

Terminated Agent who has never used IMPACT – Login Instructions

First Time Onboarding

1. Click on the “*If you are no longer contracted with the company and have an account in the old Agent Workspace system, please migrate to our new Impact system [here](#) to get access to your data.*” link
2. Fill in last four digits of tax id/SSN
3. Fill in existing AWS username
4. Fill in existing AWS password
5. Click **SUBMIT**
6. User should receive an email from IMPACT AWS to proceed with onboarding. Follow instructions in the email
 - a. Click the onboarding link
 - b. click **FORGOT PASSWORD** (if the user attempts to just log in, they will receive a message that password has expired)
 - c. Fill in the username provided in the email
 - d. Click **SUBMIT**
 - e. Choose a delivery option for a passcode (emailed to the address provided or a call/text to the phone number provided at registration)
 - f. Retrieve the passcode
 - g. Return to the open IMPACT AWS window and type the passcode into the Passcode box
 - h. Click **SUBMIT**
 - i. Scroll through and read the terms of use. Click Agree to terms of use at the bottom
 - j. Choose responses to the three security questions and fill those in for future use.
 - k. Click **SUBMIT**
 - l. Fill in a desired password. Complexity instructions appear in the window
 - m. Click **SUBMIT**
 - n. A success message should appear. Then the browser will automatically navigate to the login screen.
 - o. 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.