

# Terminated Agent who has used IMPACT Login Instructions

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## Already On boarded/Already have impact login

1. Navigate to website <https://impact.ailife.com>
2. Click **FORGOT PASSWORD** (if the user attempts to just log in, they will receive a message that password has expired)
3. Fill in the username
4. Click **SUBMIT**
5. Choose a delivery option for a passcode ( emailed to the address provided or a call/text to the phone number provided at registration)
6. Retrieve the passcode
7. Return to the open IMPACT AWS window and type the passcode into the Passcode box
8. Click **SUBMIT**
9. Scroll through and read the terms of use. Click Agree to terms of use at the bottom
10. Choose responses to the three security questions and fill those in for future use.
11. Click **SUBMIT**
12. Fill in a desired password. Complexity instructions appear in the window
13. Click **SUBMIT**
14. A success message should appear. Then the browser will automatically navigate to the login screen.
15. Use the new username and password created to log into IMPACT AWS

When logged in, a terminated agent should only see one Tile/Application – AGENT REPORTS. All other tiles are disabled and only available to active agents.