APL | FAQs

CONTACT US: **Customer Service at 800-256-8606, option 4**
Brokers or Agencies, call **Broker Resources at 866-980-7483**

General Frequently Asked Questions

Why can't I **log in**?	Be sure you create a new account. Your existing Online Service Center username and password will not work in the new OSC. To create a new account, click the "Register Here" link on the Login page, below the green "Submit" button, and follow the prompts.
How do I **reset my password**?	From the Login Screen, click "Forgot 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.
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 "Register Here" link below the green "Submit" button and follow the prompts. Or go to the page directly at https://secured.ampublic.com/#/register
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 **writing agent/broker** to view your production and the employer groups for which you're the Agent of Record. Select **principal of an agency** 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 Internet Explorer, Chrome, Firefox and Safari. To see what browser you are using, visit www.updatemybrowser.org
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 www.updatemybrowser.org Chrome Internet Explorer Safari Firefox
How do I **enable pop-ups**?	