

First Time Users? Page:

This is the page users will use to sign up for an account.

First Time Users:
Please fill out the following information to set up your company and request access to the Complaint Reconciliation System.

Instructions

Company Name:

Company NAIC No.:

Email:

Password:

Re-Password:

*For multiple NAIC numbers, please separate with a comma.

Fields & Buttons

- a. **Instructions:** - For Instructions on how to signup, the user can click the instructions box to display a PDF for guidance.
- b. **Company Name:** - Users will enter their company name that they are associated with.
- c. **Company NAIC No.:** - Users will enter the NAIC number of the company they represent. If there are multiple companies/NAIC numbers, please separate with a comma.
- d. **Email:** - Users will enter the email address they would like to use to keep in contact with the department, and use as a login feature.
- e. **Password:** - Users will enter the password of their choice.
- f. **Re-Password:** - Users will enter the password from the previous field for confirmation.
- g. **Submit:** - If the form is filled out correctly, this button will send an email to the department to let them know there are pending users. If the form is not filled out correctly, an error message will appear above the surrounding box.

Error Messages

- The email you used is associated with another user. Please try again or use the "forgot password" feature!
 - o Users will receive this error if the email they entered is already in the database.
- I created the account but failed sending an email to the department.
 - o Users will receive this error if the email that was being sent to the department to notify they have register, did not get sent.

- There was an error in your data. Please make sure you filled in all the required data, you provided a valid email address and that the password fields match one another
 - o Users will receive this error if the company name, NAIC, email, or password fields are empty upon submitting. This error will also arise if the two password fields do not match, as well as when an invalid email address has been entered.

Login Page:

This is the page a user will use to log into their account to update the complaints against their company.

Please Enter your User ID and Password to Continue:

Email:

Password:

First Time User?
Forgot Your Password?

Fields & Buttons

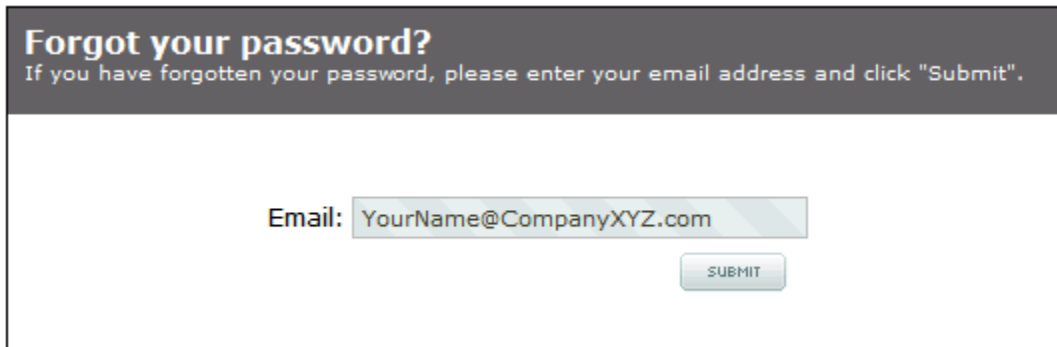
- a. **Email:** - Users will enter the email address they signed up for an account with.
- b. **Password:** - Users will enter the password they signed up for an account with, or have been assigned by the department.
- c. **First Time User?:** - Redirects to a page where users can sign up for an account.
- d. **Forgot Your Password?:** - Redirects to a page where users can request a new password if they have forgotten theirs.
- e. **Submit:** - If the form is filled out correctly, this button will redirect the user to the corresponding data for their company/companies. If the form is not filled out correctly, an error message will appear above the surrounding box.

Error Messages

- Access Denied until 'x time' because of multiple invalid login attempts.
 - o If the user tries to log in more than three times with invalid credentials, access will be denied until 30 minutes after the third attempt for that IP address.
- Your membership was not activated.
 - o Users will receive this error if they attempt to log in before the department has approved them and given them access.
- You are suspended!
 - o Users will receive this error if they have been temporarily suspended by the department.
- Login Failed. Invalid email/Password.
 - o Users will receive this error if they have entered an email address that we don't have on file, or if they enter an invalid password for the email we have for them.
- Please use both your email and password to access your account
 - o Users will receive this error if they have left one of the two fields blank when trying to log in.

Forgot Password? Page:

This is the page users will use if they forget the password they created.



Forgot your password?
If you have forgotten your password, please enter your email address and click "Submit".

Email:

SUBMIT

Fields & Buttons

- a. **Email:** - Users will enter the email address they are trying to log in with.
- b. **Submit:** - If the form is filled out correctly, this button will send an email to the user with a new password, and link to confirm their new password. Once the user has confirmed their new password, they must log in with it before they can change the password they have been given. If the form is not filled out correctly, an error message will appear above the surrounding box.

Error Messages

- Failed sending email
 - o Users will receive this error whenever the email failed to send, but a new password has been created for them.
- There is no member to match your email.
 - o Users will receive this error whenever the email address the user has entered does not match an email address the department has on file for this system.
- Invalid email!
 - o Users will receive this error whenever the email address they entered is not a valid email address.

Confirm Password Page:

This is the page users will see after they have asked for a new password, and confirmed the new password through their email they should have received. The outgoing message on this page, if run correctly should be:

Your new password has been confirmed. You login using it.

Error Messages

- The new password is already confirmed or is incorrect. Try logging in Here
 - o The user will receive this error if they have already confirmed their new password and have refreshed the page or tried to confirm it again.
- You are trying to confirm a new password for an un-existing member.
 - o The user will receive this error if the ID associated with the users email they received does not exist.