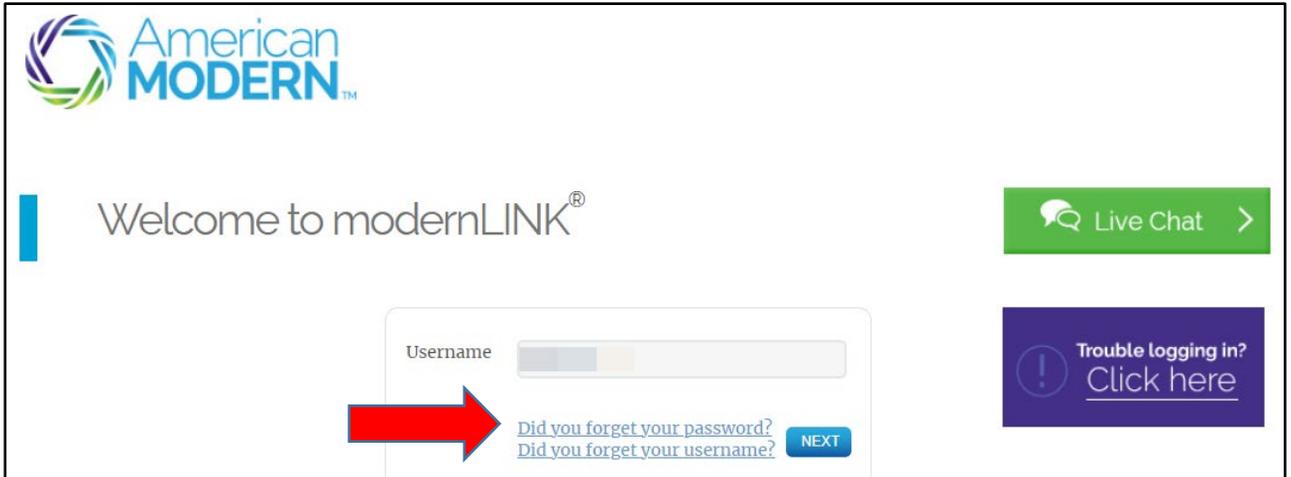


# AMsuite<sup>®</sup>

## Resetting a Password

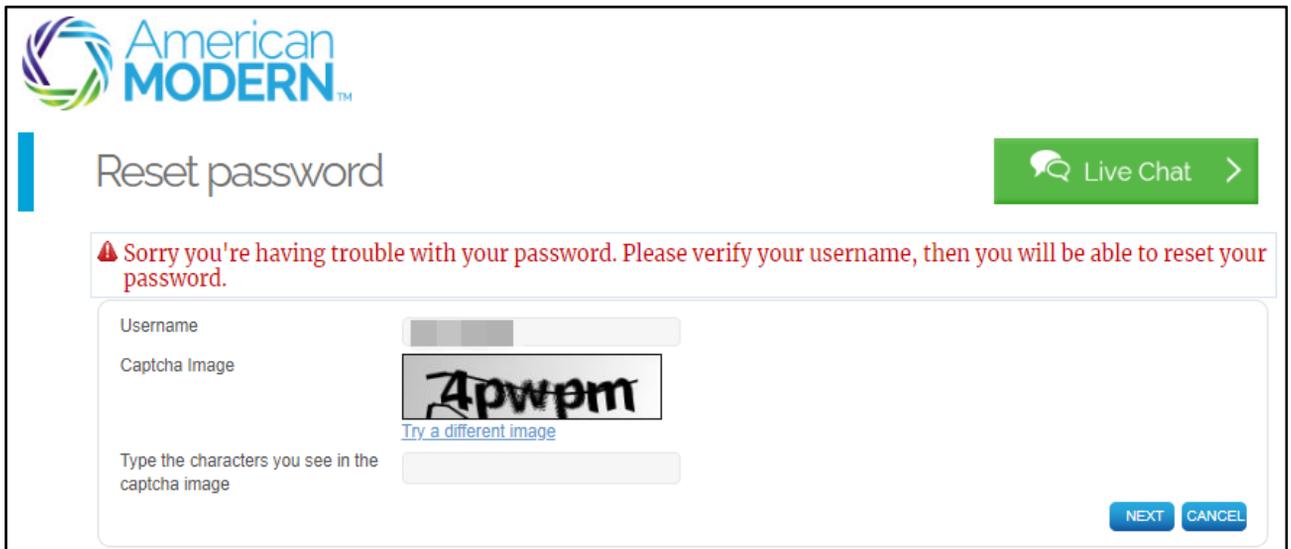
The following pages will show how to reset a password

- 1 Click on the hyperlink of **“Did you forget your password?”**

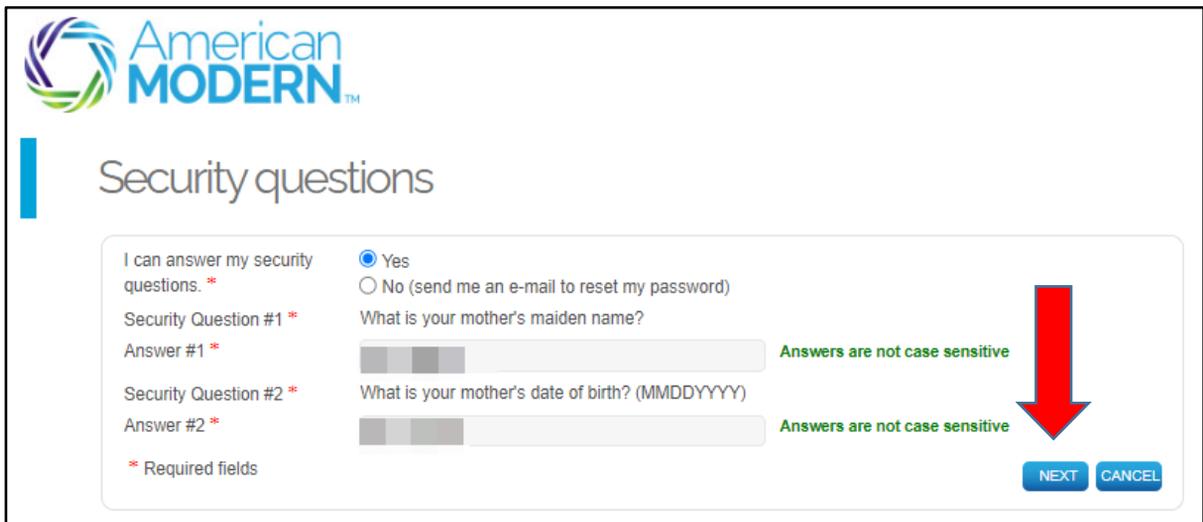


The reset link is single click and can only be used one-time per reset email.

- 2 Enter your username and enter the captcha image information. Select **NEXT**.



- 3 The next page is security questions. You can leave the answer as “yes” then answer the two security questions. After answering both, select **NEXT**



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## Security questions

I can answer my security questions. \*  Yes  No (send me an e-mail to reset my password)

Security Question #1 \* What is your mother's maiden name? Answers are not case sensitive

Answer #1 \*

Security Question #2 \* What is your mother's date of birth? (MMDDYYYY) Answers are not case sensitive

Answer #2 \*

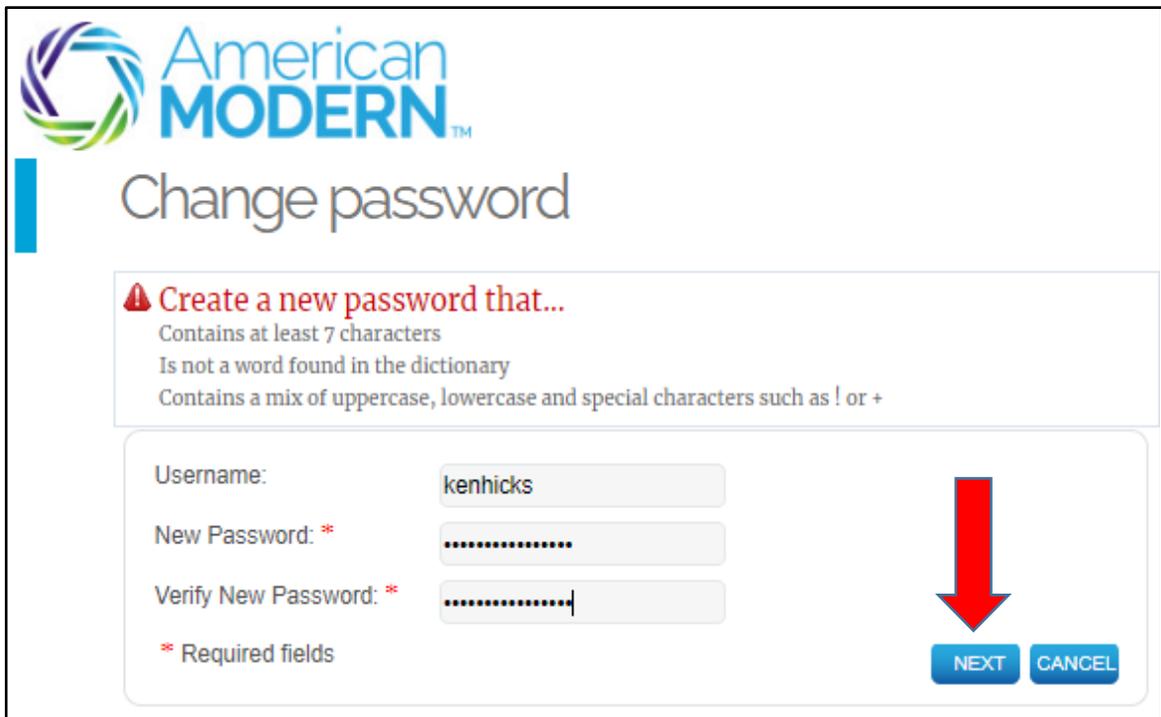
\* Required fields

**NEXT** **CANCEL**

If you cannot answer your security questions, you have two options;

- 1.. Choose “No” and Select **NEXT** and an email will be sent to the email address we have on file for you which walks you through resetting up the password.
2. Go to the following link to reset your security question:  
[https://amsuite.amig.com/eidp/error\\_help.jsp](https://amsuite.amig.com/eidp/error_help.jsp)

- 4 If the answers are accepted, it will take you to this next screen, where you will be able to enter a new password. Select **NEXT**.



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## Change password

 **Create a new password that...**  
Contains at least 7 characters  
Is not a word found in the dictionary  
Contains a mix of uppercase, lowercase and special characters such as ! or +

Username:

New Password: \*

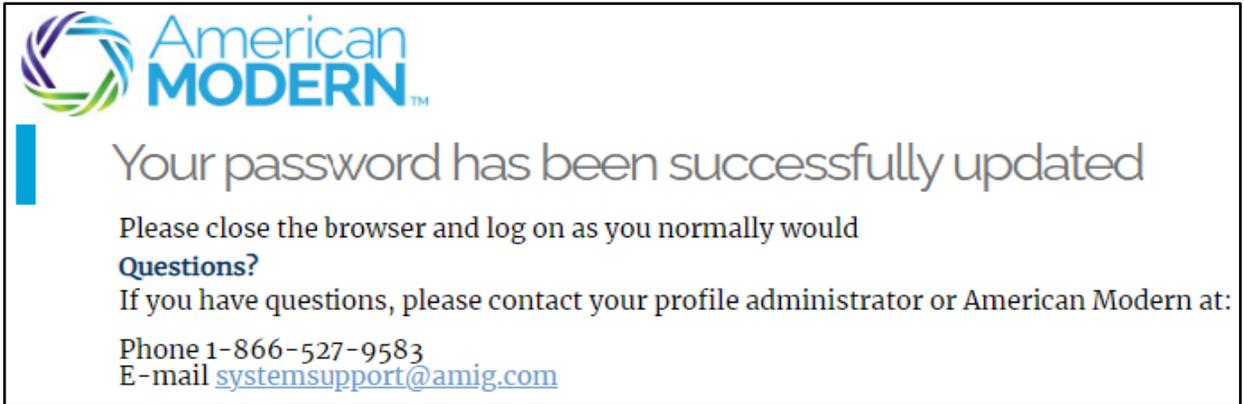
Verify New Password: \*

\* Required fields

**NEXT** **CANCEL**

### Hints and tips: Create a new password that...

- *New Password must contain at least 7 characters*
- *Is not a word found in the dictionary*
- *Contains a mix of uppercase, lowercase and special characters such as ! or \**



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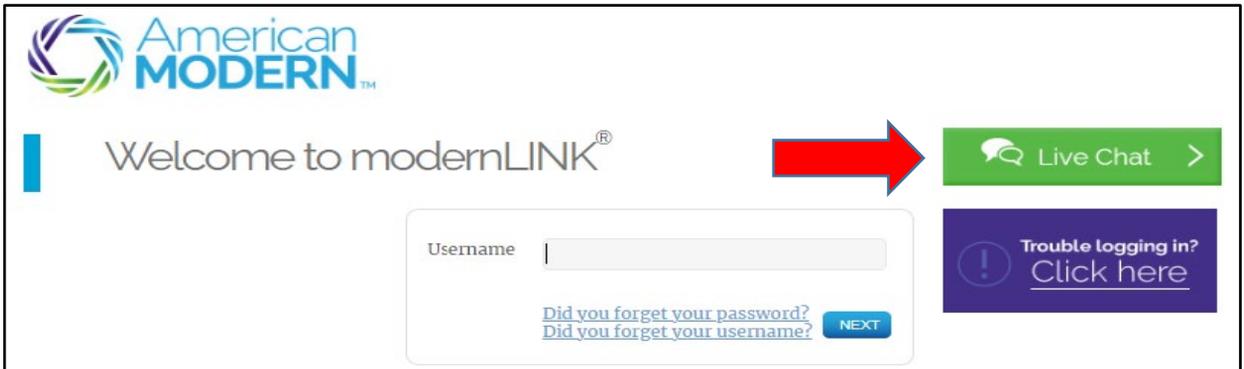
Your password has been successfully updated

Please close the browser and log on as you normally would

**Questions?**  
If you have questions, please contact your profile administrator or American Modern at:

Phone 1-866-527-9583  
E-mail [systemsupport@amig.com](mailto:systemsupport@amig.com)

If you have any questions, please select the “**Live Chat**” option on the modernLINK login page. System Support can be contacted at: e-mail [systemsupport@amig.com](mailto:systemsupport@amig.com) or vmail at 866-527-9583 with a callback within 1 hour.



**American MODERN™**

Welcome to modernLINK®

Username

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

If after you change the password and it says incorrect login:

- A. Clear Cookies
- B. Delete Favorite link
  1. Right click on the link in your favorites bar or list and delete your modernLINK favorite url
  2. Type [amsuite.amig.com](http://amsuite.amig.com) in url and re-save it as a favorite before you log in again

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