

## General Frequently Asked Questions

Why can't I log in?	You must first register for your new account. To create a new account, click the " <a href="#">New User?</a> " link on the Login page and follow the prompts.
How do I reset my password?	From the <a href="#">Login Screen</a> , click "Forgot or Reset Password?" and follow the prompts. If you do not remember your username, please call APL to have your password reset.
What if I forgot my username?	If you do not remember your username, please call APL for assistance at 800-256-8606, opt 4.
What is the criteria for my password?	Your password must be at least 8 characters, including one uppercase and one lowercase letter, one number and one special character from the following: \$ @ ! % * ? &. Your password must differ from previous 6 passwords and cannot contain your username.
What is the criteria for my username?	Your username must 1-20 characters and cannot contain any of the following symbols @ [ ] ;   = " + * ? < > , / \
Why am I getting a "No user was found" error?	Make sure your Last Name and Zip Code match what's in our administrative system exactly. Be sure you include any suffix, ex: Jr., Sr., III, etc...
How do I register an account?	From the Login Screen, click the " <a href="#">New User?</a> " tab and follow the prompts.
Should I select "I am a writing agent/broker" or "I am the principal of an agency" from the list of roles on the Account Setup page?	Select <b>writing agent/broker</b> to view your production and the employer groups for which you're the Agent of Record. Select <b>principal of an agency</b> to log in as an Agency principal to view commission, if paid to an Agency, and to view downline agents.
What browser should I use to view the OSC?	Although the site is optimized for Google Chrome, the OSC supports the three latest versions of Chrome, Edge and Safari. To see what browser you are using, visit <a href="http://www.updatemybrowser.org">www.updatemybrowser.org</a>
Why can't I view my ID Card or Policy Documents?	You need to allow pop-ups or ensure they're enabled in your browser. Click the appropriate link below for your browser and follow the instructions. To see what browser you are using, visit <a href="http://www.updatemybrowser.org">www.updatemybrowser.org</a>
How do I enable pop-ups?	<a href="#">Chrome</a> <a href="#">Edge</a> <a href="#">Safari</a>