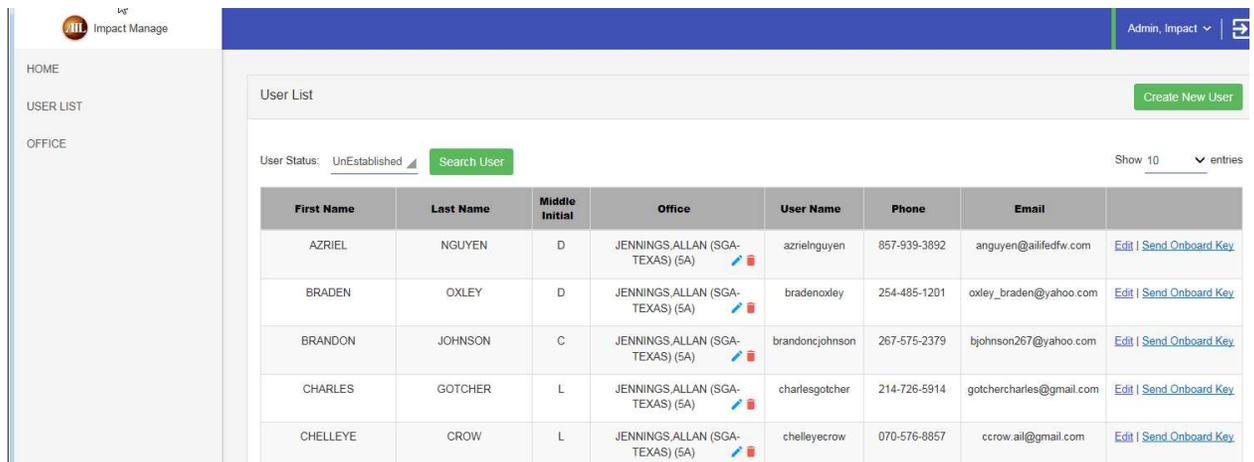


New Agent Setup

1. Navigate to the IMPACT AWS Portal <https://impactaws.ailife.com/main>
2. Select the option “Don’t have any login credential yet? [Create Profile Here](https://impactaws.ailife.com/userprofile) <https://impactaws.ailife.com/userprofile>
3. Fill in your personal information
4. Click Next
5. Once your account creation is complete, you should receive an email from your agency with instructions to complete your account setup in 24-48hrs

To onboard a new user in Impact, do the following:

1. You must login to Impact Manage as an SGA Admin or SGA Proxy.
2. Click **User List** from the navigation menu on the left.
3. From User Status select **Unestablished** from the drop-down.
4. Click **Search User**.
5. Locate the appropriate user to make active.
6. From the right column for the user click **Send Onboard Key**.



The screenshot shows the 'User List' page in the Impact Manage system. The page has a navigation menu on the left with options for HOME, USER LIST, and OFFICE. The main content area displays a table of users with the following columns: First Name, Last Name, Middle Initial, Office, User Name, Phone, and Email. The 'User Status' is set to 'UnEstablished'. A 'Search User' button is present. A 'Create New User' button is in the top right corner. The table contains five rows of user data, each with a 'Send Onboard Key' link.

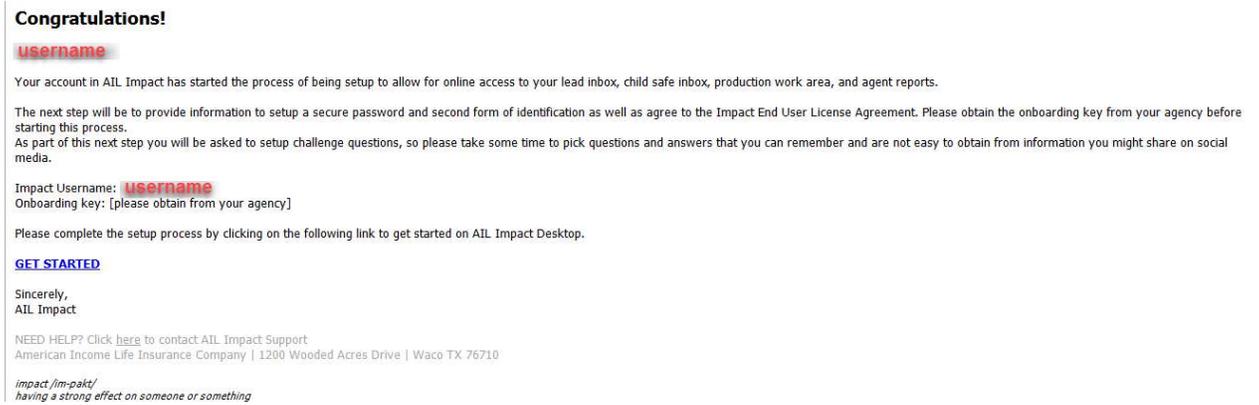
First Name	Last Name	Middle Initial	Office	User Name	Phone	Email	
AZRIEL	NGUYEN	D	JENNINGS, ALLAN (SGA-TEXAS) (5A)	azrielnnguyen	857-939-3892	anguyen@ailifedfw.com	Edit Send Onboard Key
BRADEN	OXLEY	D	JENNINGS, ALLAN (SGA-TEXAS) (5A)	bradenoxley	254-485-1201	oxley_braden@yahoo.com	Edit Send Onboard Key
BRANDON	JOHNSON	C	JENNINGS, ALLAN (SGA-TEXAS) (5A)	brandonjohnson	267-575-2379	bjohnson267@yahoo.com	Edit Send Onboard Key
CHARLES	GOTCHER	L	JENNINGS, ALLAN (SGA-TEXAS) (5A)	charlesgotcher	214-726-5914	gotchercharles@gmail.com	Edit Send Onboard Key
CHELLEYE	CROW	L	JENNINGS, ALLAN (SGA-TEXAS) (5A)	chelleycrow	070-576-8857	ccrow.aill@gmail.com	Edit Send Onboard Key

7. Click **OK** to close the confirmation screen.



Once the new user has been sent the onboarding key, have them do the following:

1. You will receive an email in your inbox.
2. Review the email and click the **link** hyperlink in the email body.

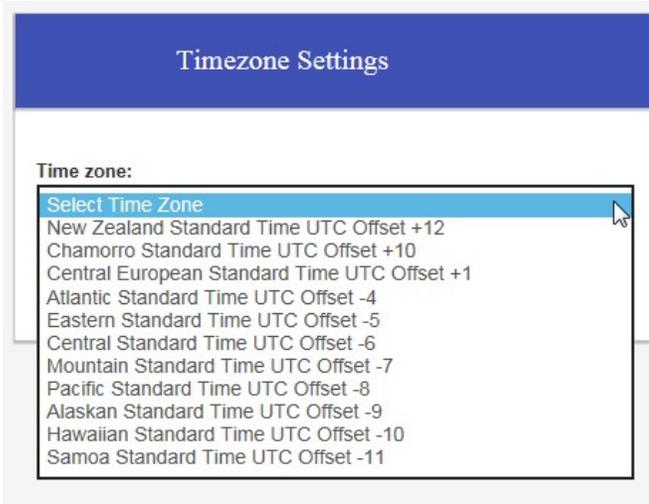


3. You will now be on the Secret Key window.
4. Enter the **secret key** for the agency. You can get the secret information from your Manager.
5. Click **Enter**.

The screenshot shows a web interface titled "Secret key". It features a blue header with a logo on the left and the title "Secret key" on the right. Below the header, there are four rows of text: "First name: ALLAN", "Last name: JENNINGS", "Agency name: JENNINGS.ALLAN (SGA-TEXAS) (5A)", and "Secret Key: [redacted]". At the bottom left, there is a blue button labeled "Enter".

6. You will now be on the Timezone Setting window.
7. Select the appropriate **time zone** and click **Update Time Zone**.

The screenshot shows a web interface titled "Timezone Settings". It features a blue header with the title "Timezone Settings". Below the header, there is a label "Time zone:" followed by a dropdown menu with the text "Select Time Zone". At the bottom left, there is a blue button labeled "Update Time Zone".



8. Once you have set your timezone you will be directed to the **Forgot Password** page.
9. From the Forgot Password page please ***WAIT for 2 minutes***.
10. After the 2 minutes wait is up, enter your username and started the password and knowledge question setup.
11. Once you have setup your knowledge questions and passwords you will be directed back to the login page.
12. You will now be able to login and directed to Impact Desktop.