

# Forgot User Name and/or Password

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## 1. Active Agent Forgot you IMPACT AWS password

- a) Navigate to [IMPACT AWS WEBSITE](https://impact.ailife.com) <https://impact.ailife.com>
- b) Click [FORGOT PASSWORD](https://login.ailife.com/ImpactPortalForgotPwd/) <https://login.ailife.com/ImpactPortalForgotPwd/>
- c) Follow the on screen instructions
- d) IF you have forgotten your IMPACT user name, please contact the help desk

## 2. Terminated Agents should contact the help desk

### Technical Support

Monday-Friday 8am - 5pm  
Telephone Support Number: (254) 761-6684  
Fax Number: (254) 741-5724  
[Email Us](#)

When contacting technical support via phone or email, please supply the following information:

1. Name and contact phone number of person requesting assistance.
2. Agency name and agent number.
3. Brief description of assistance needed.