

## About Your AF User Password

AF member companies select a user password expiration interval of 30, 60, or 90 days for AF's website. The selection is usually based on your company's own internal security protocol.

**If the password is not changed within the three grace attempts, the account will be locked.** You will need to contact your company's security administrator to have the account unlocked.

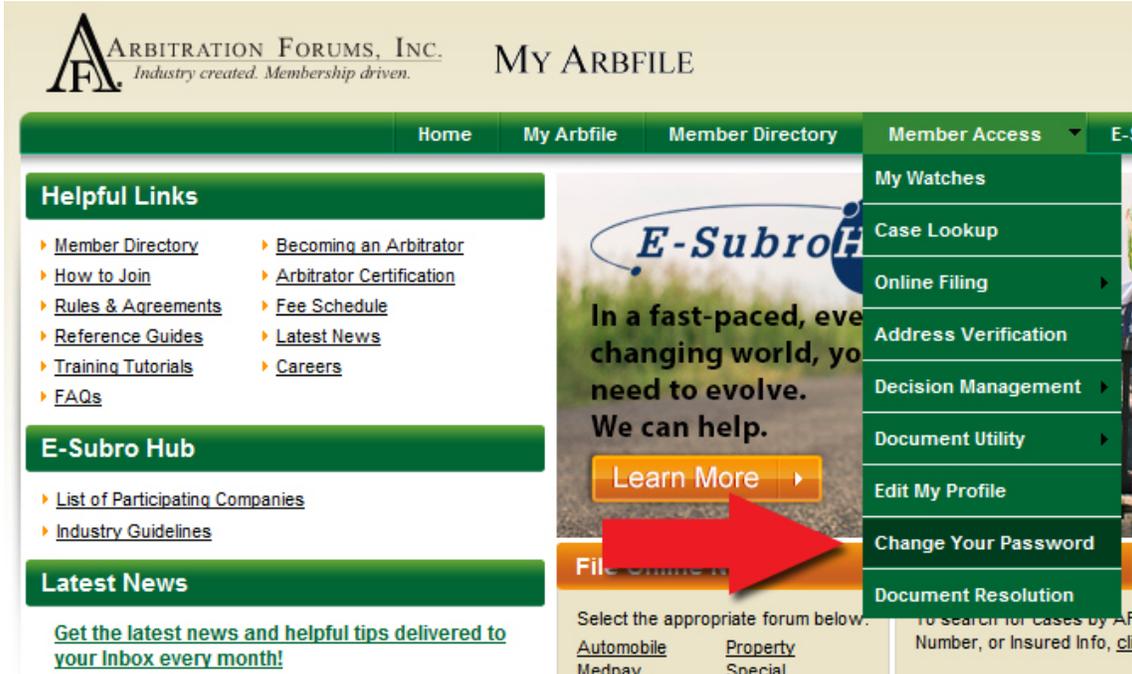
**Avoid the frustration of being locked out of AF's website.** Change your password upon first notice of password expiration.

**Note:** Auto-login users are authenticated on their own company's system, so they will not be prompted to change a password when accessing the AF website from their intranet or claims system. However, those same users that have an individual login ID (i.e., arbitrators) will be required to change their password based on their company's password expiration interval of 30, 60, or 90 days.

## How to Change Your AF User Password

### *Change Your Password Option*

If you are already logged into the AF website, go to the *Member Access* tab and select *Change Your Password*.



The screenshot shows the AF website interface. At the top left is the logo for Arbitration Forums, Inc. with the tagline "Industry created. Membership driven." To the right of the logo is the text "MY ARBFILE". Below this is a navigation bar with tabs: "Home", "My Arbfile", "Member Directory", "Member Access", and "E-Subro". The "Member Access" tab is selected, and a dropdown menu is open, listing several options: "My Watches", "Case Lookup", "Online Filing", "Address Verification", "Decision Management", "Document Utility", "Edit My Profile", "Change Your Password", and "Document Resolution". A red arrow points to the "Change Your Password" option. Below the navigation bar, there are sections for "Helpful Links", "E-Subro Hub", and "Latest News". The "Helpful Links" section contains links for "Member Directory", "How to Join", "Rules & Agreements", "Reference Guides", "Training Tutorials", "FAQs", "Becoming an Arbitrator", "Arbitrator Certification", "Fee Schedule", "Latest News", and "Careers". The "E-Subro Hub" section contains links for "List of Participating Companies" and "Industry Guidelines". The "Latest News" section contains a link for "Get the latest news and helpful tips delivered to your inbox every month!".

**Note:** You must know your current password to create a new password using this option.

## Forgot Password Option

If you do not remember your password, select *Forgot Password* on the AF website and enter your user ID or email address as prompted (both are case sensitive). AF will immediately send an email to your email address on file with instructions on resetting your password. The link contained in that email expires one hour from the time it was requested.

If you do not receive an email with instructions within five minutes, please contact your security administrator.



**Note:** You must know the answer to your challenge question to create a new password using this option. Please contact your security administrator if you do not know the answer to your challenge question.

## Issues with Resetting Your Password

If you encounter any issues with resetting your password, please contact your company security administrator. If you need further assistance, contact AF's Member Service Center at 866-977-3434.