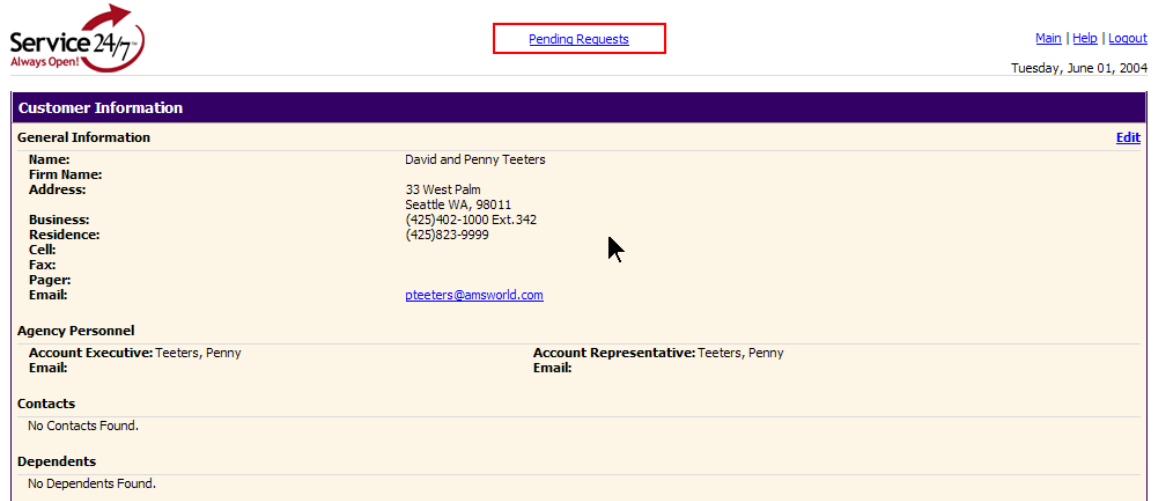| Field	What is this?
Old Password	Type your old password. • If you incorrectly enter the old password an error message: '**The old password did not match,'** displays when you click the **Change** button.
New Password	Type the new password.
New Password	Retype the new password.
Change	Click the Change button. A message displays confirming that the password was successfully changed.

Manage Users

If you have been given permission by the agency, you can now determine who is an **Authorized User** to view your account. You can **Add**, **Edit** or **Delete** users from the' **Manage Users** 'link.
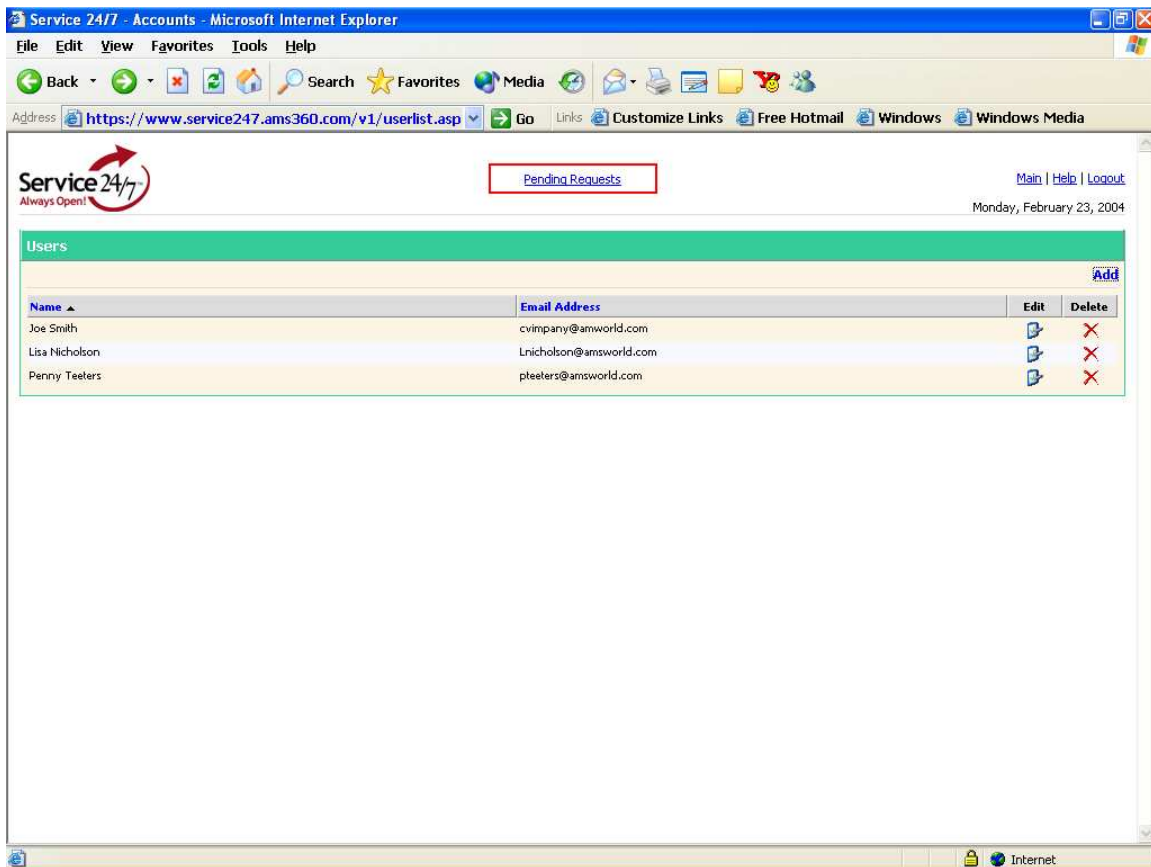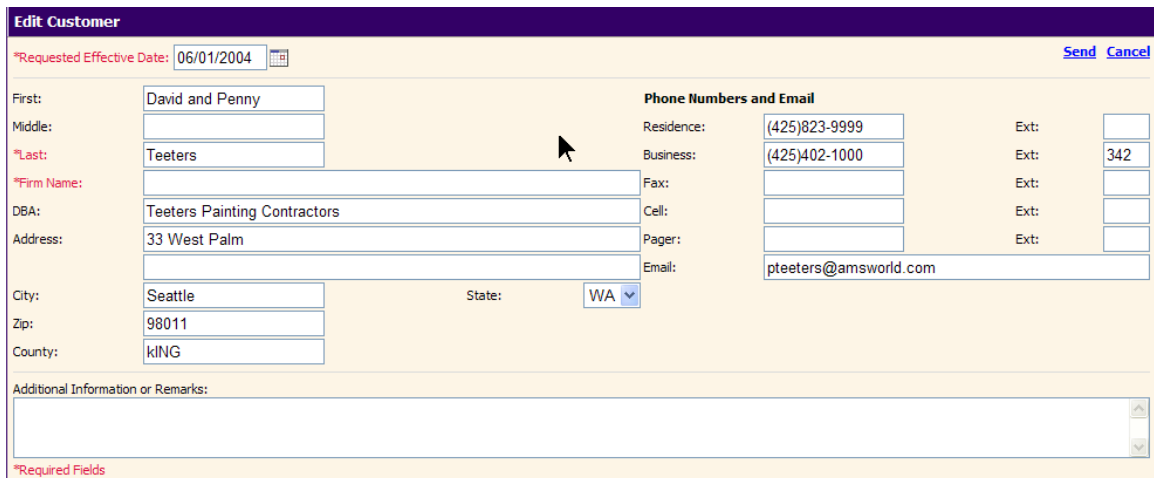
Customer

From the 'Customer Menu', you can view your account information.

Click **Edit**

This will open the 'Edit Customer Information' form to make the changes necessary. An example of a change in this area might be an address change, email address or telephone number addition/change.

In the 'Remarks' section, type what change is actually being requested, such as Address Change, Telephone Number Change, etc. This will assist the agency personnel in processing your request.

Click **Send**.

Policies

The **Select a Policy** web page appears when you choose **Policy** from the **Welcome** menu web page in **Service 24/7**. This web page displays a list of your policies for the past two years. To view and possibly change the details of a policy, click the policy number.

After you click a policy number, the policy detail appears.

The policy detail will display. To edit an existing location, auto, loss payee, etc, click on the edit button make the changes and click on **send**. To add; click on the add link **Add** , make the changes and click on **send**. To delete; click on the delete button type in the deletion in the Additional Information or Remarks box and click on **send**.

Certificates of Insurance

From the **Welcome** web page, click **View/Print Certificates of Insurance** to open the web page.

View/Print/Fax Certificates of Insurance			
Holder	Address	Issue Date	
▷ Liability 4/7/04, Service 24/7			Add Holder Fax
Please refresh page to see any new Certificates.			

To Add a holder you will click on the "Add Holder" link.

Master Certificate Columns	What is this?
▷	Click this icon to expand and display the holders for the certificate.
Certificate Number	The certificate number is a link that you can use to open the Master Certificate in a **pdf** view.
Description	If your insurance agency has entered a description for the certificate it appears immediately following the certificate number. The description helps to identify the certificate.
Date	The date indicates when the certificate was last changed or printed.
Add Holder	Click this link to open the Add Certificate Holder page where you can add a holder to the selected certificate.
Fax	Click this link to open the Fax Certificate form so you can send the form to the fax number you enter.

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The following dialog will display, complete the information and click on "**Send**".

Add Certificate Holder

Certificate #: Liability 4/7/04   Send Cancel

Certificate Issue Date		Written Notice	
*Date Issued:	06/01/2004	# of Days:	30

Select Holder:

*Holder Name:

Contact:

Address:

City:		State:	
Zip:		Email:	
Fax:		Ext:	

Description of Operations:

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Additional Information or Remarks:

*Required Fields

To print a certificate of insurance, click on the ▶ to expand & display the list of certificate holders for that certificate. Once the list is displayed, click on the holder you want to print and the certificate of insurance will open in PDF format and you can print or email.

View/Print/Fax Certificates of Insurance

Holder	Address	Issue Date	
▷ Liability 4/7/04, Service 24/7			Add Holder Fax

Please refresh page to see any new Certificates.

Automobile ID Cards

From the **Welcome** web page, click **View/Print Auto ID Cards** to open the web page. T

View/Print/Fax Auto Id Cards

Issue New Card

Previous Next   1 2

State ▲	Vehicle Information	
	00001, 2000, Isuzu, Trooper, 3434938493489384393	Fax
	00001, 1999, Peterbuilt, Tractor, PE28982458982498	Fax
	00002, 1998, Ford, Focus, 3434343434343434	Fax
	00007, 2000, Isuzu, Trooper, 3434938493489384393	Fax
	00007, 2000, Isuzu, Trooper, 3434938493489384393	Fax
	00007, 2000, Isuzu, Trooper, 3434938493489384393	Fax
	00002, 1998, Ford, Focus, 3434343434343434	Fax
	00002, 1998, Ford, Focus, 3434343434343434	Fax
	00002, 1998, Ford, Focus, 3434343434343434	Fax
	00002, 1998, Ford, Focus, 3434343434343434	Fax

Please refresh page to see any newly issued Auto Id Cards.

To issue a new auto ID card for a vehicle currently on the policy, click the "Issue New Card" link. The following dialog will display.

Create Auto Id Card

Create Cancel

☐ Fleet

```
00001,2000,Isuzu/Trooper,3434938493489384393,
00002,1998,Ford/Focus,3434343434343434,
```

* State: [▼]   *** Form:** [▼]

Name on Card: **Address on Card:**
◉ Name on Policy   ○ My Address
○ Primary Driver   ◉ Garage Address
○ DBA Name   ○ Policy Address
○ Co-Insured On Policy

Select the vehicle you want to issue a card, select the State & Form, change the Name & Address if needed and click on "create".   Close the Submission Successful dialog.

To print the new auto ID card you will need to click "refresh" [↻] on your web browser to display the selected auto. Click on the vehicle and the auto ID card will open in PDF format which will allow you to email or print.

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Report New Claim

From the **Welcome** web page, click **Report Claims** to open the web page.

Complete the information and click on "**Send**", see chart on next page for a description of the fields.

Description of Claim Fields

Report New Claim Fields	What is this?
Requested Effective Date	Today's date appears here indicating the date you are notifying your insurance agent of the loss or accident.
Send	When you finish entering the claim information, click this link to send the information to your insurance agent.
Cancel	Stops the claim reporting process, closes the **Report New Claim** data entry form, and returns you to the **Welcome** menu web page
What date did your loss occur	Enter the date and time of the loss or accident.
Time	
What caused your loss	From the list, choose the item that most closely matches the reason your loss occurred.
What (if any) Authority was Contacted (Police, Fire Department, etc)	The name of the police, fire, or emergency agency contacted, if applicable.
Please provide a report, ticket, or case number if one was given by authority	The number assigned by the police, fire, or emergency agency to whom the report was made.
What was the location of the loss	Enter where your loss or accident occurred; include street names, addresses, and nearest cross street. • List only the location. You can enter a description of the loss or accident in another field.
Which of the following best describes your loss	Select one of the choices listed. Your selection will assist your insurance agent in determining the policy that covers the loss or accident that occurred.
Description of Loss	Describe the accident. As a guideline, be sure to include who was involved and what occurred.
Additional Information or Remarks	Use this area for any additional information that you think will assist your insurance agent in processing the claim.

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Ask a Question

You can use this area to ask a question **without making any changes** to your account. This might be used to request a quote for an additional vehicle or change in coverage or any other type of request that does not actually affect your account or policies.

How to Know Your Request Has Been Received by the Agency and Processed

When you send a request to your insurance agent to make any changes or ask a question, you will receive a message similar to the following:

Service 24/7 Always Open!   Pending Requests   Main | Help | Logout

                                                                    Saturday, March 13, 2004

Submission Successful

Thank you for submitting your Edit Customer.

Server Time: 3/13/2004 12:48:24 AM

Your change will take affect on Service 24/7 after your insurance agent has processed your request (allow for processing time). Please do not repeat this operation as this will create a duplicate request

.

*Notice the **Pending Requests** link at the top of the page. Clicking on this link will show you any requests you have requested that have not been processed by your agent. Once the agent has processed your request, the request(s) will no longer appear. If there are no **Pending Requests**, you will not see this link at all.*
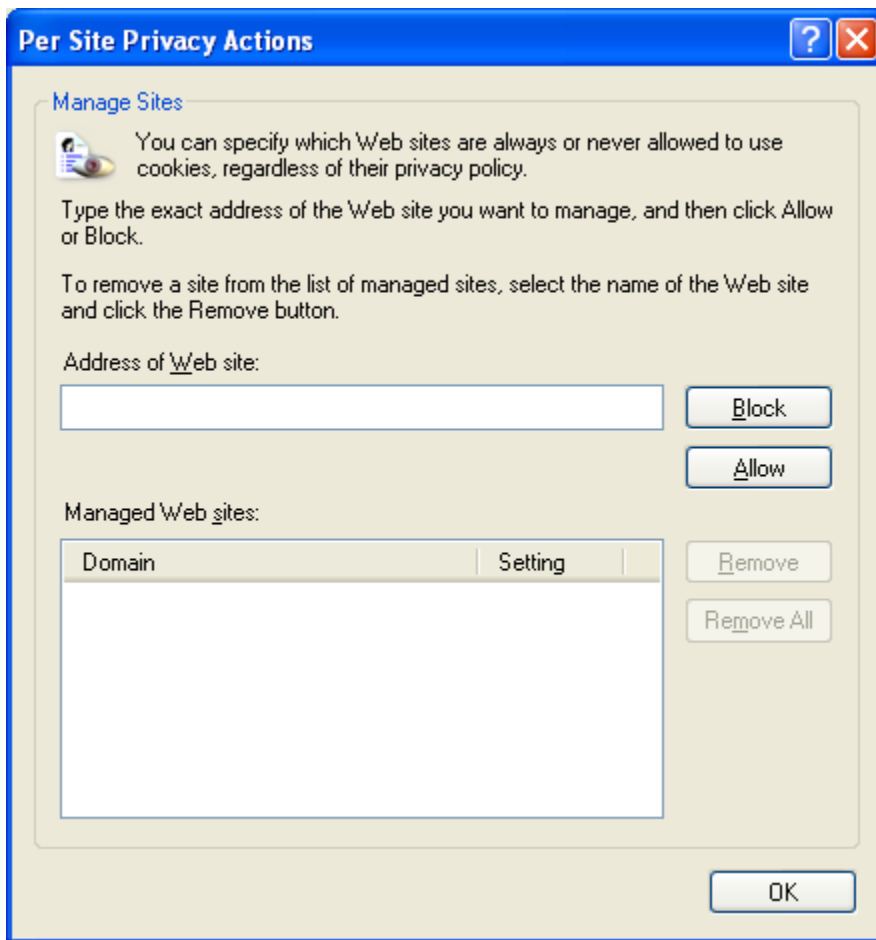
Troubleshooting

Service 24/7 has features that take full advantage of Microsoft's web browser, Internet Explorer. With the understandable and critical concern that users of the Internet have on security Microsoft has added a number of features to Internet Explorer and to Windows XP that enhance your security. Some of these settings however can prevent key business applications like Service 24/7 from functioning properly. Fortunately, Microsoft has also implemented methods that will allow you to "trust" certain web sites.

Cookies

In order to use Service 24/7 you must allow cookies. Cookies are used by the Internet programs and websites to save information about that site while you are visiting. Some people restrict the use of cookies on their workstation.   If you are restricting cookies on your workstation, it is possible to allow them from certain websites, like Service 24/7. To adjust the cookies you allow, open Internet Explorer and select Tools > Internet Options. The following screen will appear after you click on the Privacy tab:
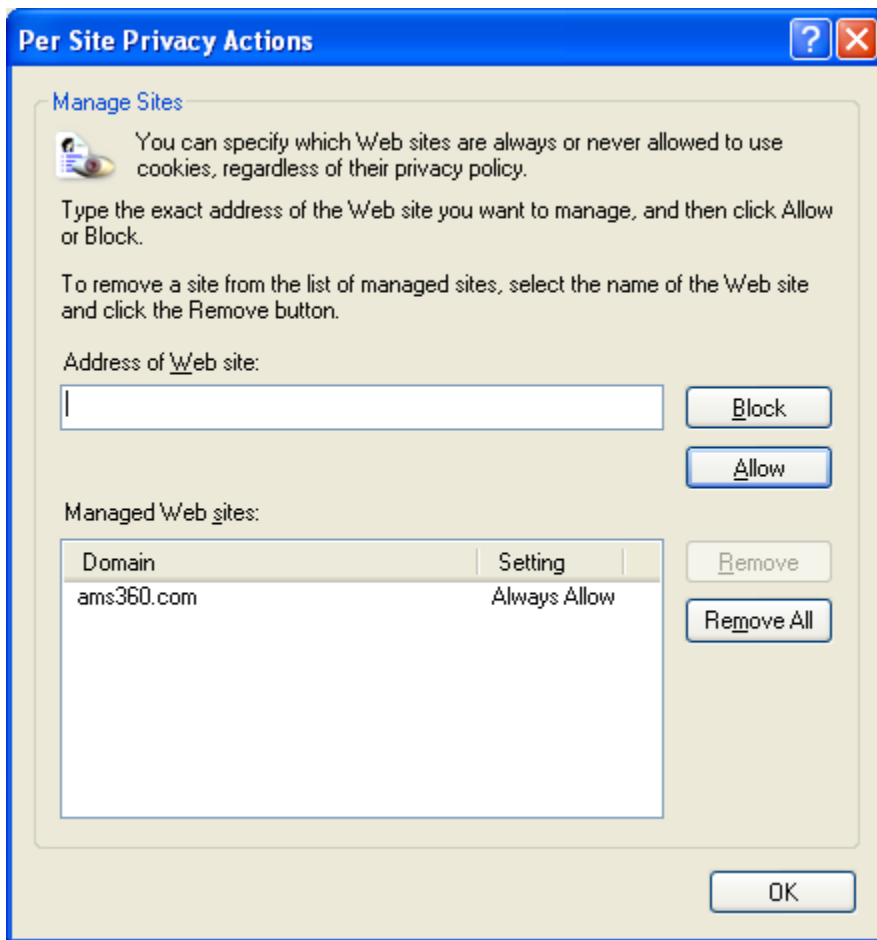
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Click on the Edit button toward the bottom of the screen in the Web Sites section. The following screen appears:

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In the *Address of the Web Site* field, type *ams360.com.* Click on the Allow button. When completed, you screen should look like this:


Click on Ok to save the information, then on Ok to close the Internet Options screen.

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Pop-up blocker

As part of Service Pack 2, Microsoft has added the Internet Explorer Pop-up Blocker program. There are a number of areas in Service 24/7 that will be blocked unless action is taken as the Pop-up blocker is enabled by default. To configure the Internet Explorer Popup Blocker to allow pop-ups from Service 24/7, open Internet Explorer and click Tools > Pop-up Blocker > Pop-Up Blocker Settings. The following screen will appear:
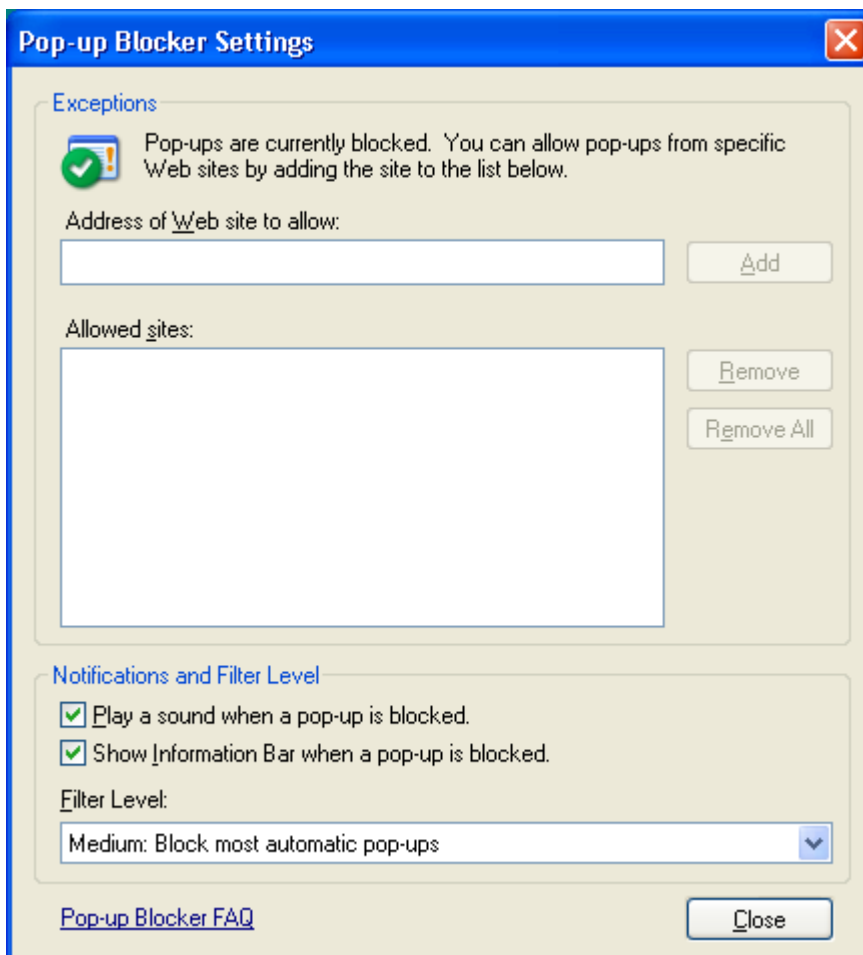
In the *Address of Web site to allow* field, type *ams360.com* and click
on the Add button. When complete, the screen should look like this:
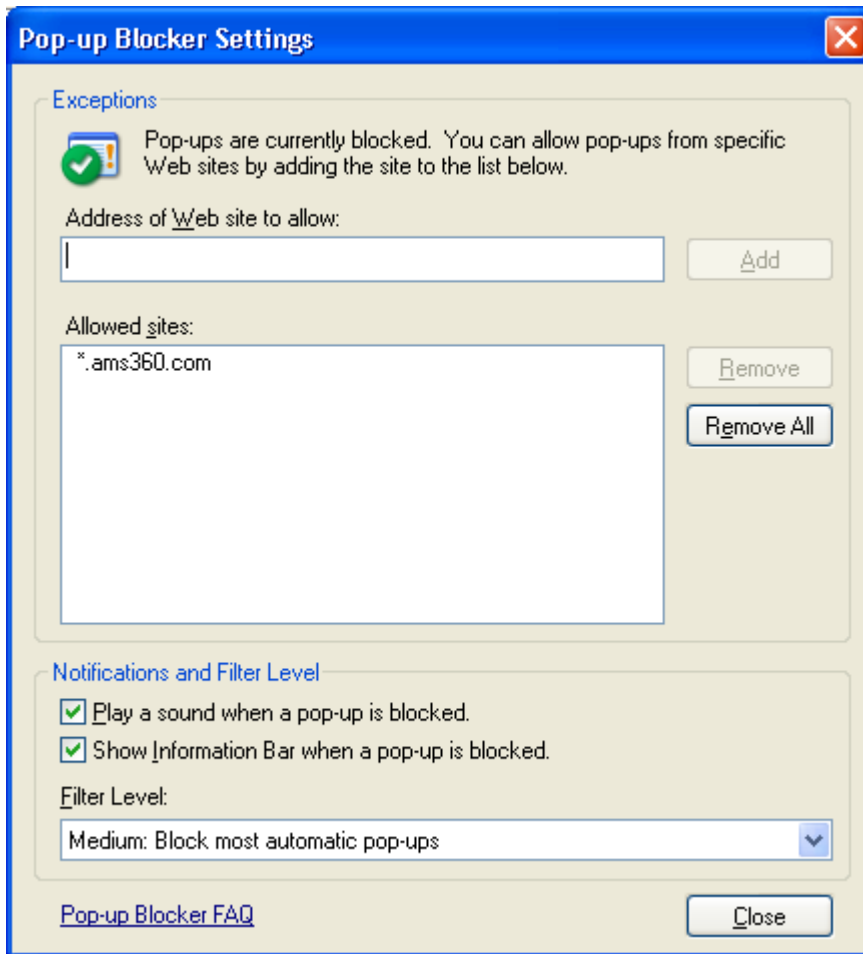
Just click the Close button to save this information.

Firewall software

Another potential issue involves the use of software or hardware
firewalls. Any of these devices (including the free one that was
installed with Windows XP Service Pack 2) can block particular web
sites if you wish. They generally will not do so without your input, but
if you have problems reaching the Service 24/7 web site, you should
check your firewall to be sure it is not blocking the ams360.com web
site. Each of these products is different, so screen images are not
really possible. Please review your owners or user manual for your
firewall product if you continue to have difficulties.

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