

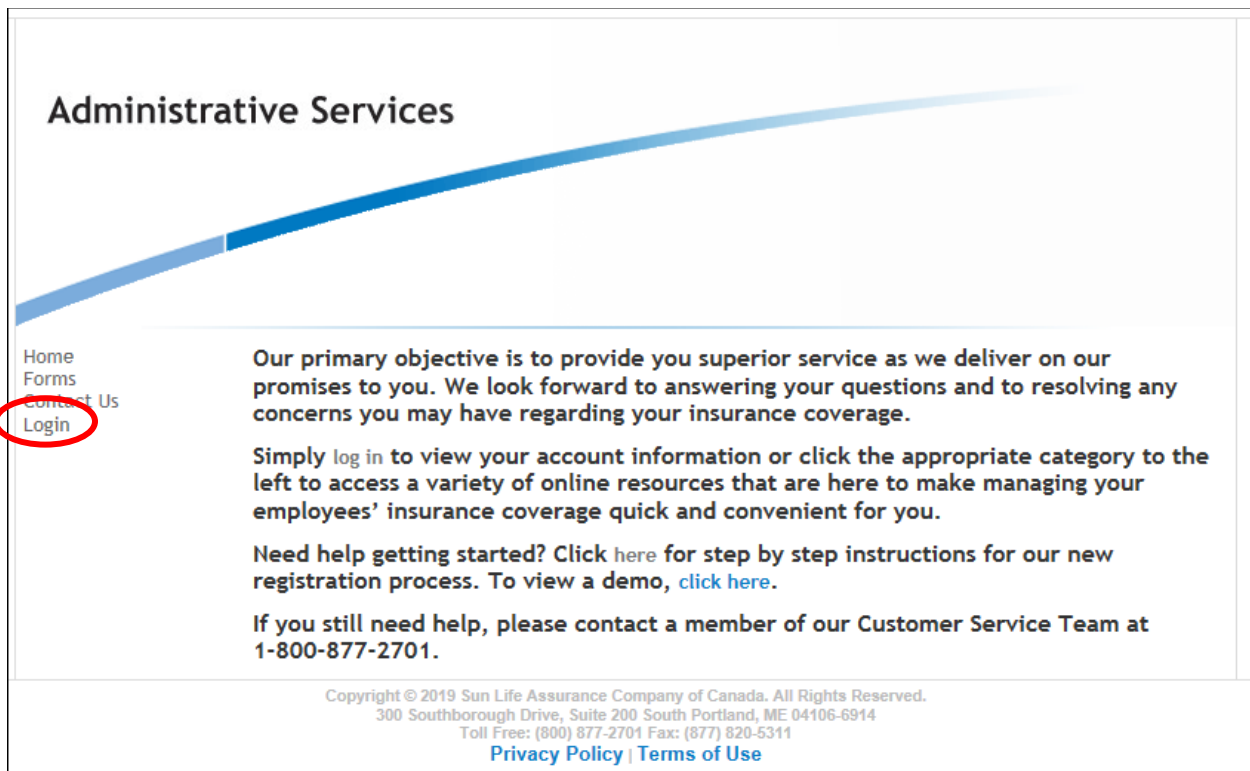
Administrative Services

Easy Step-by-Step Instructions

Please make sure you review our Online Privacy Notice before registering on our website.

<https://customerservice.disabilityrms.com>

Step 1: Click: Login



Administrative Services

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Our primary objective is to provide you superior service as we deliver on our promises to you. We look forward to answering your questions and to resolving any concerns you may have regarding your insurance coverage.

Simply log in to view your account information or click the appropriate category to the left to access a variety of online resources that are here to make managing your employees' insurance coverage quick and convenient for you.

Need help getting started? Click [here](#) for step by step instructions for our new registration process. To view a demo, [click here](#).

If you still need help, please contact a member of our Customer Service Team at 1-800-877-2701.

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300 Southborough Drive, Suite 200 South Portland, ME 04106-6914
Toll Free: (800) 877-2701 Fax: (877) 820-5311
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Administrative Services
300 Southborough Drive Ste. 200 South Portland, ME 04106
Toll-Free: 888.862.4886
Fax: 877.820.5311

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Step 2: Click Create Account

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Login

User Name:

Password:

Log In

Create Account
[Forgot Password?](#)

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Step 3: Read the Acknowledgment and click 'Next' confirming that you've read it.

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By clicking next I am confirming that I have read and understood the [Acknowledgment](#).

Next

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Step 4: Complete all fields noted, and select 3 Security Questions & Answers. Click Register.

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User Name:

E-mail:

Confirm E-mail:

First Name:

Middle Name:

Last Name:

Phone:

Password: *

Confirm Password:

Security Question 1: ▼

Security Answer:

Security Question 2: ▼

Security Answer:

Security Question 3: ▼

Security Answer:

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Password Policy:

- Minimum Field Length: 8.
- Maximum Field Length: 32
- Required to contain: 1 number
- 1 letter and 1 letter that differs in case
- Upper Case Letters: allowed
- Lower Case Letters: allowed
- Numbers: allowed
- Punctuation: not allowed
- Non-alphanumeric: not allowed
- NumberMaximum repeating characters:4
- Cannot be the same as the username
- Cannot contain more than four sequential characters from the username
- Cannot contain the word 'password'.

Step 5: The web page will state that your request has been submitted. Check the email that you registered with for instructions on how to complete the activation.

Step 6: Your inbox should contain a similar email. Click on Activate Account.

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Thank you for creating an account with us.

Please click the below link to activate your account

[Activate Account](#)

Or copy the following link and paste in the address box of your browser:

<http://customerservice.disabilityrms.com/Public/RegistrationCompletion.aspx?Id=fcb36c7f-7554-405a-ae50-6ab3536e8d7f>

Customer Service Administrative Services [300 Southborough Drive, Suite 200 South Portland, ME](#) Monday through Friday 8:00 am to 5:00 pm EST Toll-Free: (800) 877-2701 Fax: (877) 820-5311

To ensure that you continually receive a high level of service, please forward all e-mails to ASCustomerService@disabilityrms.com.

Step 7: The webpage will indicate that your account has been successfully activated. Return to the Login page and log back into the website to select your Role Type.

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Step 8: Select your proper Role Type and enter the Entity ID. Definitions of Role Types are located below. Please see the chart on the following page for instructions on how to locate your Entity ID.

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Role Type:
Entity ID:
[Request Access](#)


Your account has not been granted access to any roles yet. Please select a Role Type and enter an Entity ID to request access to your reports.

Not sure which role type you should select?

Role Type	Select this role if:
Agent:	You are an individual salesperson such as an Agent, Broker, or Company Sales Representative. Users with this role will be able to review information about accounts they have sold as well as review their commission earnings.
Agency:	You are a member of a sales company such as an Agency or Independent Marketing Organization. Users with this role will be able to review information about accounts their company has sold as well as review their company's commission earnings.
Employer:	You are a bookkeeper, work in human resources, or have administrative duties requiring viewing billing/enrollment information about your employer group.
Master Policyholder:	You are a bookkeeper, work in human resources, or have administrative duties requiring viewing billing/enrollment information about your multi-division employer group.
Carrier:	You are employed in the Home Office with one of our carrier partners. Users with this role will be able to view information about Cases, Accounts, and products administered by Administrative Services.

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Congratulations, your account has been successfully activated.

[Return Home](#)
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Step 10: The webpage will indicate that your request has been submitted. Shortly, you will receive an email notifying you that your Role Request has been approved! To view information related to your Entity, please log back into the website.

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Role Type:
Employer ID:
[Request Access](#)

Your request has been submitted. You will receive an E-mail notification when the request has been approved.

Not sure which role type you should select?

Role Type	Select this role if:
Agent:	You are an individual salesperson such as an Agent, Broker, or Company Sales Representative. Users with this role will be able to review information about accounts they have sold as well as review their commission earnings.
Agency:	You are a member of a sales company such as an Agency or Independent Marketing Organization. Users with this role will be able to review information about accounts their company has sold as well as review their company's commission earnings.
Employer:	You are a bookkeeper, work in human resources, or have administrative duties requiring viewing billing\enrollment information about your employer group.
Master Policyholder:	You are a bookkeeper, work in human resources, or have administrative duties requiring viewing billing\enrollment information about your multi-division employer group.
Carrier:	You are employed in the Home Office with one of our carrier partners. Users with this role will be able to view information about Cases, Accounts, and products administered by Administrative Services.

PLEASE NOTE:

If you are listed in our system as the main contact for the Entity for which you are requesting access to, you will receive an email to approve your own access request.

However, **if you are not listed in our system as the main contact for the Entity**, your request will be approved by the individual who is listed as the main contact.

We hope this guide is helpful to you. We look forward to answering questions you may have regarding our website.