Access to Travelers Secured Systems & Agent HQ℠
Frequently Asked Questions

What type of password security does Travelers utilize for access to their secure web sites for both insureds and agents?

Information Security is a top priority to Travelers. We continuously strive to ensure that your business with us is protected while maintaining an ease of use in line with current day standards. Travelers uses “Strong Password” technology which enables users to securely sign-in to Travelers web sites using only their ID and Password. Prior to 2009, some of our secure web sites required Digital Certificates and PIN numbers for access, but that technology has now been retired. Some of the log-in changes that you might notice are on the main log-on screen and have been made in preparation for the new technology log-in process.

What is the “Strong Password” security technology?

“Strong Password” security technology is a platform used by many institutions today and it provides one of the highest levels of security while also making our site easier to access for our authorized customers.

Do I have to change my password when this new technology is implemented?

Yes. You will need to reset your password to meet the “Strong Password” criteria.

What is the criteria for the new “Strong Password”?

- Must be at least 8 characters in length
- Must be a combination of alpha and numeric characters
- Must have both Upper and Lower case letters
- Cannot be the same as your User ID
- Cannot have more than 2 repeating characters (i.e. "Aaa111")
- Should not be something easily guessed
- Should not include the word ‘password’
- Examples of acceptable passwords are:
  - BeSecure29
  - 10Travelers08
  - Agent108
How often do I have to change my password?

**Insureds:** To access Travelers e-Pay for Business Insurance, you will be required to change your password during the initial log-on to the application. This password will be stored until you choose to change it.

**Agents:** Your password will expire every 90 days from the last date it was updated/changed. You will receive an expiration notice, via a reminder pop-up, 10 days prior to your password expiration. If you do not change the password within the 10 days’ notice, you will be unable to access the secure Travelers sites until you change your password. Once the password has been changed the pop-ups will not occur again for another 81 days.

What if I want to change my password?

If you have security concerns that cause you to want to change your password, you may do so at any time by clicking the ‘Change Password’ button on the log-in screen.

How do I set-up a new ‘Favorite’?

If you do not have a ‘Favorite’ for Travelers secure web sites and would like one added to your Browser, click on the ‘Add to Favorites’ located at the top of the log-on page. You also set it up manually through your browser by saving the web address, [https://logon.travelers.com](https://logon.travelers.com) as a Favorite.

FOR AGENTS ONLY: How does this new password process affect my use of a vendor application?

If your vendor application utilizes the same ID and Password, you will need to take steps necessary to synchronize your new password each time it is changed with the vendor system passwords. Failure to do so may cause their system to not function properly with Travelers systems.

If you have any other questions, please contact the appropriate Help Desk or Customer Service team:

- **Insureds:**
  - Travelers e-Pay for Business Insurance **1.877.754.0471**
  - Risk Management Information Services please contact your RMIS Account Representative or call **1.860.277.5800**

- **Agents:**
  - Business Insurance **1.800.842.2522**
  - Personal Insurance **1.800.243.1334**
  - Northland Agency Automation **1.800.363.2242**
  - Risk Management Information Services please contact your RMIS Account Representative or call **1.860.277.5800**

- **Travelers Canada Brokers accessing The Dominion systems contact:**
  - New_Travelers_Access@Travelers.com