

AXA Insurance Singapore

Login and Password management

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redefining / insurance



System Compatibility

Operating System

Microsoft	XP, Vista, Windows 7, Windows 8
Apple Mac	OS X 10.9 (Mavericks)

Hardware

PC (desktop)	Manufactured date post 2011
PC (laptop)	Manufactured date post 2011
Apple iPad	Versions: 2, 3, AIR
Tablet (Windows)	Manufactured date post 2013

Web Browsers



Mozilla Firefox



Safari



Google Chrome



Opera

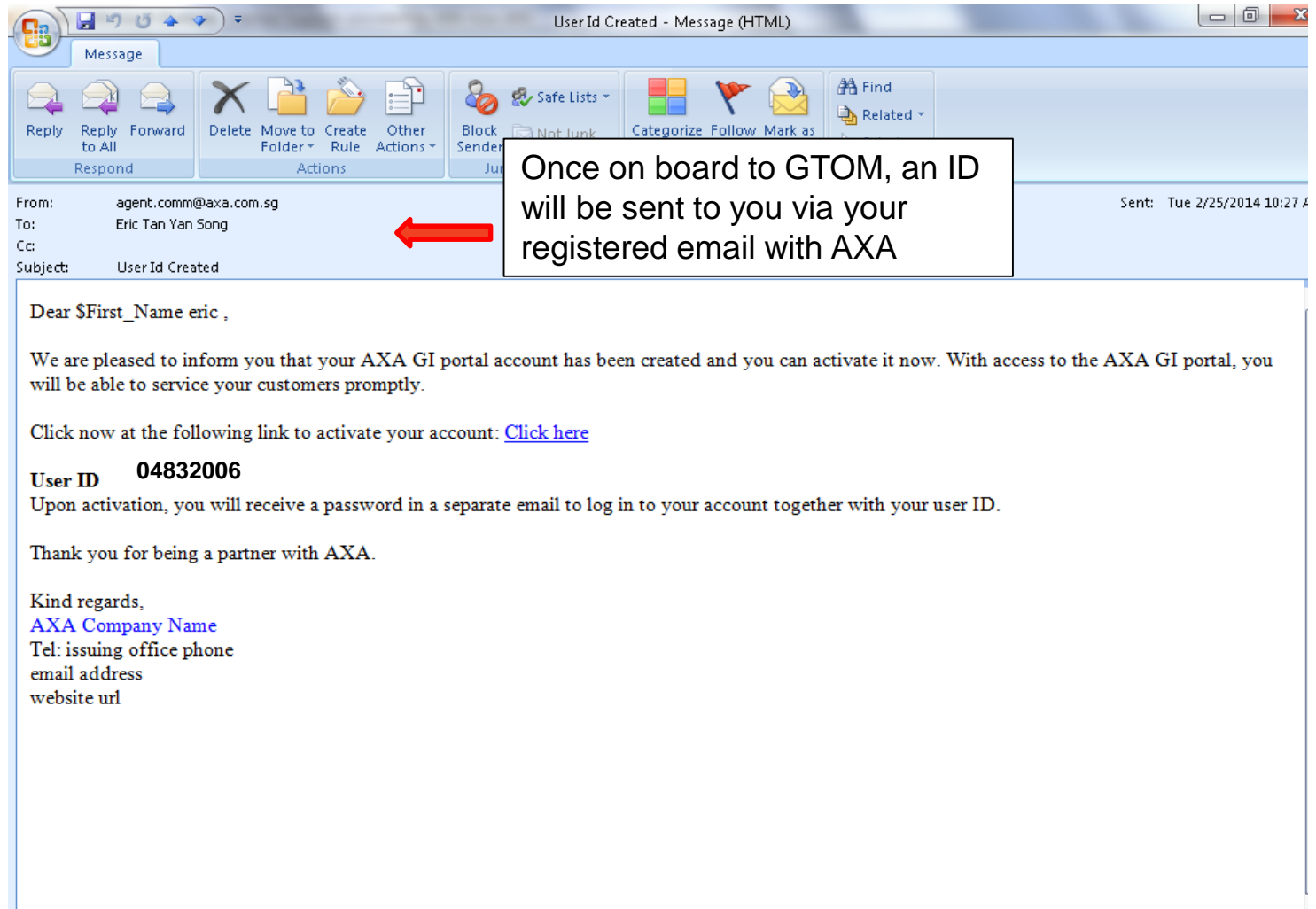


Internet Explorer 8.0
Internet Explorer 9.0
Internet Explorer 10.0

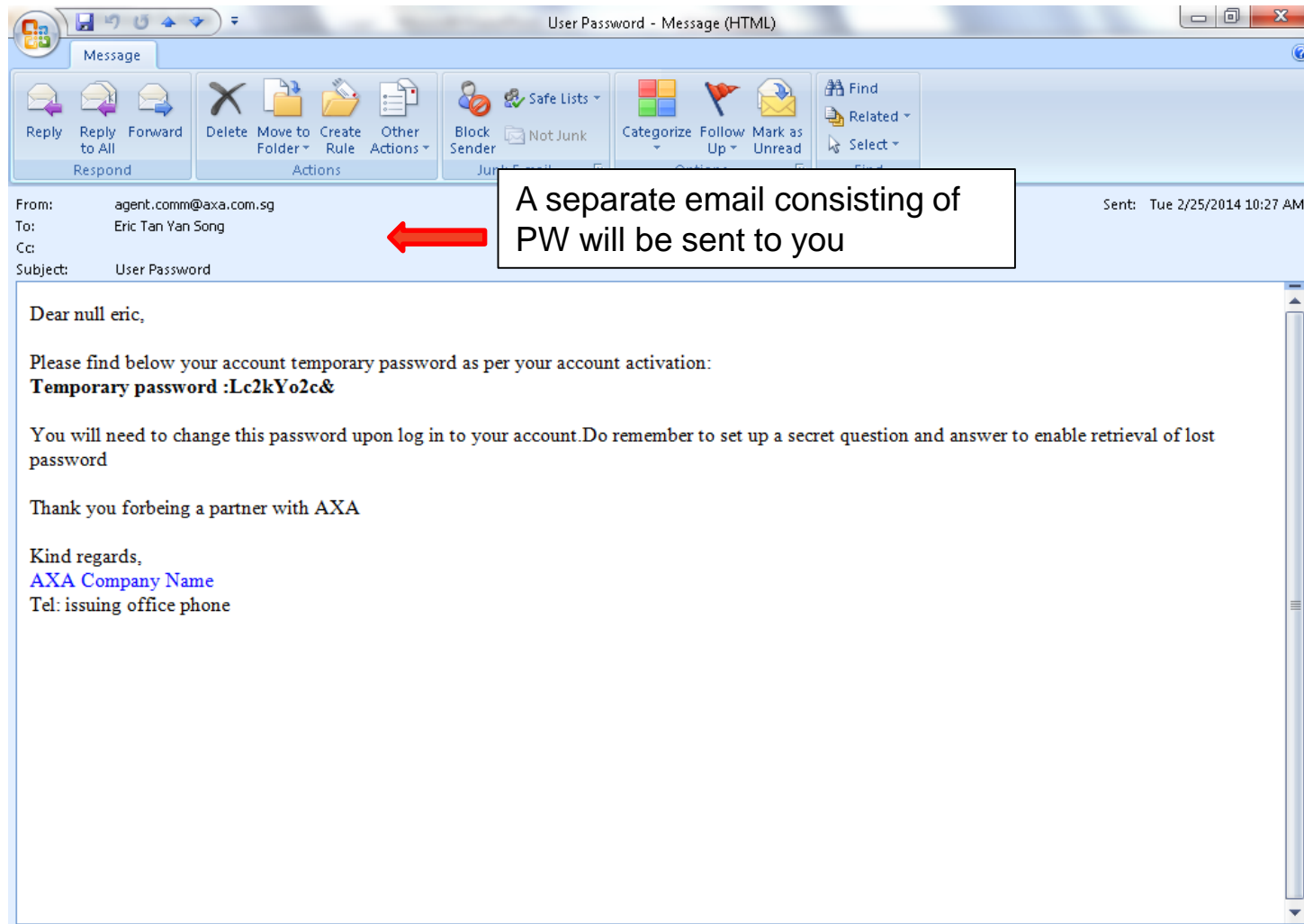
First Time Login



Email Generated ID



Email Generated PW



First Time Login

AXA iNet Portal - Windows Internet Explorer provided by AXA Asia (AIS)

https://preprodapsso.axa-tech.com/forms/axalogin.fcc?TYPE=33554433&REALMOID=06-000c9ce

AXA Asia General Insurance AXA iNet Portal

AXA redefining / standards

AXA iNet

Welcome to our new portal.

Access

Login

Password

SIGN IN

Have you forgotten your [login ID](#) or [password](#)?

Login in using the ID and PW

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Change of Password

Sign In

Sign in with your account

User ID

Password

[Sign In](#)

[Forgot User Login?](#) [Forgot Password?](#)

User Access Management

Welcome To Self Service and Administrative Console



As it's the first time you are logging in, you will be directed to UAM page where you will be required to change password

Change of Password

AXA redefining/insurance

Sign In
Sign in with your account
User ID
04832006
Password
••••••••
[Sign In](#)
[Forgot User Login?](#) [Forgot Password?](#)

User Access Management
Welcome To Self Service and Administrative Console

Re-login in using the ID and PW provided in order to proceed with change of PW

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Change of Password

AXA Identity Self Service/Insurance

User Access M:
Accessibility Help Sign Out 04832006

Password Management

Please reset your password.

* Old Password

* New Password

* Re-Type New Password

Register challenge questions for your account

* Question1 * Answer1

Password Policy

- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 16 character(s).
- Any particular character in the password must not be repeated more than 3 time(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must not be one of 10 previous passwords.
- Password must not match or contain user ID.

• You will be prompted to change password here

• Please take note of the password policy listed here (esp the requirement of a special character e.g. "+, -, #, \$")

You will also need to select a challenge question and provide the answer (cap sensitive)

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Change of Password

AXA Identity Self Service / Insurance

User Access Manager
Accessibility Help Sign Out 04832006

Password Management

Please reset your password.

* Old Password

* New Password

* Re-Type New Password

* Required field

Submit

Change PW and set up challenge question

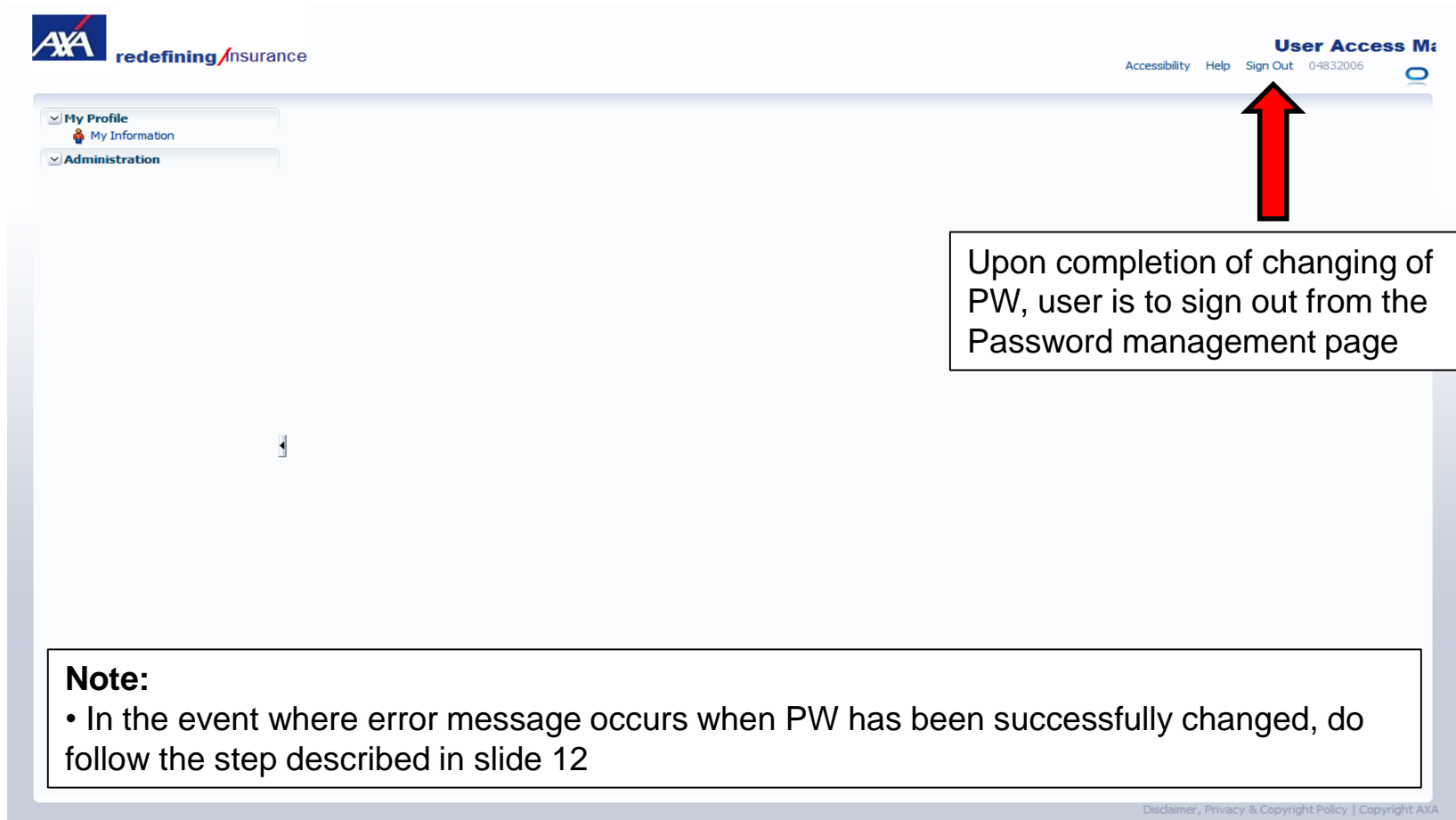
Register challenge questions for your account

* Question 1 What is your mother's maiden name? * Answer 1 Saw

Press submit once done

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Sign out from PW management



The screenshot shows the AXA 'redefining insurance' website. In the top right corner, there is a 'User Access' menu with links for 'Accessibility', 'Help', 'Sign Out', and a user ID '04832006'. A red arrow points to the 'Sign Out' link. On the left side, there are navigation links for 'My Profile', 'My Information', and 'Administration'. A text box on the right explains the next step after password change.

User Access Menu: Accessibility Help Sign Out 04832006

Upon completion of changing of PW, user is to sign out from the Password management page

Note:

- In the event where error message occurs when PW has been successfully changed, do follow the step described in slide 12

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Sign out

Sign In
Sign in with your account

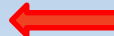
User ID

Password

[Sign In](#)

[Forgot User Login?](#) [Forgot Password?](#)

User Access Management
Welcome To Self Service and Administrative Console

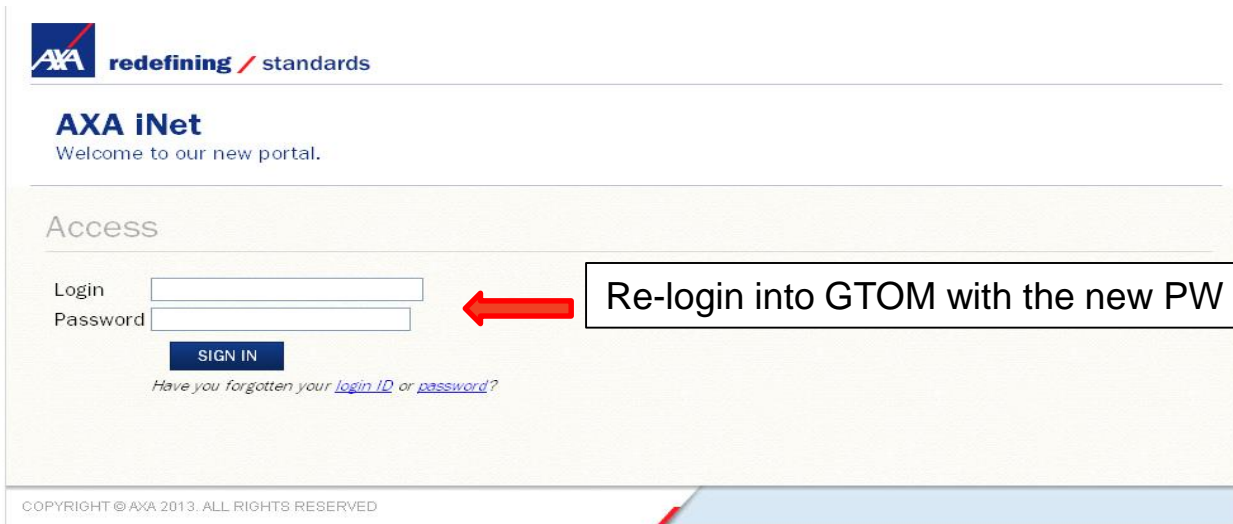


- The system will route you to the UAM site
- User is to **close this browser** and log into the official GTOM site (next slide)

Re-login into GTOM system

Note:

- User is close all other browser and web page before re-login
- Thereafter, user is to key in the following URL: **https://inet.axa.com.sg/prweb/PRServletCustom**



The screenshot shows the AXA iNet login page. At the top left is the AXA logo with the tagline "redefining / standards". Below this is the "AXA iNet" header and the text "Welcome to our new portal.". The main section is titled "Access" and contains a login form with two input fields: "Login" and "Password". A red arrow points from a callout box to the "Password" field. The callout box contains the text "Re-login into GTOM with the new PW". Below the input fields is a blue "SIGN IN" button. At the bottom of the form, there is a link that says "Have you forgotten your [login ID](#) or [password](#)?". The footer of the page reads "COPYRIGHT © AXA 2013. ALL RIGHTS RESERVED".

AXA redefining / standards

AXA iNet
Welcome to our new portal.

Access

Login

Password

SIGN IN

Have you forgotten your [login ID](#) or [password](#)?

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Re-login into GTOM with the new PW

Login into GTOM system – with 2FA/OTP



redefining / insurance

Chandran Kanapathey

[Sign Out](#)

One Time Password Authentication

Enter One-time Password



Step 1: Key In your OTP
received on your mobile phone

Submit OTP

Resend OTP

Log Off



Step 2: Click **Submit OTP**



Landing page



Chandran Kanapathey
[Self Service](#) [Sign Out](#)

PRODUCTS

MANAGE

SEARCH

AXA Product Offers

This section will enable you to create, renew, endorse or cancel your different policies with AXA.

Personal

Motor

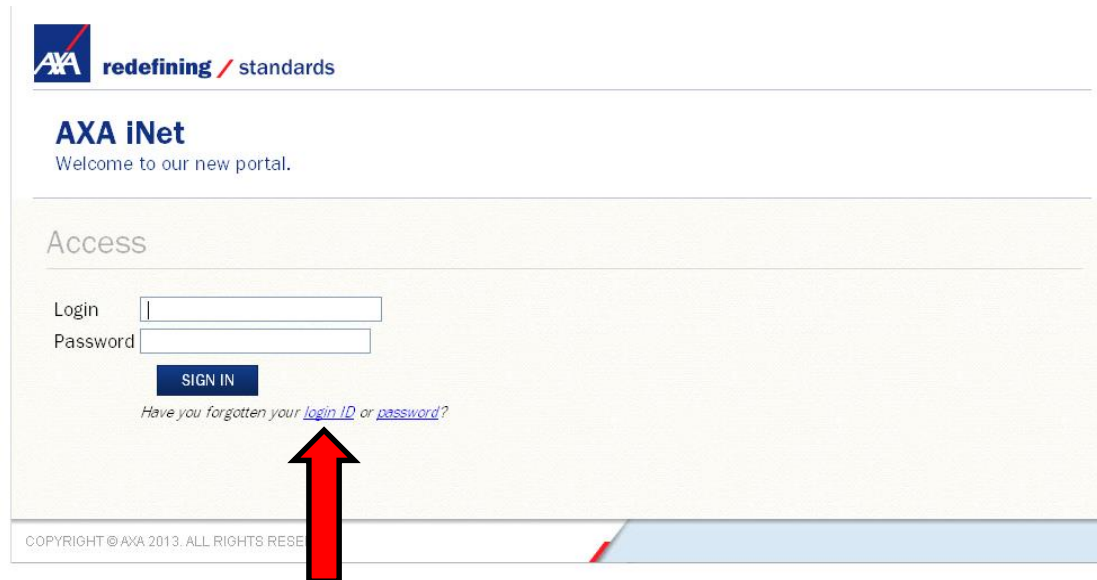
New Business

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Forget Login ID



Forget Login ID



The screenshot shows the AXA iNet login page. At the top left is the AXA logo with the tagline "redefining / standards". Below this is the heading "AXA iNet" and the text "Welcome to our new portal." The main section is titled "Access" and contains two input fields: "Login" and "Password". Below these fields is a blue "SIGN IN" button. Under the button, there is a link that reads "Have you forgotten your [login ID](#) or [password](#)?", where "login ID" is underlined and blue. A large red arrow points directly to this link. At the bottom of the page, there is a small copyright notice: "COPYRIGHT © AXA 2013. ALL RIGHTS RESERVED".

In the event where you forget your ID, you can still retrieve it via the login page of the GTOM site as shown here

Key in email address



Forgot User Login

[Cancel](#) [Submit](#)

✓ Please identify yourself

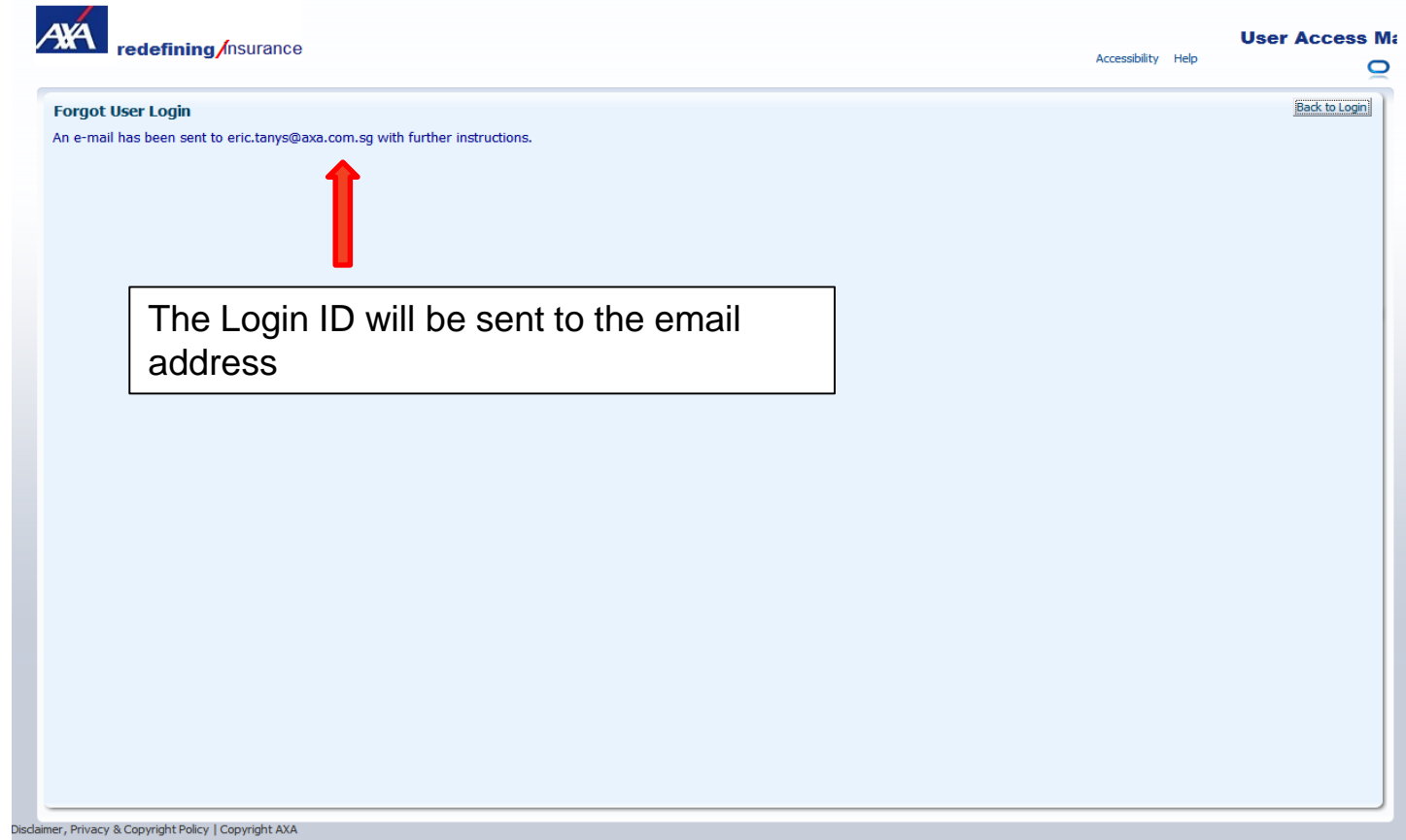
* E-mail Address

* Required field.



You will be prompted to key in your email address (note: this email address will need to be the same as the original email where the first ID and PW was sent to)

ID sent to email address



The screenshot shows the AXA 'Forgot User Login' page. At the top left is the AXA logo with the tagline 'redefining insurance'. At the top right are links for 'Accessibility' and 'Help', and a 'User Access Manager' icon. The main content area has the heading 'Forgot User Login' and a message: 'An e-mail has been sent to eric.tanys@axa.com.sg with further instructions.' A red arrow points from a text box below to the email address in the message. The text box contains the text: 'The Login ID will be sent to the email address'. A 'Back to Login' link is in the top right corner of the message area. At the bottom left, there is a footer: 'Disclaimer, Privacy & Copyright Policy | Copyright AXA'.

Forgot User Login

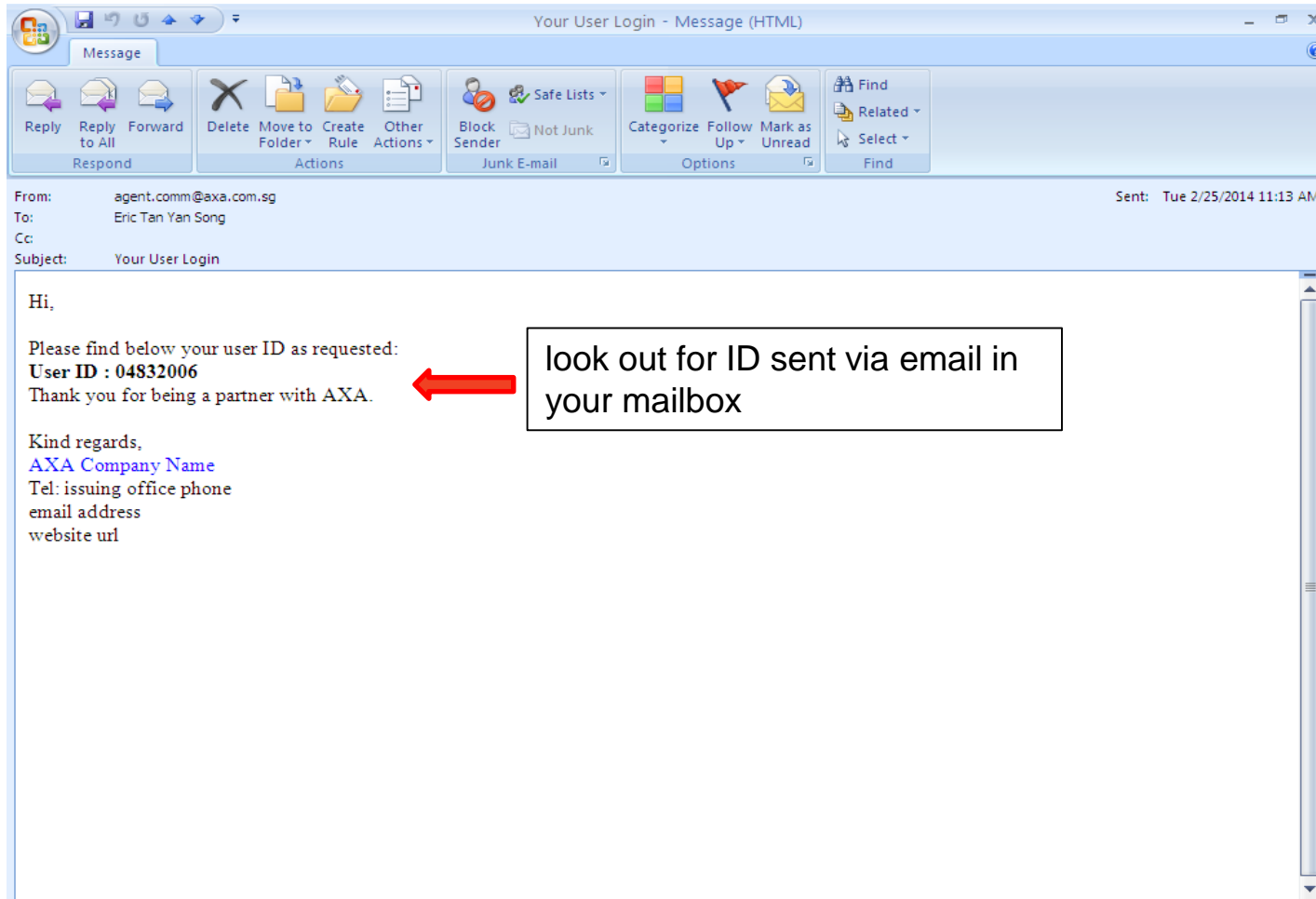
An e-mail has been sent to eric.tanys@axa.com.sg with further instructions.

[Back to Login](#)

The Login ID will be sent to the email address

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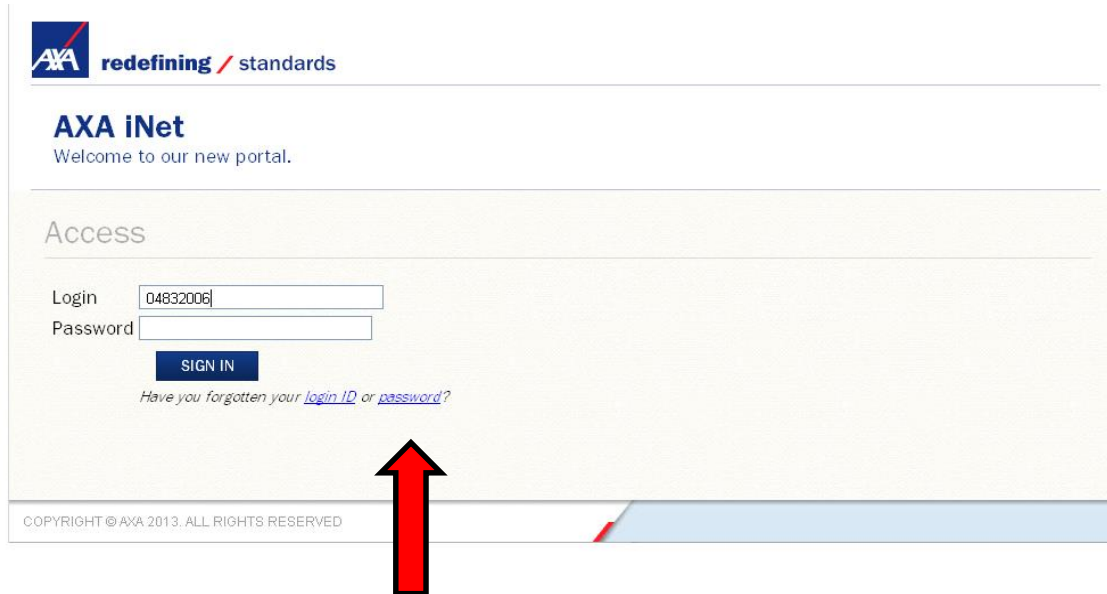
Retrieve ID from email



Forget/Reset Password



Forget/Reset Password



The screenshot shows the AXA iNet login page. At the top left is the AXA logo with the tagline "redefining / standards". Below this is the "AXA iNet" header and a welcome message. The "Access" section contains login fields for "Login" (with the value "04832006") and "Password", followed by a "SIGN IN" button. Below the button is a link that reads "Have you forgotten your [login ID](#) or [password](#)?". A large red arrow points from this link down to the text box below. The footer of the page contains the text "COPYRIGHT © AXA 2013. ALL RIGHTS RESERVED".

- In the event where you forget your PW, you can still retrieve it via the login page of the GTOM site as shown here
- Note that the process for Forget and Reset password is the same

Step 1: Identify yourself

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Accessibility Help

User Access M:

Forgot Password

Identify Yourself Answer Challenge Questions Select A New Password

Cancel Next

✓ Please identify yourself * Required field

* User Login 04832006

Step 1 – Key in your User ID

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Step 2: Ans Challenge Qns

AXA redefining insurance

Accessibility Help **User Access M:**

Forgot Password

Identify Yourself **Answer Challenge Questions** Select A New Password

Cancel Back Next

☒ Please answer your challenge questions

Answer the challenge questions below with the answers you set during registration

What is your mother's maiden name?

* Saw

field

Step 2 – You will need to provide the correct answer before you are allowed to proceed (recall that the answer is cap sensitive)

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Step 3: Set New password

The screenshot shows the AXA 'Forgot Password' page. The AXA logo and 'redefining / insurance' tagline are at the top left. The page title is 'Forgot Password'. Below it, there are two tabs: 'Identify Yourself' and 'Answer Challenge'. The 'Answer Challenge' tab is active. The main form area has a heading 'Please enter new password' and two input fields: '* Enter new password' and '* Re-enter new password'. A red arrow points to the first input field. To the right of the input fields is a 'Password Policy' pop-up box with a list of requirements: Password must not match or contain first name, Password must not match or contain last name, Password must not be longer than 16 character(s), Any particular character in the password must not be repeated more than 3 time(s), Password must be at least 8 character(s) long, Password must contain at least 1 numeric character(s), Password must contain at least 1 special character(s), Password must not be one of 10 previous passwords, and Password must not match or contain user ID. At the bottom right of the form, there are 'Cancel', 'Back', and 'Save' buttons. A red arrow points to the 'Save' button. A text box with the instruction 'Click save once done' is positioned next to the 'Save' button. At the bottom left, there is a disclaimer: 'Disclaimer, Privacy & Copyright Policy | Copyright AXA'.

Forgot Password

Identify Yourself Answer Challenge

Please enter new password

* Enter new password

* Re-enter new password

Password Policy

- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 16 character(s).
- Any particular character in the password must not be repeated more than 3 time(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 special character(s).
- Password must not be one of 10 previous passwords.
- Password must not match or contain user ID.

Cancel Back Save

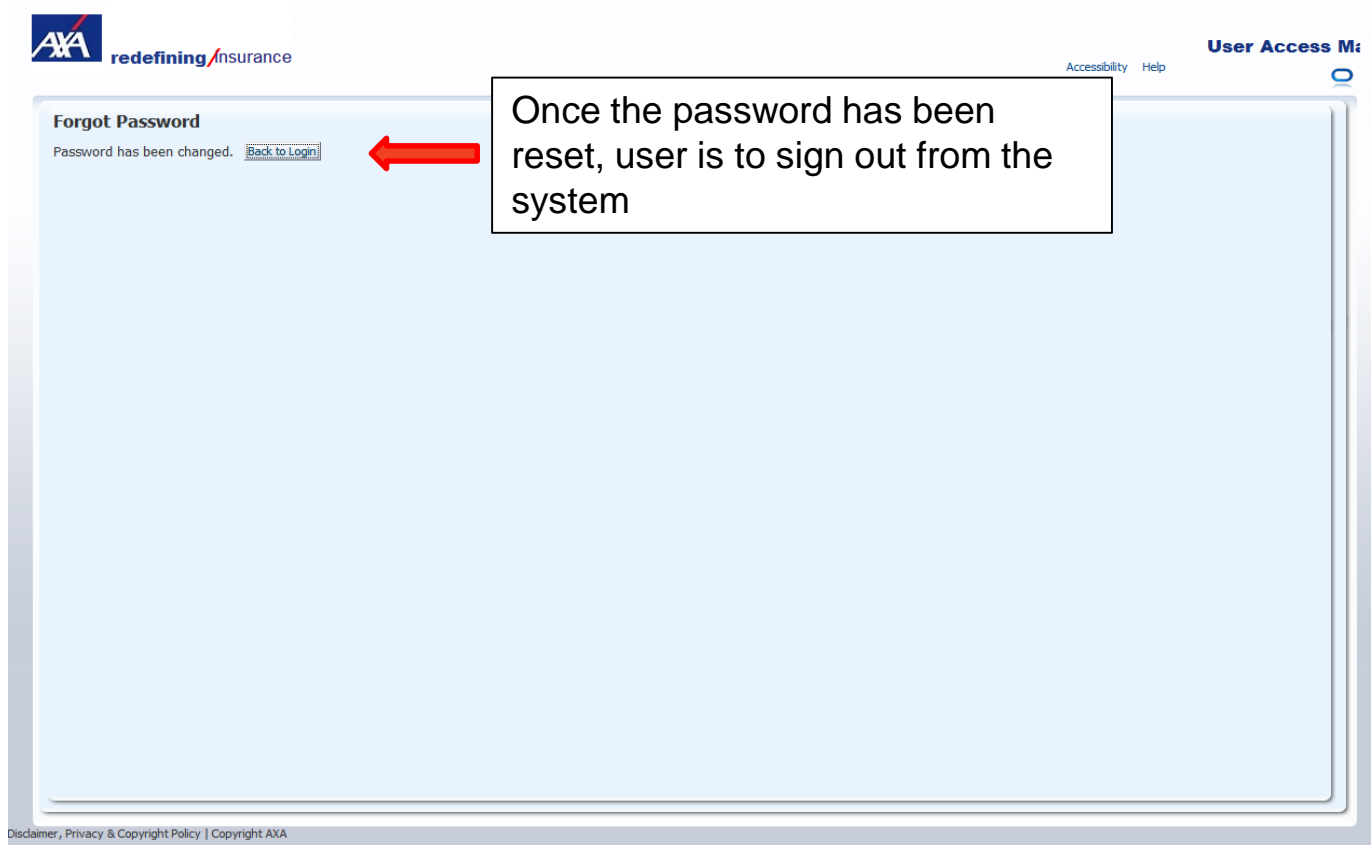
* Required

Click save once done

Step 3 – key in a new password and do remember to follow the password policy as shown here

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Sign out



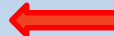
Sign out

Sign In
Sign in with your account
User ID

Password

[Sign In](#)
[Forgot User Login?](#) [Forgot Password?](#)

User Access Management
Welcome To Self Service and Administrative Console



- The system will route you to the UAM site
- User is to **close this browser** and log into the official GTOM site (next slide)

Re-login into GTOM system

Note:

- User is close all other browser and web page before re-login
- Thereafter, user is to key in the following URL: **https://inet.axa.com.sg/prweb/PRServletCustom**



The screenshot shows the AXA iNet login interface. At the top, the AXA logo is followed by the tagline "redefining / standards". Below this, the text "AXA iNet" and "Welcome to our new portal." are displayed. The "Access" section contains a "Login" label next to a text input field, a "Password" label next to another text input field, and a blue "SIGN IN" button. A red arrow points from a callout box to the password input field. The callout box contains the text "Re-login into GTOM with the new PW". Below the login fields, there is a link that says "Have you forgotten your [login ID](#) or [password](#)?". At the bottom of the page, the copyright notice "COPYRIGHT © AXA 2013. ALL RIGHTS RESERVED" is visible.

AXA redefining / standards

AXA iNet
Welcome to our new portal.

Access

Login

Password

SIGN IN

Have you forgotten your [login ID](#) or [password](#)?

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Re-login into GTOM with the new PW

Further Queries

For Further enquiries, please contact :

1. askGTOM@axa.com.sg

2. Hotline: 6880 4563



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