

For optimal results, use Google Chrome. All user types (agents, agency staff, etc.) will follow the same initial registration process for Connex. All six steps must be completed for a successful registration.

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

For writing agents, after you receive your Welcome Letter, enter your first name, last name, email address, and create a password. For all others, enter the same information 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 mobile 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. The phone number must be a mobile number.

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 alphanumeric characters long, no space between words, no special characters.

6

Important Step: Add Your Book of Business

Note: In order to add your data and content so the correct information is available, your agent code or primary agent ID will be required.

Licensed Agents Only

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.

All Other Users

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

Note: Please allow a few minutes for your data to upload in Connex.

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 3** for additional assistance.



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