

For optimal results, use Google Chrome or Firefox. All user types (agents, agency staff, etc.) will follow the same initial registration process for Connex.

## Click "Register for a new account" to begin.

Let's get started!  
First, create an account

First Name

Last Name

Email Address/Username

Confirm Email Address

Password

Confirm Password

REGISTER CANCEL

### 1 Create an Account

Enter your first name, last name, email address, and create a password. Click "**Register.**"

**Note:** Your email address will become your Connex username. Passwords must be at least eight characters long and include one number, one symbol, one upper case and one lower case letter.

#### Password Requirements

- ✓ At least 8 characters long.
- ✓ Include one number.
- ✓ Include one symbol. (Ex @ or # or \$).
- ✓ One upper and lower case.

Enter Activation Code

An activation code has been sent to your email address, a\*\*\*\*\*s@aig.onmicrosoft.com. Please enter the code below.

Enter Code

SUBMIT CANCEL

Resend Code

### 2 Enter Activation Code

An activation code will be sent to the email address provided. Please enter activation code and click "**Submit.**"

**Note:** You should receive the email within 2-3 minutes, and it is valid for 10 minutes. Click "**Resend Code**" if you do not receive this email.

Primary Phone Number

For additional security and to recover your password, please enter a phone number that can receive text messages.

Primary Phone Number

USA Phone Number

I consent to receive text messages at this number

+ Add another phone number

CONTINUE

### 3 Enter Primary Phone Number

For additional account security, next enter your primary phone number. Click "**Continue.**" An activation code will be sent to the mobile number provided.

**Note:** Check "I consent to receive text messages at this number" for mobile numbers only.

## 4 Enter Activation Code

Please enter activation code and click “**Submit.**”

**Note:** You should receive the text message within 2-3 minutes, and it is valid for 10 minutes. Click “**Resend Code**” if you do not receive this text message.

## 5 Select Security Questions

Next, select and answer three security questions, then click “**Submit.**”

**Note:** Each answer must be at least five characters long.

## 6 Add Your Book of Business

### Agents

Click on “**Add Agent Data**” from the Welcome screen or top right drop-down menu. Begin adding your agent information until all of your business is associated with your account.

### Agency Staff

Ask the agent of record or agency admin to add you as a delegate on their account.

## Successful Registration

A confirmation email will be sent to the email address provided once your account is active.

## Enrollment Security

Your email address, phone number and security questions/answers allow you to protect your account, as well as access it when you’ve forgotten your password.

## Connex Support

Please call **1-800-631-5777**, choose **Option 1**, then choose **Option 5** for additional assistance.



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