

Assigned Risk Solutions Portal Registration & Multifactor Authentication Instructions

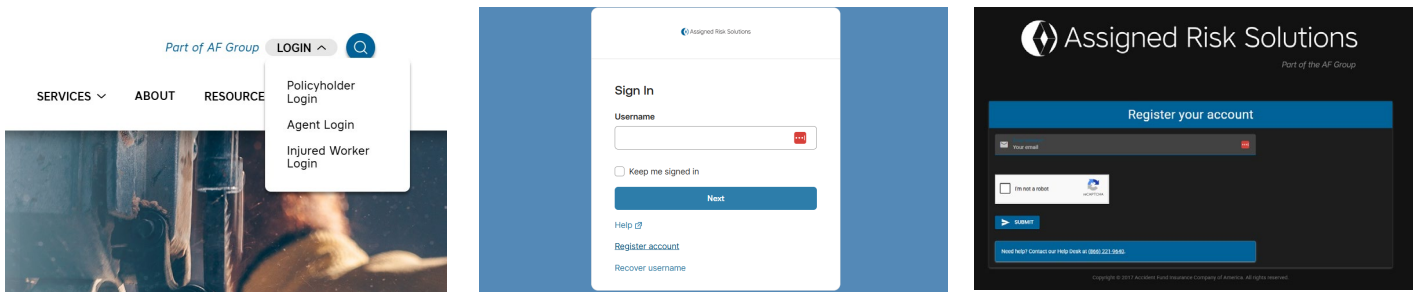
For Agents, Policyholders and Injured Workers

This guide will help you register for the Assigned Risk Solutions (ARS) portal, activate your account, set up Multifactor Authentication (MFA) and resolve common issues.

1. How to Register

Visit www.assignedrisksolutions.com

- Select **Login**
- Choose your role: **Agent, Policyholder or Injured Worker**
- Click **Register Account**
- Enter the required information exactly as it appears in your policy or claim documentation from Assigned Risk Solutions



2. Information You Will Need

Agents

- Agent ID
- Federal Employer Identification Number (FEIN)
- Agency or organization Name

Policyholders

- Policy Number
- Organization Name
- FEIN
- Policy Effective Date

Injured Workers

- Claim Number
- Social Security Number
- Date of Injury

3. Troubleshooting Registration Errors

Most registration issues occur when the information entered does not match what ARS has on file. Common causes include:

1. Uppercase vs. lowercase

All fields are case sensitive.

Example:

- ARS record: **AGENCY NAME**
- Entered: *Agency Name*

2. Punctuation differences

Include all punctuation shown in your official records.

Example:

- ARS record: **AGENCY – NAME INC.**
- Entered: *AGENCY NAME INC* (missing dash and period)

3. Spelling differences

Small spelling variations can prevent registration.

Example:

- ARS record: **AGENCY NAME**
- Entered: *AGNCY NAME* (missing “E”)

4. Policy or claim number errors

Double-check:

- Extra spaces
- Transposed digits
- Correct policy effective date
- Policy numbers begin with ARP or DAP

Error message you may see:

“We cannot validate your submission at this time.”

4. Account Activation and Password Setup

Activation email not received.

- Check your spam, junk or deleted folders
- Allow a few minutes for delivery
- If not received, call [1-866-221-9640](tel:1-866-221-9640) and choose the policy line

Activation link expiration

Links expire after **15 minutes**. If the link expires, simply restart the registration process.

Password requirements?

- At least 12 characters
- One uppercase letter
- One lowercase letter
- One number
- One symbol
- Do not include your name or username

Forgot username or password?

- Select **Recover Username** or **Forgot Password** on the login page
- Follow the prompts
- If the reset email doesn't arrive, especially after a recent password change, wait up to one hour
- If still not received, call [1-866-221-9640](tel:1-866-221-9640) and choose the policy line

5. Multifactor Authentication (MFA)

When MFA is required

- Every 14 days on the same device
- When logging in from a new device
- After logging out and back in

MFA options

- Email-based authentication (default)
 - Google Authenticator
 - Okta Verify
 - Security key or biometric authentication
-

CAPTCHA issues if you have trouble completing the “I’m not a robot” step:

- Try the challenge again
- Refresh the page

6. Common Login and Technical Issues

Not receiving ARS email

Emails are sent from no-reply@assignedrisksolutions.com

Check:

- Spam or junk folders
- Deleted folder
- Email filters or firewalls

If emails still do not arrive, call [1-866-221-9640](tel:1-866-221-9640).

Account did not migrate If the system indicates your account did not migrate, your previous account did not transfer to the new system. To continue, register again using the steps in Section 1.

7. Need Additional Help?

ARS support

Phone [1-866-221-9640](tel:1-866-221-9640) (choose the policy line)

Email: policy@assignedrisksolutions.com

When emailing support, please include:

- Policy Number
 - Agency FEIN
 - Contact information
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