



Allen Insurance

g r o u p

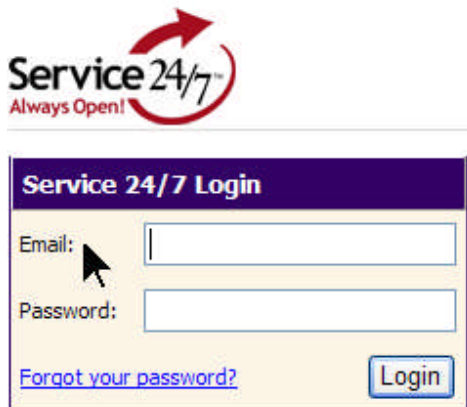
Service 24/7

Insured Access Guide

Certificates of insurance provide proof of coverage to your lessees and our certificate system is available 24/7/365 via the internet. Your certificates are always just a click away. You can add new certificate holders or view past certificates you have issued. All of the information you add is saved to our database for future viewing.

Access our web site using the **URL** <http://www.allenins.com>. Click on the **Client Access** button to connect to Service 24/7.

You will need to enter your Email Address and Password assigned to you by your CSR. 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.



The image shows the Service 24/7 logo at the top left, featuring a red arrow and the text "Service 24/7 Always Open!". Below the logo is a login form with a purple header that reads "Service 24/7 Login". The form contains two input fields: "Email:" and "Password:". A mouse cursor is pointing at the "Email:" field. Below the "Password:" field is a blue link that says "Forgot your password?". At the bottom right of the form is a blue button labeled "Login".

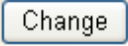
From the '**Welcome Menu**', select the feature that you want to use.

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. 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.

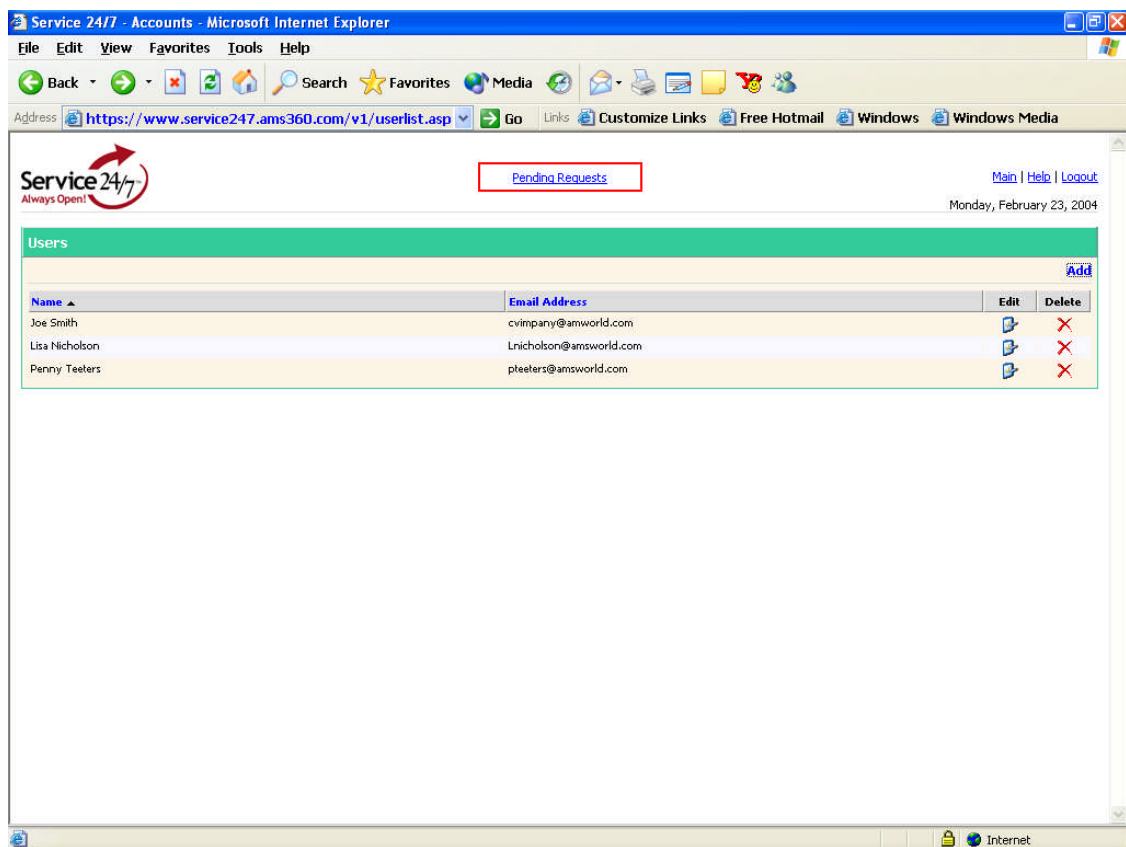
To change your password, do the following:

- Complete all fields to successfully change the password.

Field	What is this?
Old Password	Type your old password. <ul style="list-style-type: none">• 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  button. A message displays confirming that the password was successfully changed.







Manage Users

If you have been given permission by Allen Insurance Group, 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. This option gives you the ability to have an unlimited number of users who can print certificates of insurance for your customers on demand.



The screenshot shows a Microsoft Internet Explorer browser window displaying the Service 24/7 user management interface. The address bar shows the URL <https://www.service247.ams360.com/v1/userlist.asp>. The page features the Service 24/7 logo with the tagline "Always Open!" and a "Pending Requests" link highlighted with a red box. A navigation menu includes "Main | Help | Logout" and the date "Monday, February 23, 2004".

The main content area is titled "Users" and contains a table with the following data:

Name	Email Address	Edit	Delete
Joe Smith	cvimpany@amworld.com		
Lisa Nicholson	lnicholson@amsworld.com		
Penny Teeters	pteeters@amsworld.com		

Certificates of Insurance

From the **Welcome** web page, click **View/Print Certificates of Insurance** to open the web page. You may have more than one certificate depending on the coverage you purchased. Make sure you choose the correct certificate before adding your new lessee/holder.

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 lessee/holder you will click on the "Add Holder" link. You are the master policy holder and all of your lessees will be certificate holders under your policy.

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.

The following dialog will display, complete the lessee/holder's basic information requested. In order to enter information into the "Description of Operations" field, you will have to uncheck the box next to "Same as Master Description".

Under the "Description of operations" field you should specify the coverage your lessee/holder purchased if they purchased the property coverage (i.e, the amount of coverage on the container purchased). It would also be advisable to list the **lease number** and **unit number** here for future reference.


In the Written Notice field, always type **"NA"** since no notices will be mailed to the client regarding cancellation of the policy.

If you run out of room under the description of operations, you can use the "additional information or remarks" section to enter more information. When you have entered all of the requested information, click on **"Send"**. Your holder has now been added. The next step is to print the certificate holder a certificate of insurance.

The screenshot shows a web browser window titled "Service 24/7 - Add Certificate Holder - Windows Internet Explorer". The address bar shows the URL: <https://www.service247.ams360.com/v2.0.4511.1801/AddHolder.aspx?CrtId=4d9c459f-0732-4ab9-9d26-49698e483c>. The page header includes the Service 24/7 logo and navigation links for Main, Help, and Logout. The main content area is titled "Add Certificate Holder" and contains the following form fields:

- Certificate #: 08-09 Master
- Certificate Issue Date: *Date Issued: 12/17/2008
- Written Notice: # of Days: NA
- Select Holder: (dropdown menu)
- *Holder Name: (text input)
- Contact: (text input)
- Address: (text input)
- City: (text input)
- State: (dropdown menu)
- Zip: (text input)
- Email: (text input)
- Fax: (text input)
- Ext: (text input)
- Same As Master Description
- Description of Operations: (text area)
- Additional Information or Remarks: (text area)

At the bottom of the form, there is a red asterisk indicating required fields. The browser's taskbar shows several open applications, including Microsoft Office, Allen Insur..., and Service 24/7. The system tray shows the time as 11:41 AM on Wednesday, December 17, 2008.

To print a certificate of insurance for your new certificate holder, click on the  to expand & display the list of certificate holders for your 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

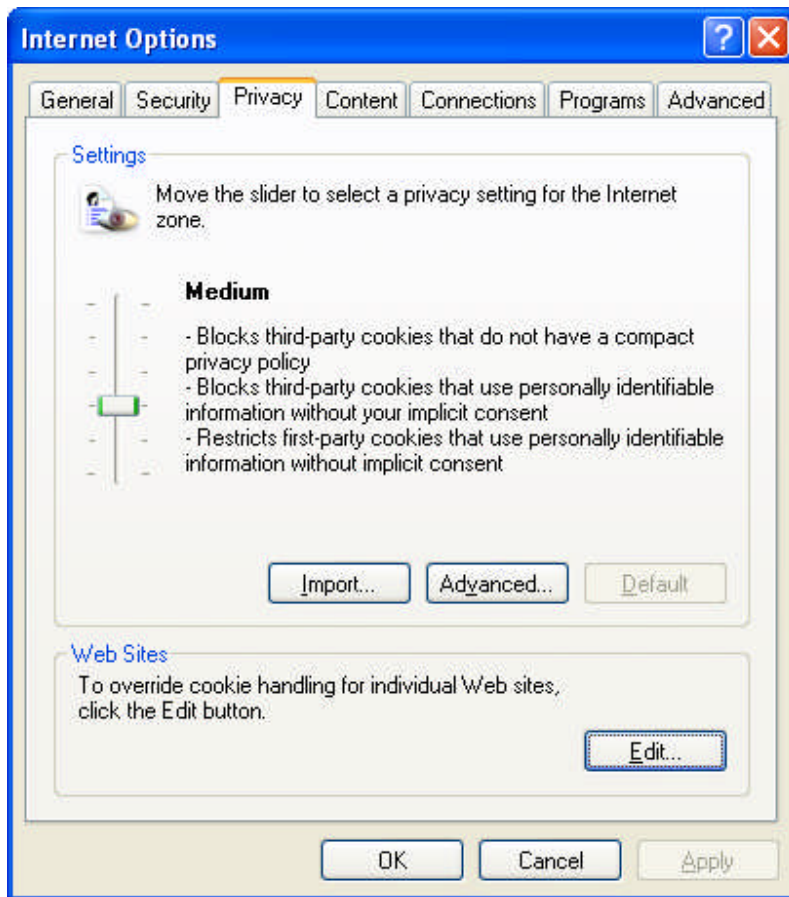
Please refresh page to see any new Certificates.

Troubleshooting

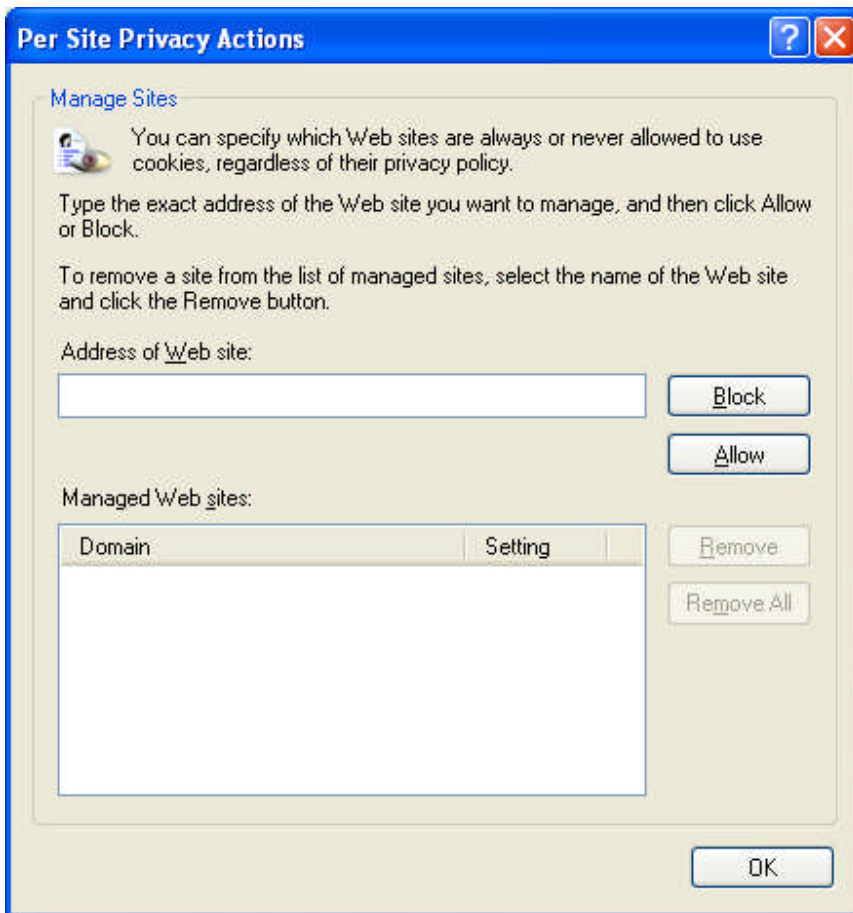
Service 24/7 has features that take full advantage of Microsoft's web browser, Internet Explorer. With the understandable and critical concern that users of the Internet have on security Microsoft has added a number of features to Internet Explorer and to Windows XP that enhance your security. Some of 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

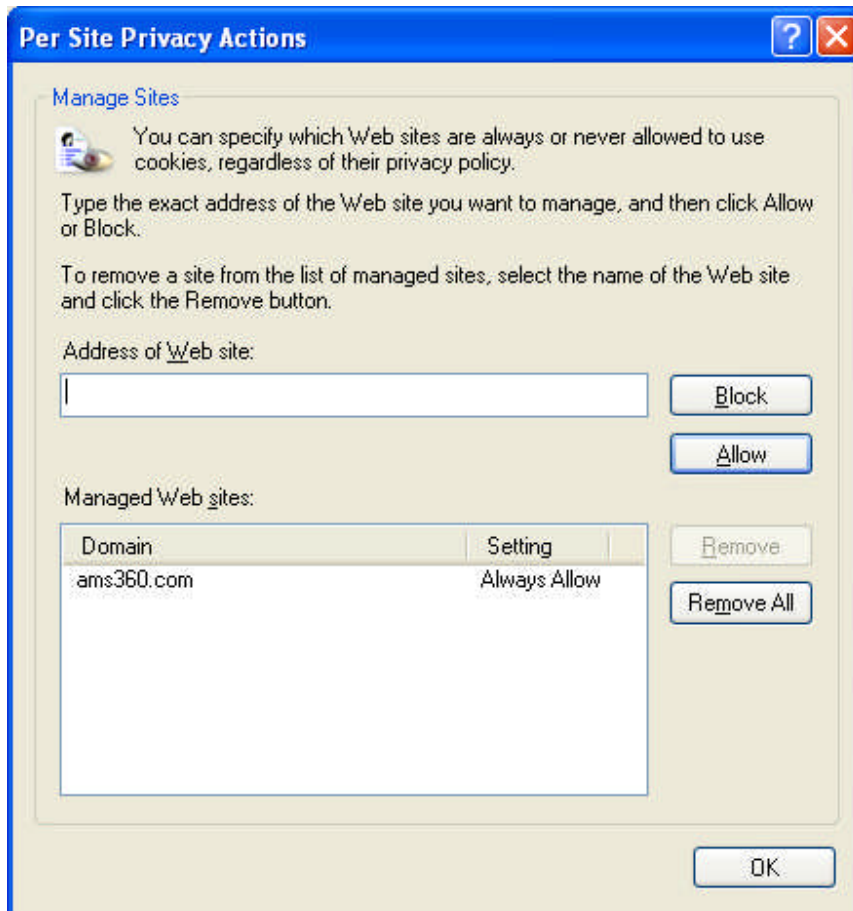
In order to use Service 24/7 you must allow cookies. Cookies are used by the Internet programs and websites to save information about that site while you are visiting. Some people restrict the use of cookies on their workstation. If you are restricting cookies on your workstation, it is possible to allow 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:



Click on the Edit button toward the bottom of the screen in the Web Sites section. The following screen appears:



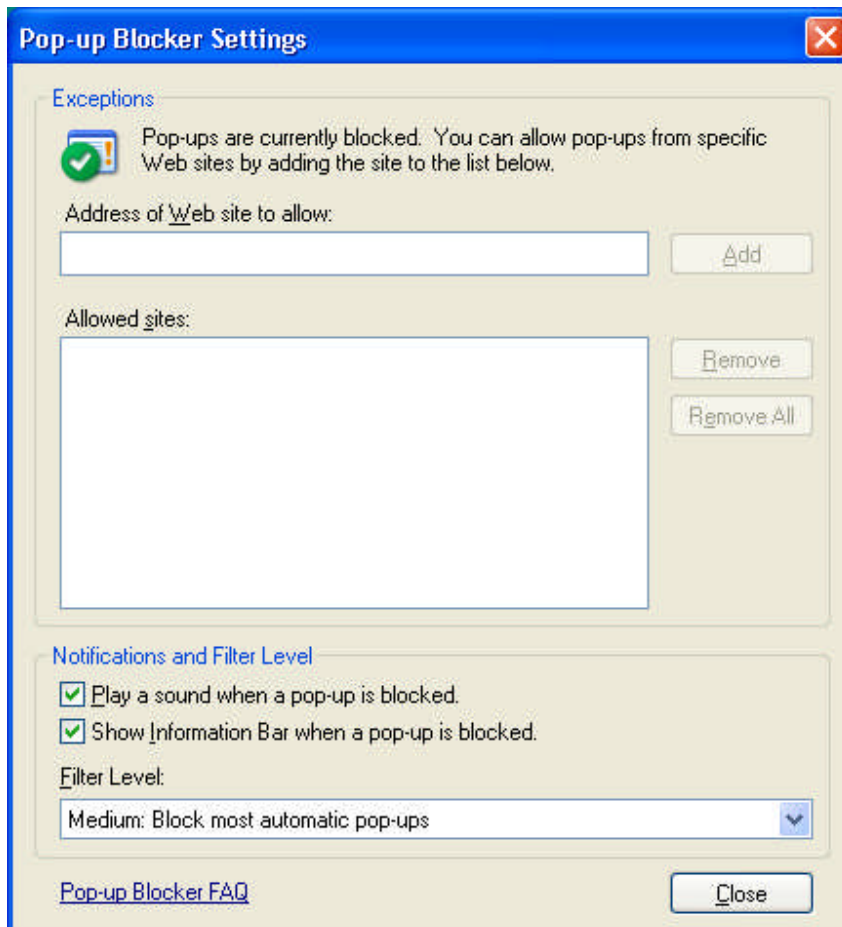
In the *Address of the Web Site* field, type *ams360.com*. Click on the Allow button. When completed, your screen should look like this:



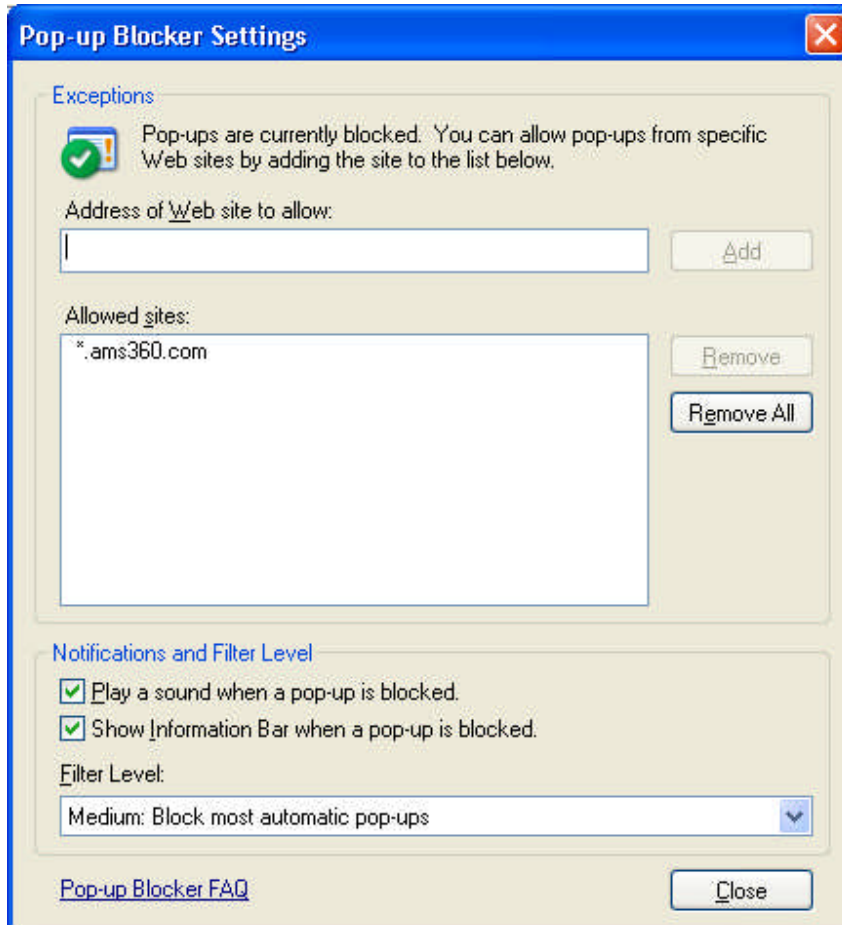
Click on Ok to save the information, then on Ok to close the Internet Options screen.

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 Pop-up 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.