

Introduction

The User Self Service (USS) system is an application that allows non-GAI employee users to self register for access to certain Great American Insurance (GAI) systems. Non-GAI employee users may find the link for this system on a division website, portal, or by way of an invitation email generated by a division.

To Register for Online Access

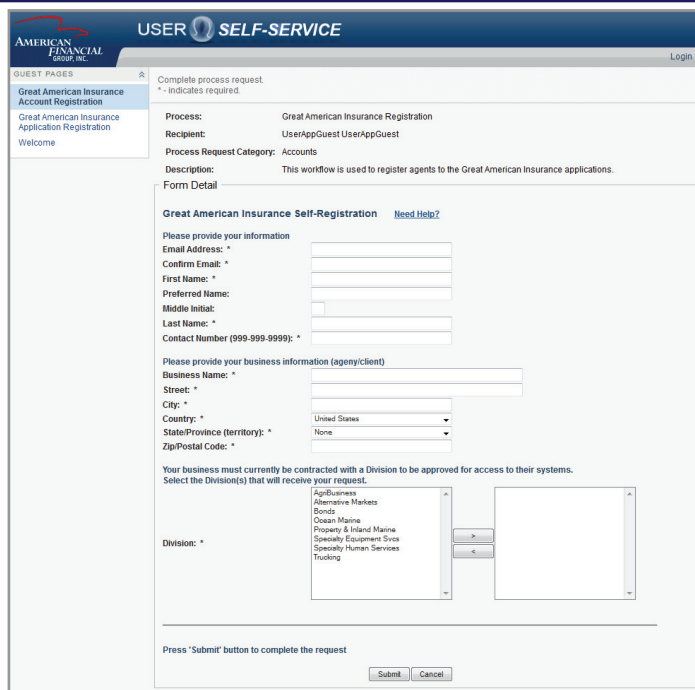
Registering for online access is how you receive a username to be used in signing on to GAI applications.

1. Click the **New user?** link found on the application login page, the division website, or the **Click here to request online access** link found in the email invitation you received to launch the main page of the USS system.
2. Complete the Great American Insurance Account Self Registration screen, providing all required information. The screen may appear different than shown, based on the Division (s) selected or access requested.

Note: Fields marked with an asterisk (*) are required fields.

3. Create and enter your password in both fields, if displayed. Make sure to remember the password that you choose; you are required to enter this password with your username to access GAI systems. (These fields appear if you do not have an existing GAI account.)
4. Click **Submit**. The registration request is submitted for approval and processing to the division(s) you selected, and a dialog box displays.
5. Click **OK** to close the dialog box and a *Submission was successful* message appears on the screen. The following will take place:

- An email is sent from GreatAmericanSystemAccess@gaic.com to confirm your request. If entered in step 3, it will also contain your password.
- You will receive additional email communications regarding your request from each Division selected after your request has been processed.



To Set up Password Self-Service

Once you receive notification that your registration has been processed, you can establish responses to security questions that are used in resetting a forgotten password.

1. Log in to the application using your username and password. Your homepage appears.
2. Click **password maintenance** or **My Account** on the bottom of your screen. The password maintenance screen appears.
3. Click **Set Up Responses to Security Questions** to access the security questions. (You may need to log in again.)
4. Answer the security questions presented. Click **Save Responses** to store your responses. A confirmation displays.
5. Click **Continue** to return to the screen where you started.

Note: Remember that your answers to the questions are case sensitive.

This process can be repeated at any time by accessing the password maintenance functionality of the application and repeating steps 3 - 5.

To Reset a Forgotten Password

Once you have established responses to your security questions, you can reset a forgotten password by accessing the **Forgot your password?** or **Forgot your username or password?** link from the login screen. Clicking this link displays the Forgot Password screen.

1. Enter your username in the **Username** field and click **Search**.
Note: If you have forgotten your username, contact the Customer Care Center (the numbers are listed to the right).
2. Answer the two security questions that display and click **Check Responses**. Once the questions are correctly answered, the Your password has expired screen appears.
3. Enter your new Password twice and press **Change Password**. You are notified if the new password is accepted or if you must create a different password.
4. Use the new password to login to the application.

To Change Your Password

Once you have established your access, you can change your password by accessing the password maintenance screen.

1. Access the application and click **password maintenance** or **My Account** on the bottom of the screen. The password maintenance screen appears.
2. Click **Change Password**. The Change Password screen appears. (You may need to log in again.)
3. Enter your new Password twice and press **Change Password**. You are notified if the new password is accepted or if you must create a different password.
4. Use the new password the next time you login.

To Obtain Additional Help with USS



For questions or problems, contact your **Business Unit representative** or contact the Customer Care Center (information below) and let them know you need help with the User Self Service system:

- Phone: **(877) 203-2003**
- Email: **CustomerCare@gaic.com**