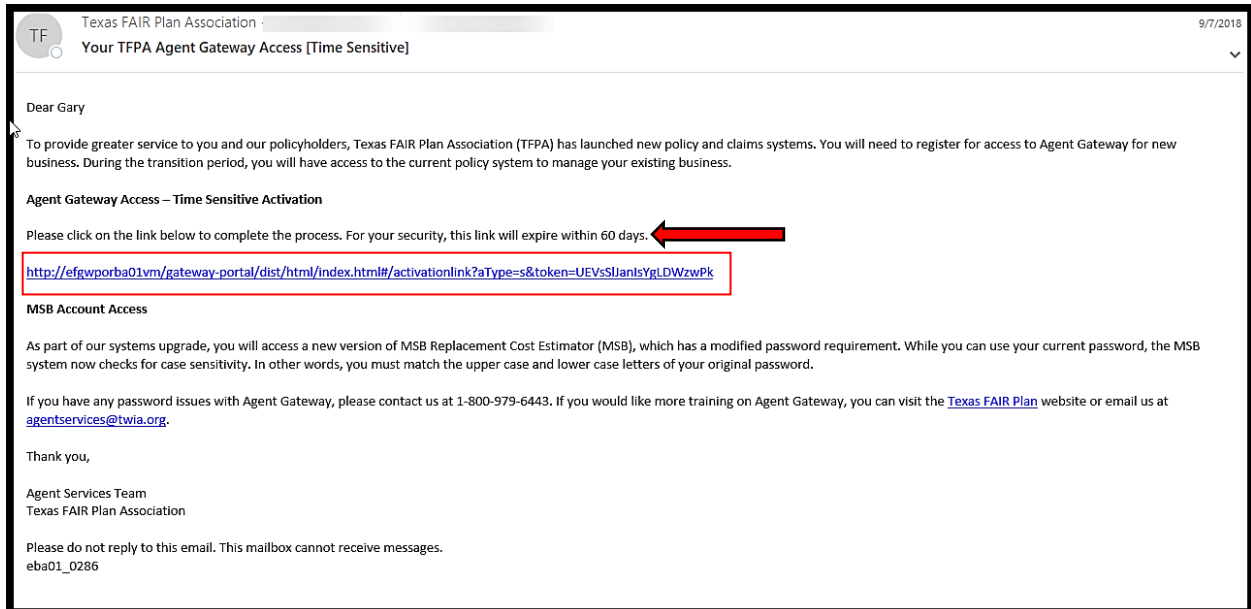


Setting Passwords in Agent Gateway

This job aid demonstrates how to set a password in the TFPA Agent Gateway system.

If you are an existing TFPA Agent, you will receive an email from TFPA to set your new system password once Agent Gateway is implemented. Here is an example of the email:



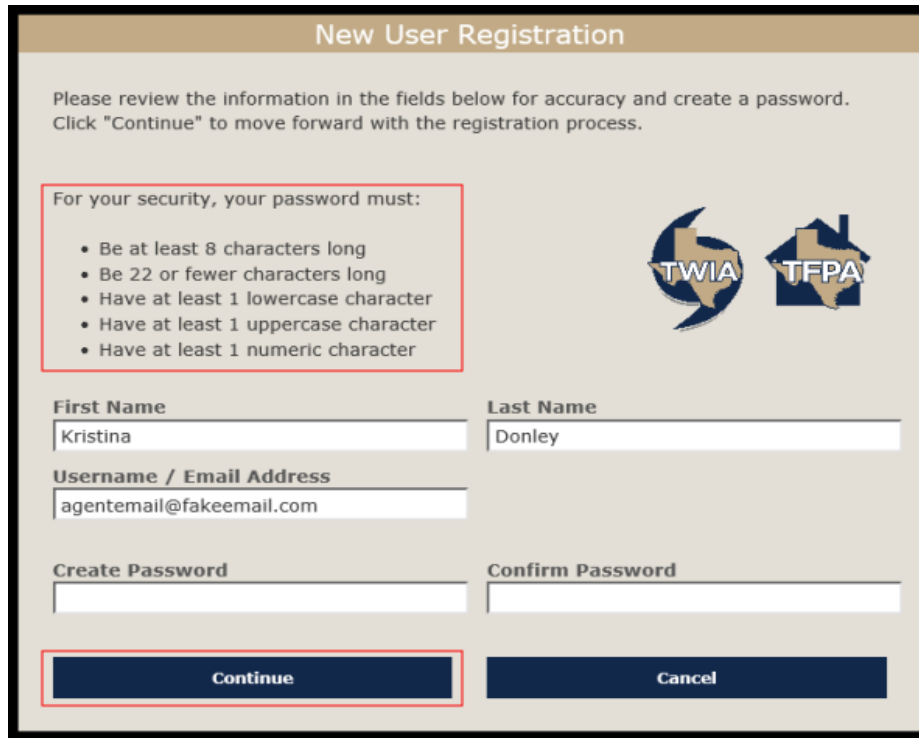
Once the link is clicked, you will be taken to the Agent Registration Page. Here, you will verify your TDI License Number, Employer Identification Number (EIN), and the Agency Primary Contact Last Name provided at the time of registration.

The screenshot shows the "Gateway Portal" for the Texas FAIR Plan Association. The page title is "Agent Registration". Below the title, it says: "To access your registration details, please answer security questions below." There are three input fields: "TDI License Number", "Employer Identification Number", and "Agency Contact Last Name". Each field has a corresponding input box. Below the input boxes is a "Continue" button. The entire registration form area is enclosed in a dashed red box.

Please contact Agent Services at 1-800-979-6443 or agentservices@twia.org for assistance.



If the information you entered is validated, you will be prompted to set your password.



New User Registration

Please review the information in the fields below for accuracy and create a password. Click "Continue" to move forward with the registration process.

For your security, your password must:

- Be at least 8 characters long
- Be 22 or fewer characters long
- Have at least 1 lowercase character
- Have at least 1 uppercase character
- Have at least 1 numeric character

First Name
Kristina

Last Name
Donley

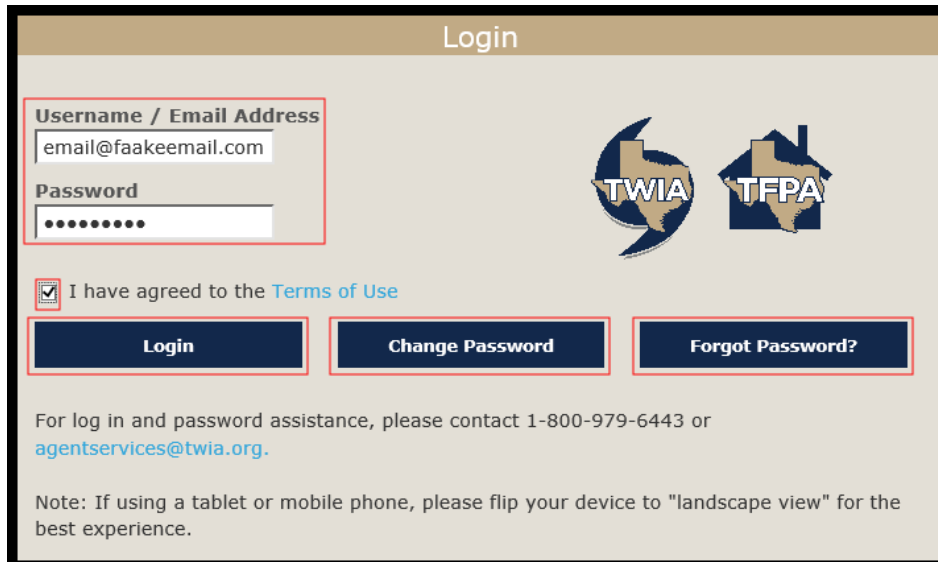
Username / Email Address
agentemail@fakeemail.com

Create Password

Confirm Password

Continue **Cancel**

Once your password has been set, you will use your email and new password to log in.



Login

Username / Email Address
email@faakeemail.com

Password
••••••••

I have agreed to the [Terms of Use](#)

Login **Change Password** **Forgot Password?**

For log in and password assistance, please contact 1-800-979-6443 or agentservices@twia.org.

Note: If using a tablet or mobile phone, please flip your device to "landscape view" for the best experience.

The Change Password button will provide a new screen to change your password. The Forgot Password button will send you a password reset link to your email address.

Please contact Agent Services at 1-800-979-6443 or agentservices@twia.org for assistance.

