

## Transamerica Agent Resource Center, Website Login Changes:

Starting on 10/13/19 the Agent Resource Center will have updated security features, which include Multi-Factor Authentication. This type of login process is similar to what many banks and online financial institutions use to verify a person's identity in using 'validation codes'.

### **Before We Begin**

The website will also require every appointed agent to use their full agent number in order to login. The full agent number is simply their current agent writing number with zeros added on the front of it, completing 10-digits total.

#### **Example of a full agent number:**

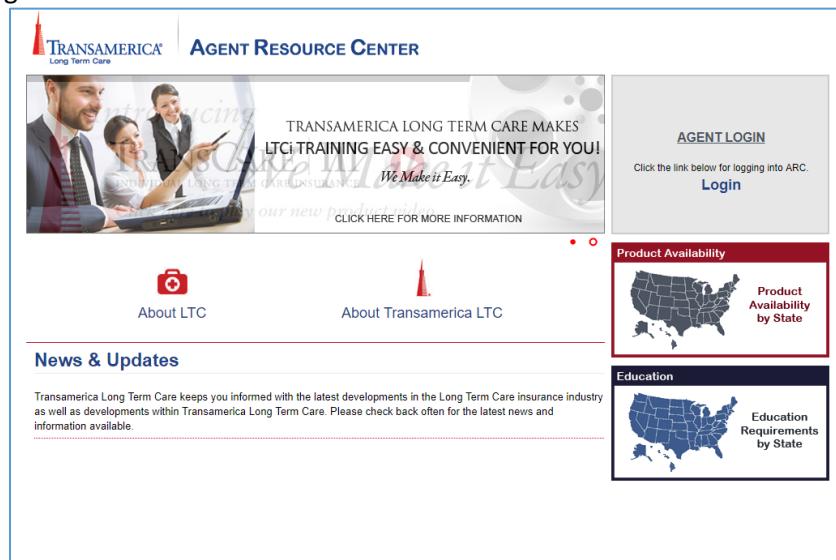
If your agent number is **970000**, then your full agent number is **0000970000**.

10 digits long

On the other hand, for those who are not appointed agents and are using Field Administrator accounts on our website will not need to add extra zeros onto their user login. Field Administrator accounts can be distinguished because they are all created by a managing life insurance agent themselves in the Agent Resource Center (ARC) Website under the 'My Profile' link and then 'Manage my office'.

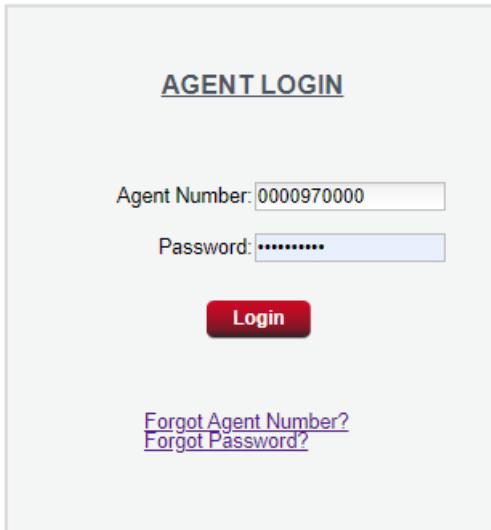
### **How to login to the website for the 1<sup>st</sup> time**

Step 1 Click the login button



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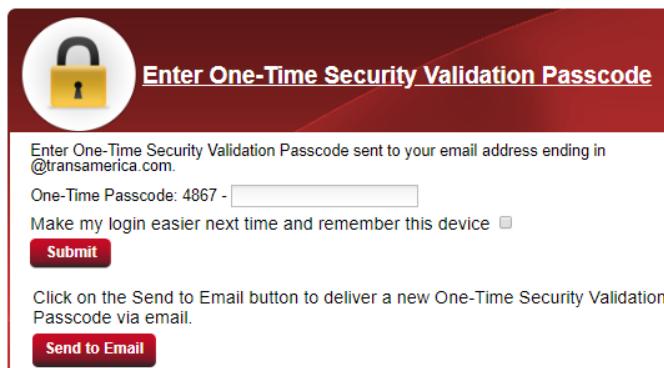
Step 2 In the next screen type in your Full 10-digit Agent number and type in the password that you last used to login. If you had previously had your computer save your password and automatically fill it in for you, this will not be displayed automatically on the site. If you cannot remember the password for the website please type in the following generic password 'Abcd1234'. Using this password will allow you to successfully go forward to Step 3.



The image shows a login form titled "AGENT LOGIN". It contains two text input fields: "Agent Number" with the value "0000970000" and "Password" with the value "\*\*\*\*\*". Below the fields is a red "Login" button. At the bottom of the form are two links: "Forgot Agent Number?" and "Forgot Password?".

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Step 3 The next page will inform you that you were sent a validation passcode to your email address on file. Please go to your email and find the passcode that Transamerica sent you. Take the **last 6 digits from the code we sent**. Type those 6 digits into the text box and click 'Submit'.



The image shows a validation passcode form titled "Enter One-Time Security Validation Passcode". It features a lock icon. The instructions say "Enter One-Time Security Validation Passcode sent to your email address ending in @transamerica.com." Below this is a text input field for "One-Time Passcode: 4867 -" and a checkbox for "Make my login easier next time and remember this device". A red "Submit" button is present. At the bottom, there is a link "Send to Email" and a note: "Click on the Send to Email button to deliver a new One-Time Security Validation Passcode via email."

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Step 4 You will be prompted to create a new password. Please be mindful of the standards for the password. In our experience, most agents experience issues on this step because they try to use a password which they have used on our website before, which is not allowed.

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Step 5 After you create a new password successfully you will get a message saying 'Your password has been reset.' Click the link below to login to the site.

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Step 6 You will be taken to the login page again. Use your full agent number and your new password to login. The website will take you afterward to the validation passcode page again. The validation code that we send will be unique, so you will have to check your email, and make sure you find the new code and type in the last 6 digits into our site.

This step also tends to cause confusion, but performing the validation code process a second time around is *normal*.

If you want to skip the One Time Validation step in the future, click on the checkbox on the Validation Passcode page next to the phrase '**Make my login easier next time and remember this device**'.

Enter One-Time Security Validation Passcode

Enter One-Time Security Validation Passcode sent to your email address ending in @transamerica.com.

One-Time Passcode: 4867 -

Make my login easier next time and remember this device

Submit

Click on the Send to Email button to deliver a new One-Time Security Validation Passcode via email.

Send to Email

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Step 7 You should be taken to the main website page where you can run quotes and view your business as usual.

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## **Frequently Asked Questions:**

### **‘What if I get the message ‘Authentication Failed’?’**

Double check the agent number and make sure you are using the correct password. You can reset your password by clicking the ‘Forgot password?’ link on the page.

You can use the ‘Forgot Agent Number?’ link on the site to have your full agent number sent to you via email as well if you prefer.

### **‘Is there a way to make the Validation Codes go to multiple people in my office, instead of just the advisor?’**

Unfortunately, only one person’s email can be used at any time to receive these validation codes. One alternative is to have the LTC agent set up a Field Administrator account on the website by click in on ‘My Profile’, then clicking on ‘Manage my Office’ at the top. This will create a new login for your Sales or Office Admins, and they can have their own User ID, Password, and their own email on the file to get into their accounts.

**'How can I fix the issue where the website says 'Password cannot be changed within 24 hours'**



This issue occurs when you change your password more than 1 time within a 24 hour period. There are two options: (1) you can wait until 24 hours has passed to click on 'Forgot your password?' (2) You can call Transamerica's LTC Technical Support during our business hours and we can temporarily remove that restriction and allow you to change the password again.

**'I am not receiving the Validation Code Emails, what could be happening?'**

There are 3 possibilities: (1) Some insurance agencies have an email firewall that automatically blocks some emails from going to their agents and our emails may be getting flagged as spam. (2) The email on the file may be an old one that is no longer in use or it may go to someone else in the organization. (3) It may be in your own spam/junk folder

In either case, check to make sure the firewall allows emails from our system 'WebHelp@transamerica.com', and check your email spam or junk folder and ask the person who usually uses this account if they have received these emails. If this does not work call Transamerica's LTC Technical Support during our business hours and we can update the email on the file, or we can add a cell phone number so that these codes can be received in that manner.

**'How do I contact Transamerica's Technical Support?'**

**Phone: 1-888-458-2786**

**Email: [asupport@aegonusa.com](mailto:asupport@aegonusa.com)**

**Hours: Monday – Friday 7:30 AM to 6:30 PM CST**