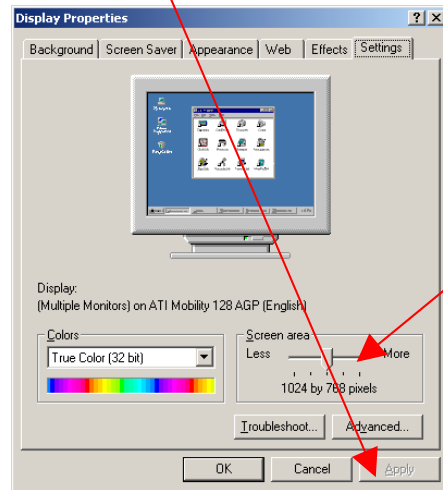
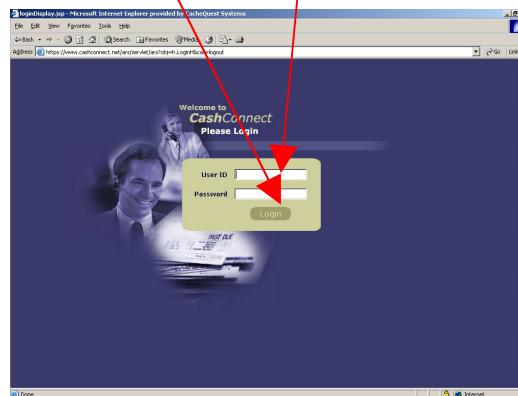


Start up Instructions for American Agencies Online System

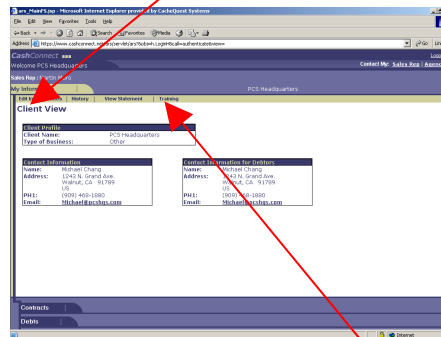
1. It is important that your monitor be set to a display of 1024 X 768 pixels for you to be able to see and use all the function on the new system. You can configure your computer screen by clicking on *Start, Settings, and Control Panel*. In the window that comes up, there should be an icon of a monitor entitled *Display*, double-click. In the upper tabs to the very right should be a tab that says *Settings*, click once. The lower right-hand area of the window should have a pixel scale under *Screen area*. If it is not already done so, change the pixels to 1024 by 768 by dragging the scale bar either left or right. Click *Apply* and then *OK*. If you are not used to it, the screen will be either smaller or larger depending on where you moved the scale bar.



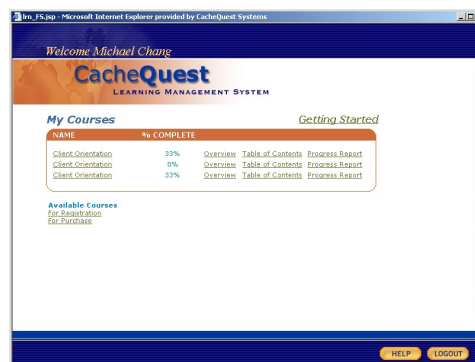
2. To access the system you simply go to the American Agencies web site at www.americanagencies.com and click on the "client logon" button.
3. The next screen will ask you for your User ID and Password. Type them in and either push *enter* or click on *Login*.



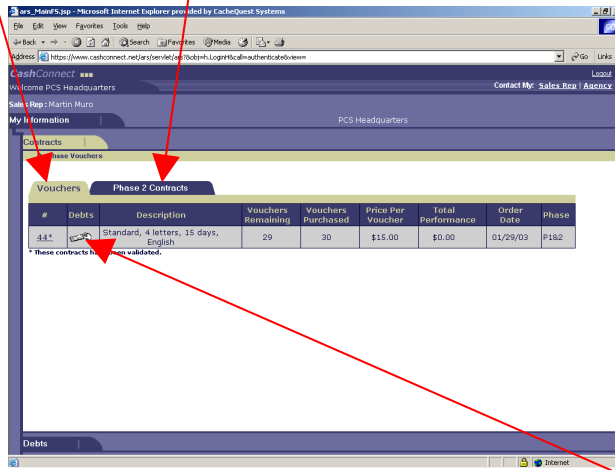
- The first screen you see when you login is your information screen. If any information is not correct, click on *Edit Info* directly below *My Information* and type in the correct information.



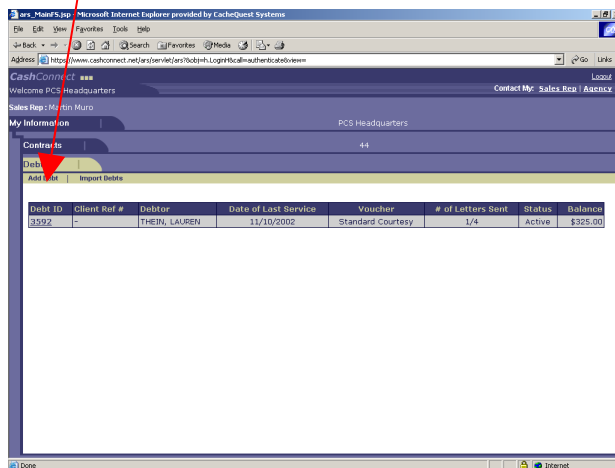
- For further information and instructions, click on *Training* under the *My Information* tab. You will need to download a Java file in order to utilize all of this multi media training. Many newer computers already have this Java file installed. If you do not and you have DSL, cable, or any other high-speed access it will only take a few minutes. If you are using a dial up it could take up to 45 minutes.



- To start submitting debt click on the *Contracts* tab at the very bottom left of the screen. If you cannot see it, hide the task bar. You will see a screen with two tabs, *Vouchers (Phase 1)* and *Phase 2 Contracts*. The default tab is *Vouchers*. This is where you will be adding debt for either Phase 1 or Phase 2.



- To submit a debt, click once on the icon of the hand writing a check. It will be under the *Debts* column. This brings up the *Debts* screen. The *Debts* screen shows all debts in Phase 1.
- Click once on *Add Debt* directly under the *Debts* tab. The debtor-input screen should appear.



- Type in the necessary information. After the information is inputted, click *Submit*.

