

Service 24/7

Insured Access Guide

[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. <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 <input type="button" value="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.

Service 24/7 Accounts - Microsoft Internet Explorer

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Address <https://www.service247.com/v1/userlist.asp> Go

Service 24/7 Always Open Pending Requests

Man | Help | Logout

Monday, February 23, 2004

Users

Add

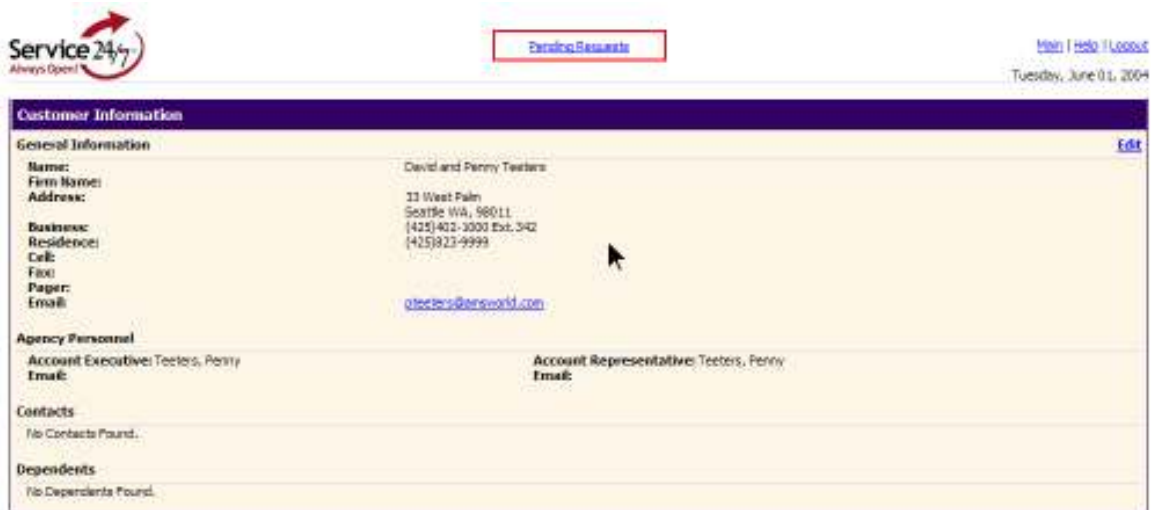
Name	Email Address	Edit	Delete
Joe Smith	joesmith@aneworld.com		
Lisa Nicholson	liaholson@aneworld.com		
Penny Tufers	ptufers@aneworld.com		

Internet

Customer

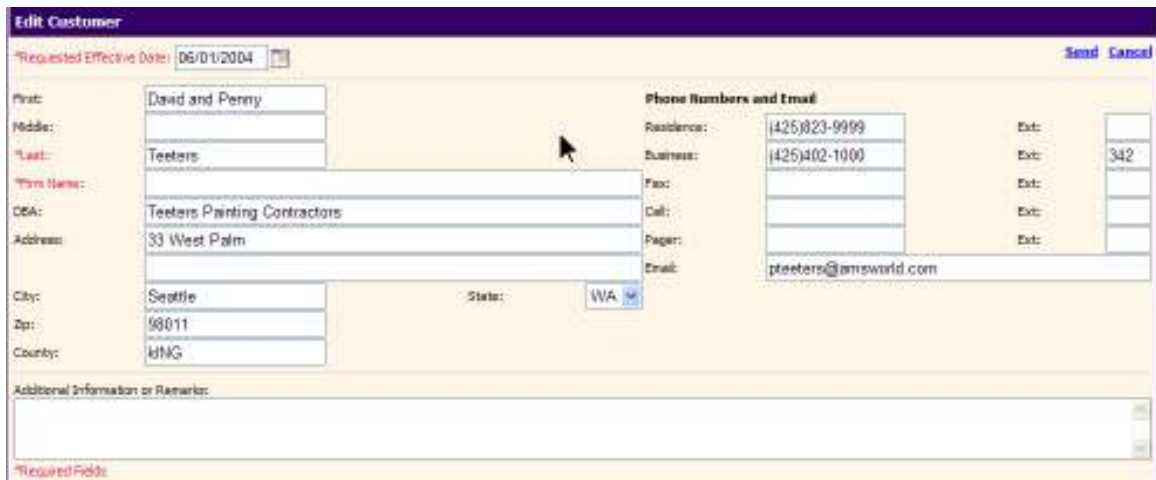
From the '**Customer Menu**', you can view your account information.

Click **Edit**



The screenshot shows a web application interface. At the top left is the 'Service 24/7' logo with the tagline 'Always Open!'. In the top center is a 'Printing Requests' button. At the top right are links for 'Home | Help | Logout' and the date 'Tuesday, June 01, 2004'. The main content area is titled 'Customer Information' and contains several sections: 'General Information' with fields for Name (David and Penny Teeters), Firm Name, Address (33 West Palm, Seattle WA, 98011, (425)402-3000 Ext. 342, (425)823-9999), Business, Residence, Cell, Fax, Pager, and Email (pteeters@amsworld.com); 'Agency Personnel' with Account Executive (Teeters, Penny) and Account Representative (Teeters, Penny); 'Contacts' (No Contacts Found); and 'Dependents' (No Dependents Found). An 'Edit' link is visible in the top right corner of the 'General Information' section.

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.




The screenshot shows the 'Edit Customer' form. At the top left is the title 'Edit Customer' and a 'Requested Effective Date' field set to '06/01/2004'. At the top right are 'Send' and 'Cancel' buttons. The form is divided into several sections: 'First' (David and Penny), 'Middle', 'Last' (Teeters), 'Firm Name', 'DBA' (Teeters Printing Contractors), 'Address' (33 West Palm), 'City' (Seattle), 'State' (WA), 'Zip' (98011), and 'County' (KING). The 'Phone Numbers and Email' section includes fields for Residence (425)823-9999, Business (425)402-1000, Fax, Cell, Pager, and Email (pteeters@amsworld.com). At the bottom is a large text area for 'Additional Information or Remarks' with a 'Required Fields' indicator at the bottom left.

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.



Service 24/7
Always Open!

Pending Requests

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Tuesday, June 01, 2004

Select a Policy

Previous Next

Effective	Expiration	Policy #	Policy Type	Company	Total Cost of Insurance
03/25/2004	03/25/2005	BUSINESS AUTO	Business Auto	Aetna	0.00
04/01/2004	04/01/2005	GENERAL LIABILITY	General Liability	Aetna	0.00

Note: Current list of policies are based on 05/01/2004. This list will not include Cancelled, Non-renewed or Future Dated Policies.

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



Policy Detail

Policy Information

Policy # 725-12345
 Effective Date 03/25/2004
 Expiration Date 03/25/2005
 Policy Type BUSINESS AUTO
 Company Aetna
 Total Cost of Insurance 0.00

Policy Description



Description General Liability
 Location 1234 Main St
 Address 1234 Main St
 City New York
 State NY
 Zip 10001
 Country USA

Policy Terms

Terms 12/31/2004
 Conditions 12/31/2004
 Endorsements 12/31/2004

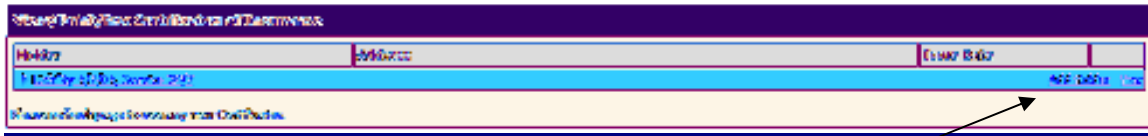
Policy History

History 12/31/2004
 Status 12/31/2004
 Action 12/31/2004

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.



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

Master Certificate Release	What is this?
Home	Click this link to return and display the Home for the certificate.
Certificate Details	The certificate page is a link that you can use to open the Master Certificate in a grid view.
Description	If your business already has a description for the certificate it appears below details following the certificate number. Use this option to modify the certificate.
Print	The Print option allows the certificate view link changed to print.
Add Holder	Click this link to open the Add Certificate Holder page where you can add a holder to the selected certificate.
View	Click this link to open the View Certificate page so you can view the form for the certificate you enter.

Automobile ID Cards

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

State	Vehicle Information	
00001	2000 Isuzu Trooper, 3434938493489384393	Print
00002	1998 Peterbilt, Tractor, FK20202459262450	Print
00003	1998 Ford Focus, 3434343434343434	Print
00004	2000 Isuzu Trooper, 3434938493489384393	Print
00005	2000 Isuzu Trooper, 3434938493489384393	Print
00006	2000 Isuzu Trooper, 3434938493489384393	Print
00007	1998 Ford Focus, 3434343434343434	Print
00008	1998 Ford Focus, 3434343434343434	Print
00009	1998 Ford Focus, 3434343434343434	Print
00010	1998 Ford Focus, 3434343434343434	Print
00011	1998 Ford Focus, 3434343434343434	Print
00012	1998 Ford Focus, 3434343434343434	Print

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.

Fleet

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

* State:

* Form:

Name on Card:

Name on Policy

Primary Driver

DBA Name

Co-Insured On Policy


Address on Card:

My Address

Garage Address

Policy Address

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.

Report New Claim

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

The screenshot shows a web form titled "Report New Claim" with a purple header. At the top left, there is a field for "Requested Effective Date" with the value "09/01/2004" and a calendar icon. To the right are "Send" and "Cancel" buttons. Below this, a message states: "In order to report a claim to your Insurance Carrier we will need the following information:".

The form contains several sections:

- *What date did your loss occur:** A date input field and a "Time:" input field.
- What caused your loss:** A dropdown menu.
- What (if any) Authority was Contacted (Police, Fire Department, etc):** A text input field.
- Please provide a report, ticket or case number if one was given by authority:** A text input field.
- What was the location of the loss:** A text input field.
- Which of the following best describes your loss:** A group of five checkboxes:
 - Loss to Business Vehicle
 - Loss to a Business Property
 - Liability Loss
 - Loss to Personal Vehicle or Watercraft
 - Loss to a Personal Property
 - Workers Compensation Loss
- Description of Loss:** A large text area with a scroll bar.
- Additional Information or Remarks:** A large text area with a scroll bar.

At the bottom left, there is a red asterisk and the text "Required Fields".

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	<p>Enter where your loss or accident occurred; include street names, addresses, and nearest cross street.</p> <ul style="list-style-type: none"> • 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.

[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:



[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

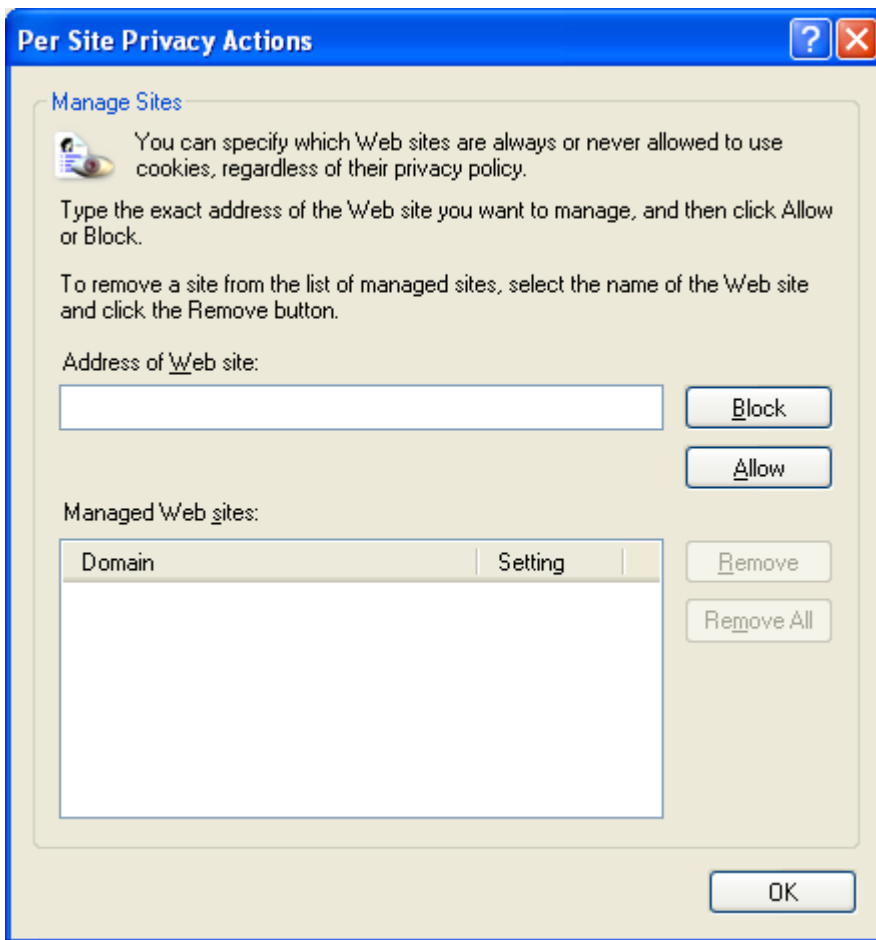
Service 24/7 has features that take full advantage of Microsoft's web browser, Internet Explorer. With the understandable and critical concern that users of the Internet have on security Microsoft has added a number of features to Internet Explorer and to Windows XP that enhance your security. Some of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

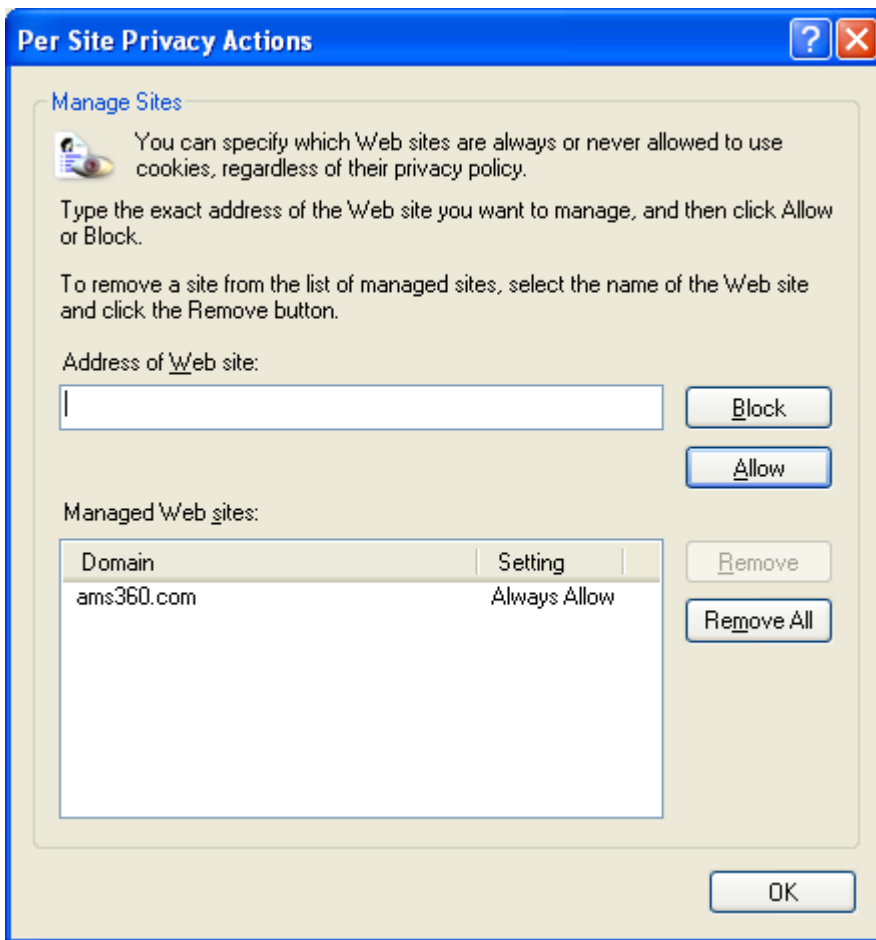
In order to use Service 24/7 you must allow cookies. Cookies are used by the Internet programs and websites to save information about that site while you are visiting. Some people restrict the use of cookies on their workstation. If you are restricting cookies on your workstation, it is possible to allow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



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



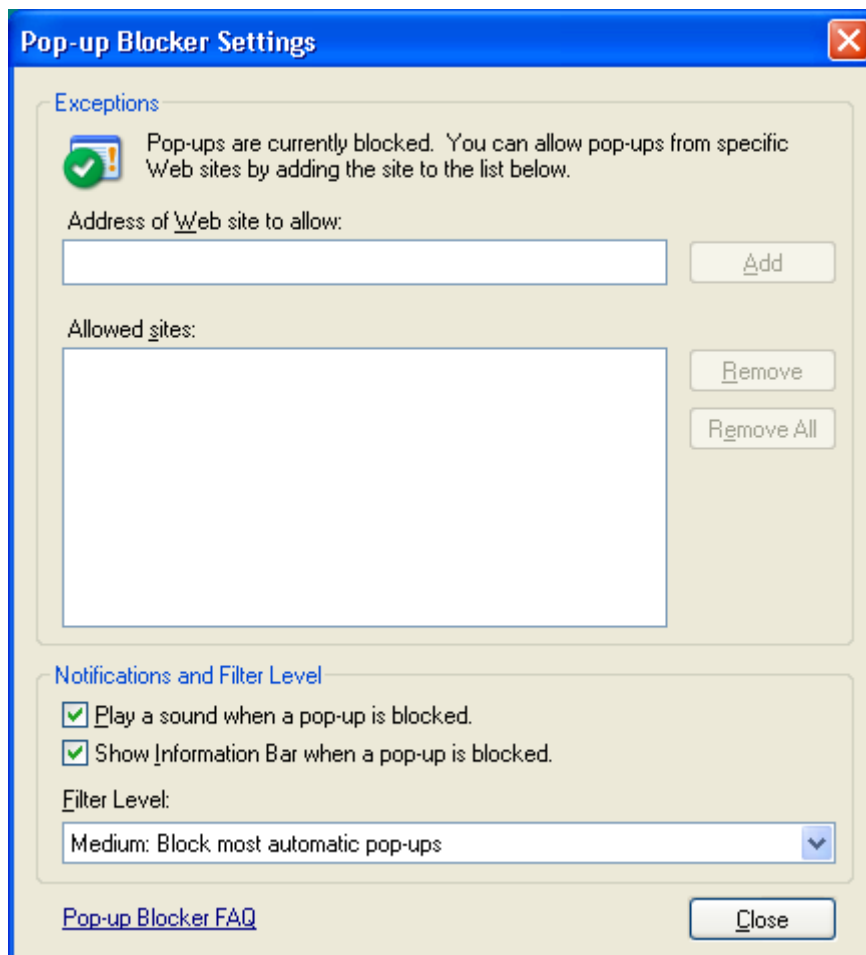
In the *Address of the Web Site* field, type *ams360.com*. Click on the Allow button. When completed, your screen should look like this:



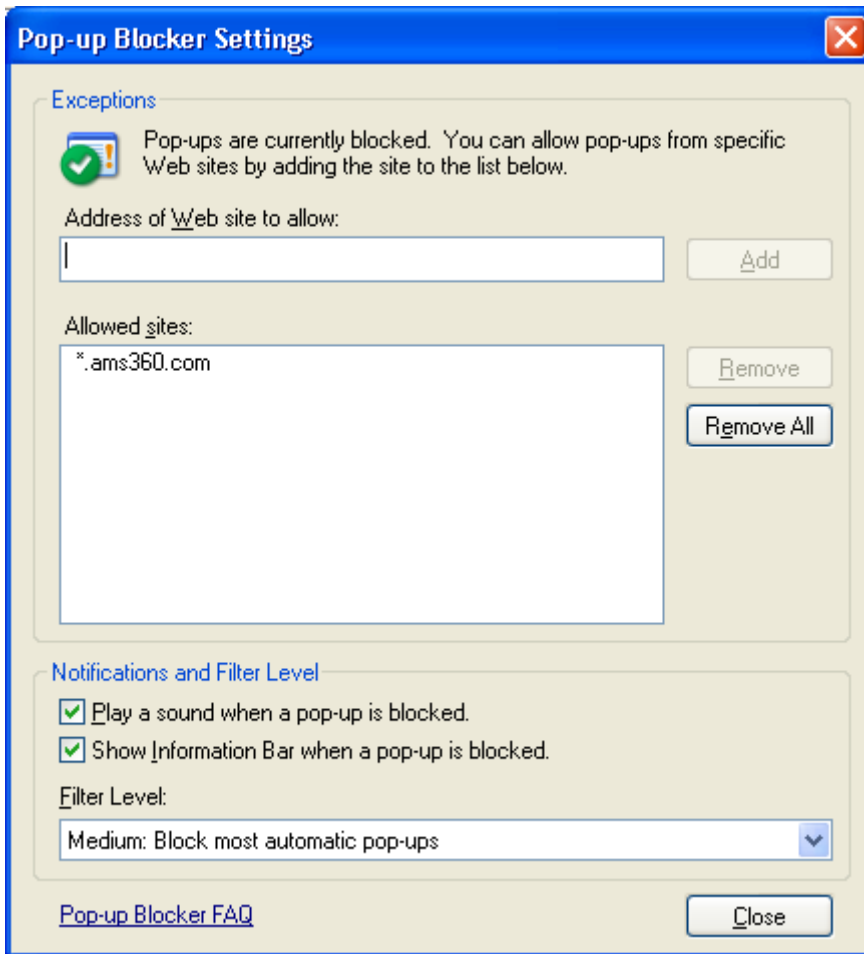
Click on Ok to save the information, then on Ok to close the Internet Options screen.

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.