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## **Having Trouble Registering or Logging in to the AF Specialty Portal?**

Below is a list of the most common registration and log in problems identified, and their troubleshooting steps.

### **Registration Link Does Not Work**

The link is only valid for two hours. Please attempt to re-register. If you continue to have issues, please call 866-221-9640.

### **Stuck on the “I am not a robot” Page**

While trying to register, if you are caught in a loop, and are not able to move forward from the “I am not a robot” page. Click on the link sent in e-mail, then choose “New Account” link to continue with the registration process.

### **Undefined User” Message or Portal Doesn’t Load**

If you face issues logging in or if the portal doesn’t load, refresh your browser by hitting “F5” on your keyboard or by clicking the refresh button on the browser.

If you still have issues, try clearing the browser cache by following the steps below.

If you’re using Internet Explorer, visit:

<https://support.microsoft.com/en-us/help/17438/windows-internet-explorer-viewdelete-browsing-history>

For Chrome, visit: <https://support.google.com/accounts/answer/32050?hl=en>

For Firefox, visit: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

### **How long is the Self-Registration email link active?**

The self-registration link you received in the auto-generated email expires after two hours.

### **“Authentication Failed” Message**

If you receive a message stating, “Authentication Failed.” Make sure you have entered the correct User ID. If you are a policyholder, this is your email address. If you are an agent, this is the Agent ID you were provided in a welcome letter from us. If you have misplaced this information, email us at Policy@AFAssignedRisk.com or call 866-221-9640 to request your ID. If this does not correct the error, use the “Forgot Password” link on the log in page and reset your password.