

## \*\*\*\*\* Action Needed to Continue Service\*\*\*\*\*

The ISIS system is growing and will be getting a new internet address. Please take a moment to review the changes. Some action is required to insure your access is not interrupted.

**Overview of systems upgrade:** Please be advised that we are performing a systems upgrade and will be moving our applications to new servers. Affected systems include ISIS, ATF and AVS. These system modifications will provide the NAIC applications with increased security and performance.

**When it is occurring:** Estimated date is August 29th.

**Impact to you:** There are three impacts of note:

- 1.) **New Password:** In order for us to synchronize all passwords from the old system to the new, you will need to change your password.
- 2.) **New Login page:** After selecting the 'login' link, you will be taken to a new login page where you will enter your user ID and password.
- 3.) **New URL Address:** If you have an NAIC application bookmarked, please note that the url address is changing to <https://isis.naic.org/>. As a result, when attempting to access the application using a bookmark, a new page will display redirecting you to the correct url address. You will need to update your bookmarks using the new url address.

**What we need from you:** At some point between now and August 28<sup>th</sup> you will need to access your account and change your password. Doing this will ensure a seamless transition with no down time. On August 20<sup>th</sup> we will begin de-activating all passwords that have not been updated. This will help the system avoid a large volume of traffic as soon as it is operable with the new modifications. If you do not change your password before the modifications have taken place, you will still be able to access your account; however you will need to email the NAIC Help Desk and request that your account be reactivated and a temporary password sent to you. While we will do everything we can to answer all requests in a timely manner, the time needed will vary depending on the number of users who have not chosen to change their password previous to the upgrade.

### Guidelines for creating your new password

- Minimum of six characters
- Maximum of thirty characters
- At least one numeric character
- Special characters are permitted
- You can not use old passwords

If you have questions or concerns, please contact the AVS Help Desk via email at [avsis@naic.org](mailto:avsis@naic.org), or phone at (816) 783-8707.