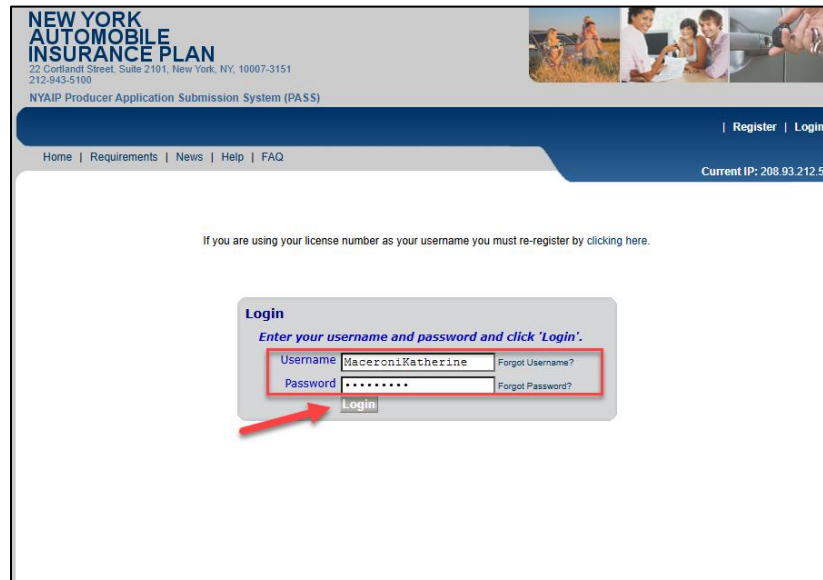


PASS Multifactor Authentication Steps

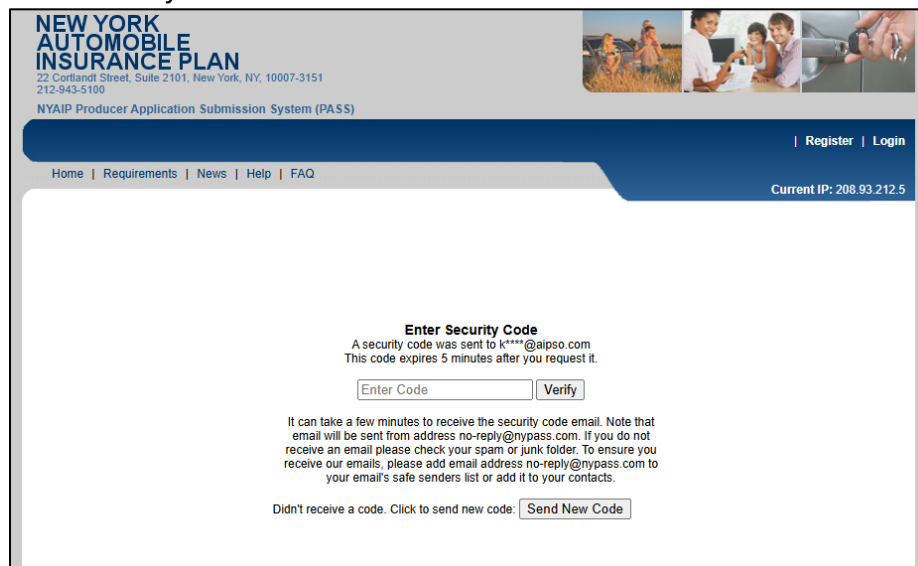
To enhance account security, PASS now requires email-based two-factor authentication. This means that after entering your username and password, you will receive a one-time verification code via email to complete your login. The steps below outline the new PASS login process.

1. The user navigates to the PASS login screen and enter their username and password.



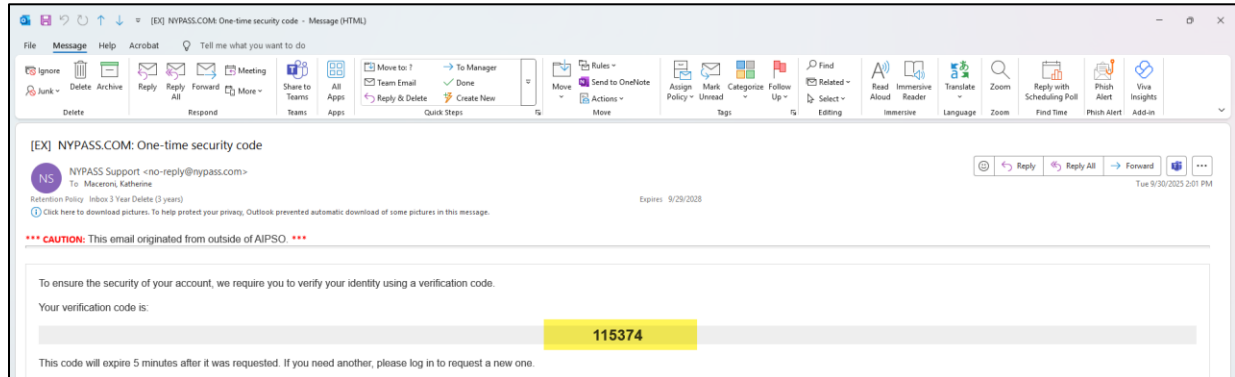
The screenshot shows the 'NEW YORK AUTOMOBILE INSURANCE PLAN' website. The header includes the plan name, address (22 Cortlandt Street, Suite 2101, New York, NY, 10007-3151), phone number (212-943-5100), and the title 'NYAIP Producer Application Submission System (PASS)'. Navigation links for 'Home', 'Requirements', 'News', 'Help', and 'FAQ' are present. A 'Register | Login' link is in the top right. The current IP address is '208.93.212.5'. A message states: 'If you are using your license number as your username you must re-register by clicking here.' The 'Login' section prompts the user to 'Enter your username and password and click \'Login\''. It features input fields for 'Username' (containing 'MaceroniKatherine') and 'Password' (masked with dots), with 'Forgot Username?' and 'Forgot Password?' links. A red arrow points to the 'Login' button.

2. After logging in with your username and password, you will be prompted to enter your one-time security code. A verification code has been sent to the email address associated with your PASS account.



The screenshot shows the 'Enter Security Code' screen. The header is identical to the previous screen. The main heading is 'Enter Security Code'. Below it, a message states: 'A security code was sent to k****@aipso.com. This code expires 5 minutes after you request it.' There is an input field labeled 'Enter Code' and a 'Verify' button. A note below the input field states: 'It can take a few minutes to receive the security code email. Note that email will be sent from address no-reply@nypass.com. If you do not receive an email please check your spam or junk folder. To ensure you receive our emails, please add email address no-reply@nypass.com to your email's safe senders list or add it to your contacts.' At the bottom, there is a link 'Didn't receive a code. Click to send new code:' followed by a 'Send New Code' button.

3. You will then navigate to your email where you will receive an email from no-reply@nypass.com with the subject line: **NYPASS.COM: One-time security code.**
 - a. Note: if you have not received an email from no-reply@nypass.com please check your spam/junk folder for this email
 - b. Note: this code will expire **5 minutes** after it was requested



4. Please enter the code you received from NYPASS Support and select Verify.

**NEW YORK
AUTOMOBILE
INSURANCE PLAN**
22 Cortlandt Street, Suite 2101, New York, NY, 10007-3151
212-943-5100
NYAIP Producer Application Submission System (PASS)



[Register](#) | [Login](#)

Home | [Requirements](#) | [News](#) | [Help](#) | [FAQ](#)

Current IP: 208.93.212.5

Enter Security Code
A security code was sent to k****@aipso.com
This code expires 5 minutes after you request it.

It can take a few minutes to receive the security code email. Note that email will be sent from address no-reply@nypass.com. If you do not receive an email please check your spam or junk folder. To ensure you receive our emails, please add email address no-reply@nypass.com to your email's safe senders list or add it to your contacts.

Didn't receive a code. Click to send new code:

5. Once the security code is entered and verified, you will be brought to the PASS homepage.

**NEW YORK
AUTOMOBILE
INSURANCE PLAN**
22 Cortlandt Street, Suite 2101, New York, NY, 10007-3151
212-943-5100
NYAIP Producer Application Submission System (PASS)

Currently logged in as: MaceroniKatherine | Logout

Home | Requirements | News | Help | FAQ

License: BR924776 Current IP: 208.93.212.5

Access Level: **Staff**

Current Office:
DBA1
8622 PEACH STREET, SUITE 1 • QC CITY, NY • 10001
Phone: (111) 111-1111 [change office]

My Account Private Commercial Endorsement Other Services **Alerts**

User Name
MaceroniKatherine
License
BR924776
Email Address
katherine.maceroni@aipso.com
[Edit Profile] [View/Edit E-Pay Information]

Notifications:
Warning: Please view the Alerts tab or click here to view outstanding issues
STOP!! THE NYAIP OFFICE IS FULLY ELECTRONIC AND PAPERLESS.
[Click Here] FOR DETAILS

News:

- **Paperless for Policy Change Requests (Endorsements)**
Producers are now able to scan/upload all eligible Policy Change Requests and relevant documents, eliminating the need to fax the request to the assigned carrier. Click here to view the PCR User guide.
- The NYAIP is pleased to announce that electronic payments (producer sweep and credit/debit card) are now available for Proof of Payment Requests.
- **Elimination of Physical Damage Inspection:**
Effective May 15, 2024, the requirement for photo inspection when physical damage coverage is requested, is eliminated for all Plan business. Therefore, the auto generated "Acknowledgement of Requirement for Photo Inspection" form will no longer generate with submitted applications or policy change requests.
- **Renewal ID Card Contingency Software now Available for Download.**

Contact Information:

If you have questions, please contact our customer service team at 212-943-5100 or send an email to nyaipinq@aipso.com

Troubleshooting Steps

- **I Did not Receive an Email**

- ✓ **Spam or Junk Folder:** Check your spam, junk, or promotions folder. Mark the email as “Not Spam” to ensure future delivery.
- ✓ **Incorrect Email Address:** Make sure you are logging in with the correct user credentials associated with this account.
- ✓ **Delayed Delivery:** Wait a few minutes. Some email providers may delay delivery.
- ✓ **Blocked Domain:** Ensure your email provider is not blocking our domain. Add our sender address **no-reply@nypass.com** to your contacts or safe sender list.

If you still have not received the email, please try sending a new code using the “Send New Code” button on the login screen.

- **Troubleshooting Emails Sent to Spam or Junk Folders**

- We encourage users to:
 - ✓ Add no-reply@nypass.com to contacts or safe senders list.
 - ✓ Avoid forwarding emails — this can invalidate codes.
 - ✓ Whitelist domain nypass.com in email settings or security gateway. You will need to reach out to your IT department to assist with this.
 - ✓ Check quarantine or security portals if your organization uses external filtering. You will need to reach out to your IT department to assist with this.

- **I Received the Email but My Code Does Not Work**

- Common Reasons Could Be:
 - ✓ Typo or extra spaces: Copy-paste errors or manual entry mistakes.
 - ✓ Multiple requests: If you requested multiple codes, only the most recent one will work.
 - ✓ Expired code: Please request a new code.

- **I’m Not Receiving Emails on My Work Account**

- Some organizations block external emails or flag automated messages.
 - ✓ Contact your IT department to whitelist our domain **nypass.com**.