



ARBITRATION FORUMS, INC.
Membership driven. Innovation focused.

Identity Management Guide Standard User

January 2025

Identity Management Guide

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About this Guide

This guide is for existing users of AF's website and has been designed to help you log in successfully.

Identity Management

Identity Management provides added layers of security and protection our members, and arbitration and subrogation data, deserve. **Please read the following key details about Identity Management:**

- **After changing your password, there is a minimum 24-hour waiting period to change it again yourself (without an administrator).** If you attempt to change it within the 24-hour period, AF will send an email with the following: *At this time, an administrator must reset your password.* Contact your company administrator or AF Member Services.
- Identity Management will automatically assign a security image that will appear in your Sign In after you have completed your first login. The security image gives you additional assurance that you are logging into AF's website applications and not a fraudulent website. Report any suspicious activity to AF.
- Identity Management prompts the creation of a *forgot password question* (security challenge), which enables self-service remediation for a forgotten password.
- When creating a *forgot password question*, the answer is not case sensitive, but if it includes a space or unique character, it must be replicated in the event of a forgotten password. Please see the following example:


Q. What is the name of my favorite painter?


A. Claude Monet

The following will work: Claude Monet, CLAUDE MONET, claude monet, Claude monet, claude Monet.

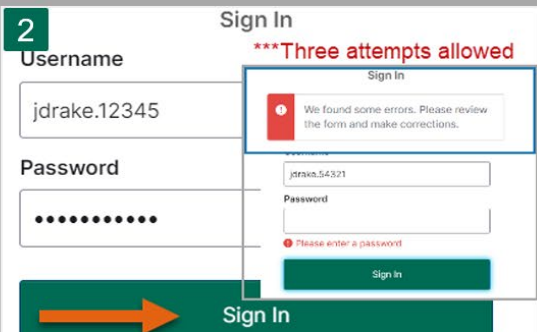
The following will not work: ClaudeMonet (space between first and last name in original answer was not replicated).

Log in: Password Known






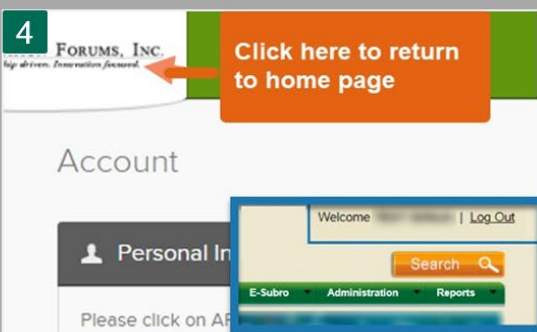
1 Click **Login to MyArbfile** on AF's website.



2 Enter your username and password, and then click **Sign In**. (Three attempts allowed)

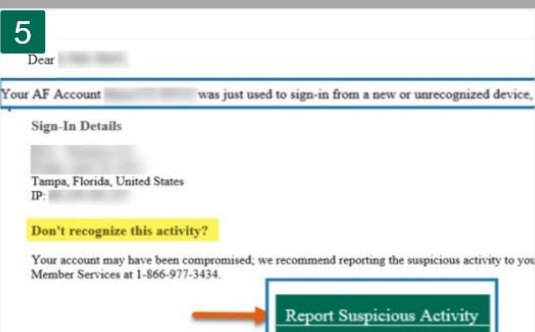



3 Choose a **forgot password question**, or create a custom question, and enter your answer.



4 Click the AF logo to return to the home page.

✓ You are now successfully logged in.




5  **Look for an email confirmation.**

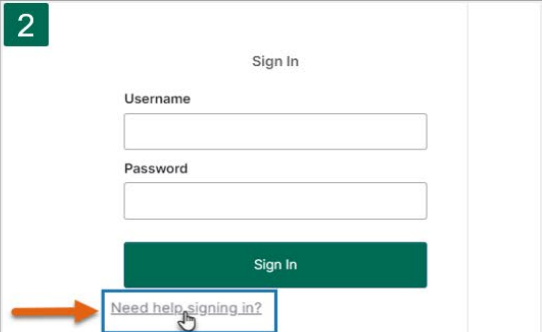
* This email will also appear in the event your AF Account is used to sign in from a new or unrecognized device, browser, or application. **Report suspicious activity.**

Log in: Password Forgotten

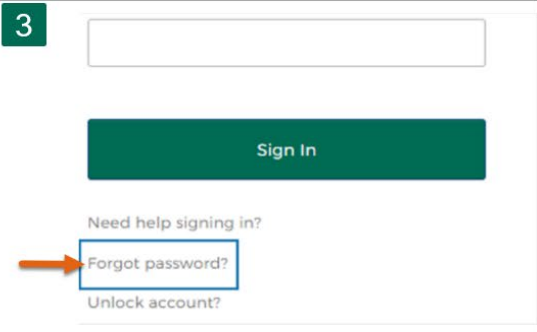
Log in: Password Forgotten



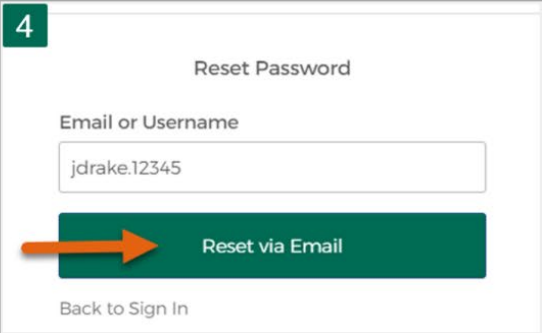
1 Click **Login to MyArbfile** on AF's website.



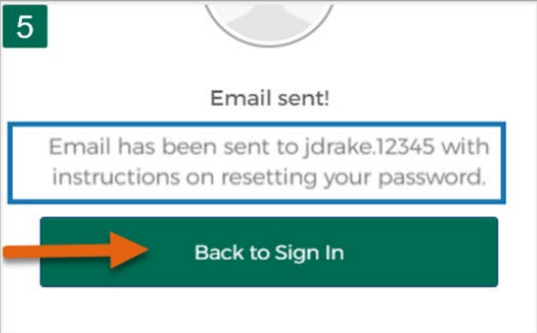
2 Click **Need help signing in?**




3 Click **Forgot Password**.



4 Enter your email or username, then click **Reset via Email**.




5  * Look for an email and follow the instructions to reset your password.

* The password provided in the email is temporary; there is a prompt to create a new password.


Log in: Password and Security Answer Forgotten

Log in: Password and Security Answer Forgotten

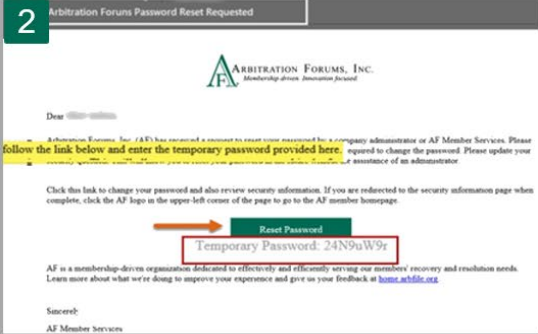



! Contact your company administrator or an AF Member Services representative to launch the Password Reset process.

1 Arbitration Forums Password Reset Requested



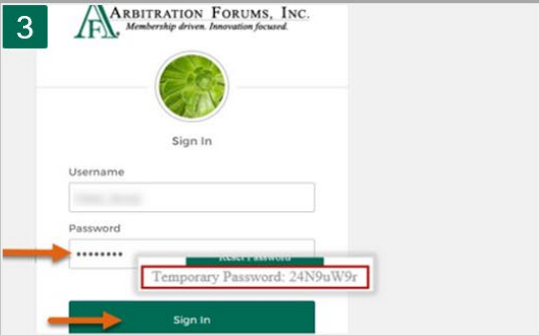
2 Arbitration Forums Password Reset Requested




1  Look for an email titled: *Arbitration Forums Password Reset Requested*, and click **Reset Password**.


*[User refreshes browser and saves] The administrator clicks **Reset Password** a second time for the User. This must be done within an hour from the previous password reset.*

3 ARBITRATION FORUMS, INC.



4 ARBITRATION FORUMS, INC.



2  Look for a second email, note the temporary password, and then click **Reset Password**.


3 Sign in with the temporary password.

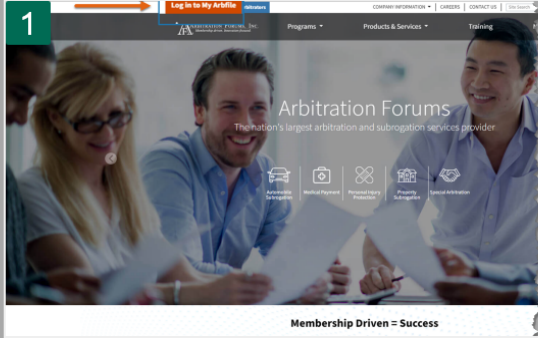
4 Enter the temporary password, your new password, and repeat the new password.

Change Password: Self-Service

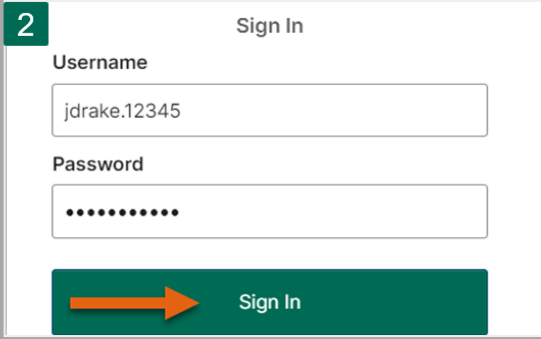
Change Password: Self-Service

Password Age

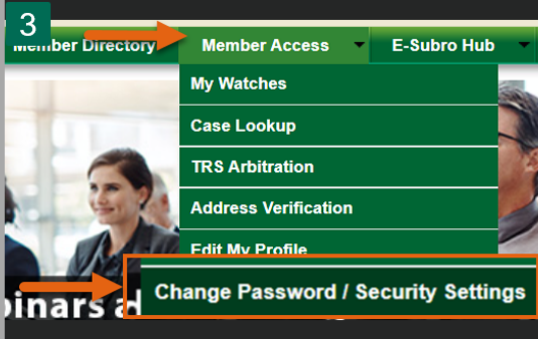




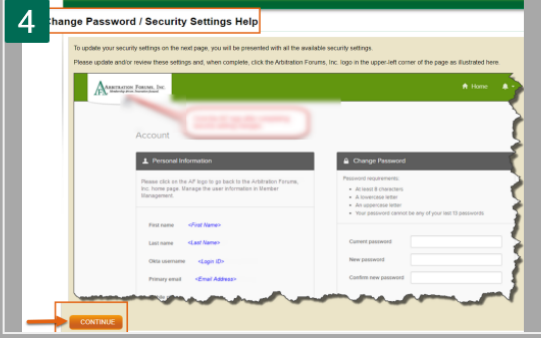
1 Click **Log in to MyArbfile** on AF's website.




2 Enter your username and password, and click **Sign In**.



3 Go to **Member Access**: click **Change Password / Security Settings**.



4 Click the **CONTINUE** button on the bottom left.



5 Enter your current password, your new password, and confirm your new password.

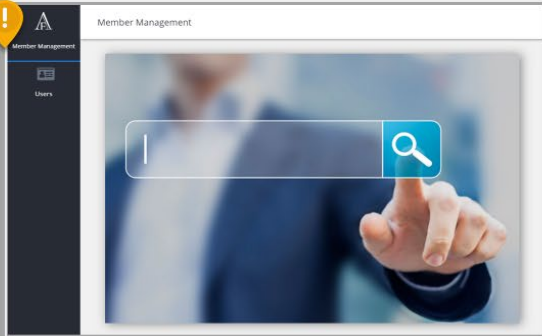
✔ You are now successfully logged in with your new password (confirmation message appears).

NOTE: You can also change other security settings here, such as your security image.

! This option allows you to change your password without involving an administrator, if your password age is more than 24 hours.

Password Reset: Administrator Initiated

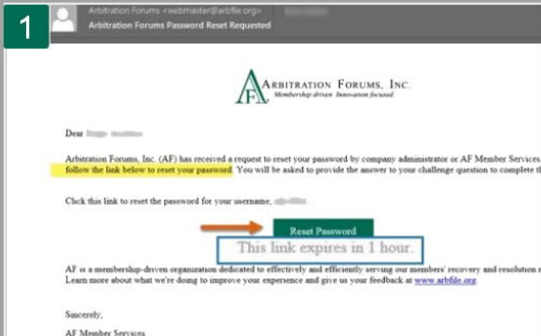
Password Reset: Administrator Initiated



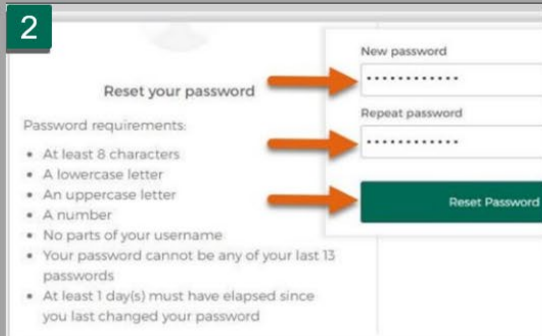
! An administrator may prompt you to reset your password via Member Management.

Administrator clicks Reset Password for the User's ID

1



2




1

Look for an email titled **Arbitration Forums Password Reset Requested** and click the **Reset Password** link.

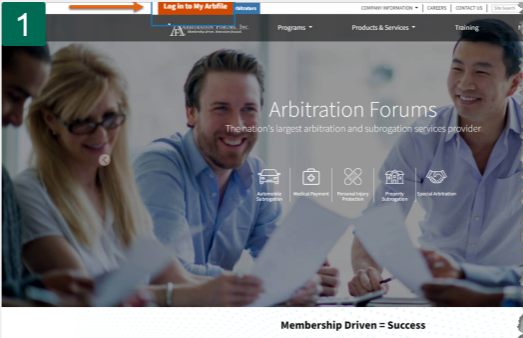
2 Enter a new password, and repeat it to confirm. Click **Reset Password**.

✓ You are now successfully logged in.

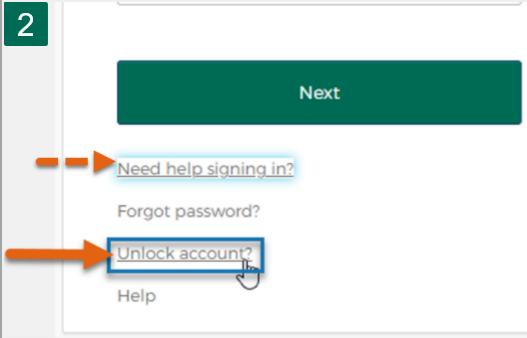


Unlock Account: Self-Service (Email or Username)

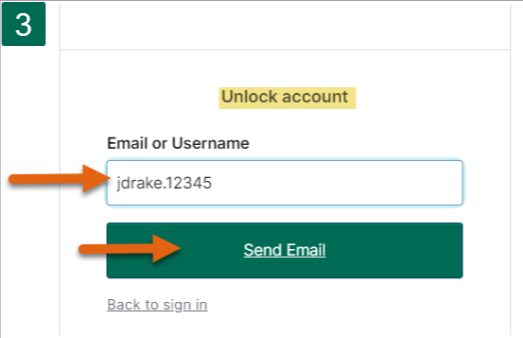
Unlock Account: Self-Service (Email or Username)



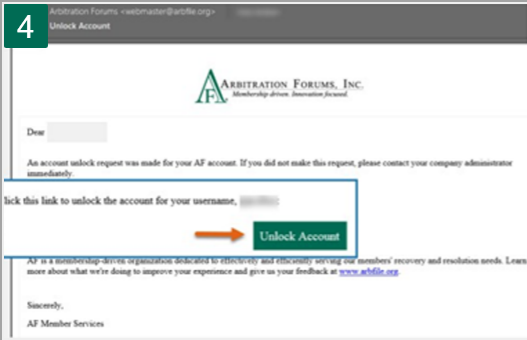
1 Click **Log in to MyArbfile** on AF's website.



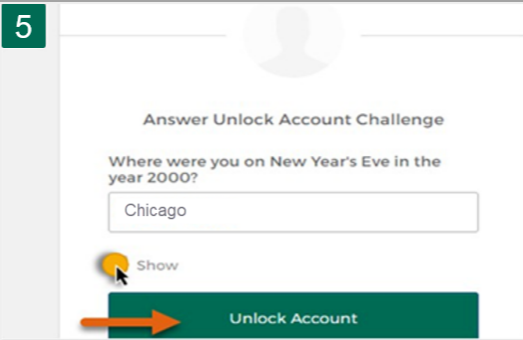
2 First click **Need help signing in?** and then click **Unlock Account?**



3 Enter your email or username and click **Send Email**.



4 Check your email for the **Unlock Account** message; then click **Unlock Account** in the message.

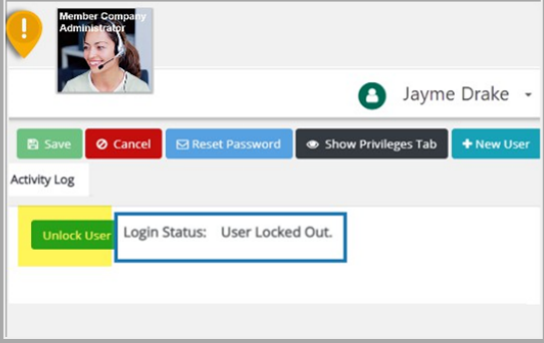


5 [When prompted] Answer **Unlock Account challenge** (your security answer) and click **Unlock Account**.

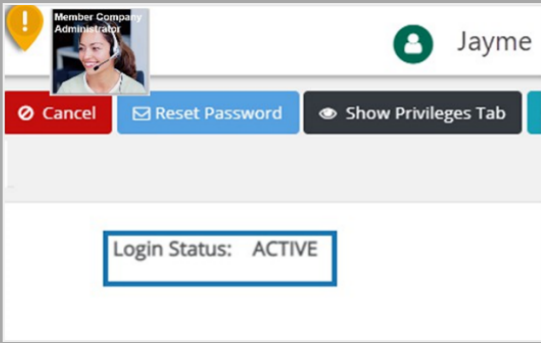
NOTE: If you remain locked after this process, go through the unlock process before trying again.

Unlock Account: Administrator Unlocks

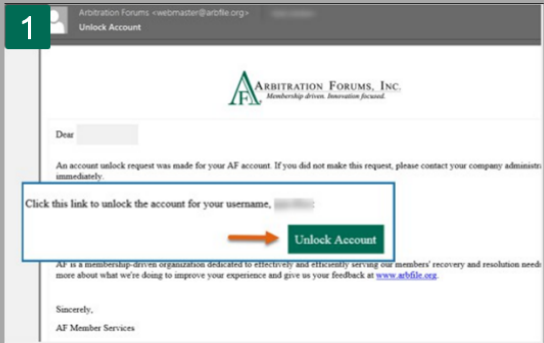
Unlock Account: Administrator Unlocks



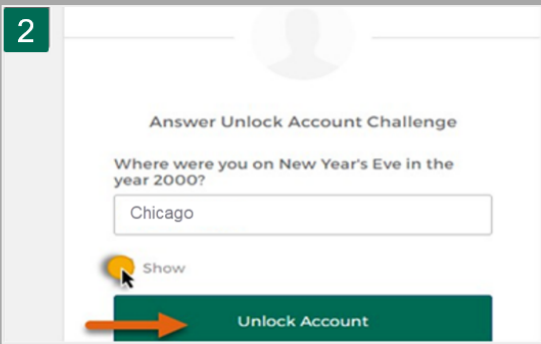
1 In Member Management, the administrator clicks **Unlock User**. This changes the user's login



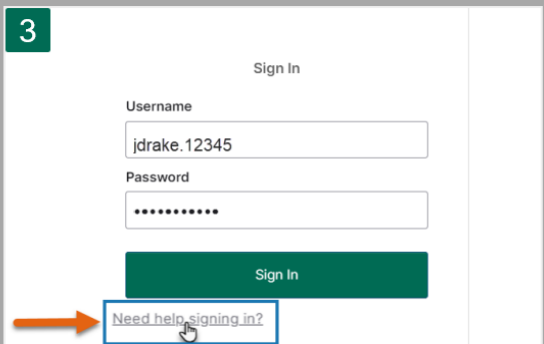
2 [When prompted] Answer your **Unlock Account Challenge**; (your security answer) and click **Unlock Account**.



1 Look for an email titled **Unlock Account**; click **Unlock Account**.

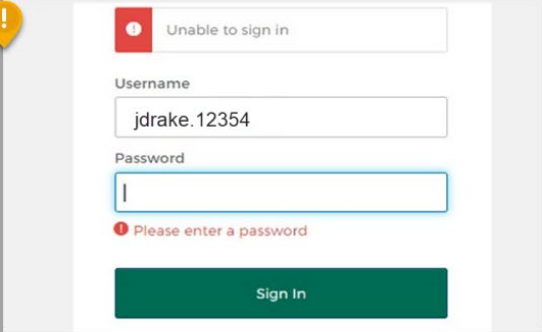


2 Sign in. If you have forgotten your password, click **Need help signing in**; then click **Forgot Password** and follow the prompts to reset your password.

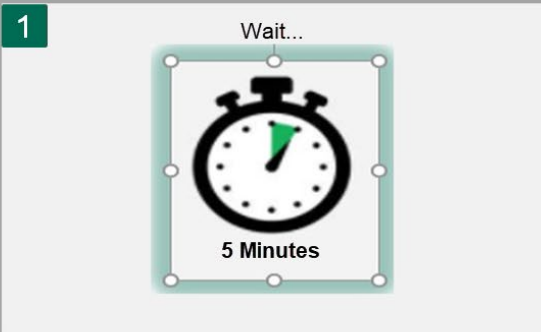


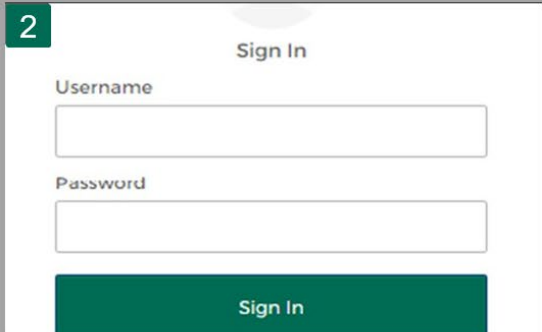
3 NOTE: If you remain locked after this process, go through the unlock process before trying again.


Unlock Account: Auto Unlock



! If you do not enter your password correctly in three attempts, your account will be locked, and you will see a this message (Unable to sign in).







1 Wait five minutes after being locked out, and your account will automatically unlock.

2 Sign in with the correct credentials.

✓ You are now successfully logged in.

Login: Password Expired

1 Your password has expired

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 13 passwords
- At least 1 day(s) must have elapsed since you last changed your password

2 Old password
FallHarvest183#

3 Old password
FallHarvest183#

New password
.....

Repeat password
.....

Change Password

1 Your password will automatically expire based on current password requirements for password lifespan.

1 [Upon signing in] Receive notice that your password has expired.

2 Enter the correct expired password.

3 Click Change Password.

✓ You are now successfully logged in.

NOTE: Please review the password requirements carefully before creating your new password. **Using a phrase, such as the example shown in Step 2, makes it easier to remember.**