




# Tooltip: First-Time Login

ExpertOffice



## 1 Producer Notification Welcome Letter

The day after an insurance agent's appointment is made effective, a welcome letter is mailed out to them. Their **Producer ExpertOffice Login ID** is included and the agent should attempt to log into the portal within the first 25 days of being contracted.

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**AMERICAN NATIONAL INSURANCE COMPANY**  
ONE MOODY PLAZA, GALVESTON TX 77550-7999 409/763-4661

October 8, 2018

**New Producer**  
PO Box 123  
Anytown, USA 7653

**New Producer Information**  
Producer Code: A123  
Effective Date: 09/12/2018  
Commissions: Advanced  
Advance Upon Initial Premium Received: 50%  
Maximum Advance per Commission Cycle: \$1500.00  
Expert Office Login: B12345  
Expert Office Password: last 6 of your SSN

**Dear New Producer,**

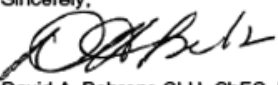
Welcome to the American National Insurance Company and to the Independent Marketing Group. Your new producer information can be found in the box above.

Your producer code should be included on all applications and correspondence to ensure that you are given proper credit for your sales and service activity.

Your Expert Office login will provide instant access to online tools allowing you to illustrate, submit, and manage your business. Expert Office can be found by logging into our website at <http://img.anicoweb.com>. After logging in, you will be prompted to personalize your username and password. Please take the time to log in as soon as possible as you will not receive print copies of any reports.

If you need further assistance, our Field Support Center is available to help you at (888) 501-4043, Option 1.

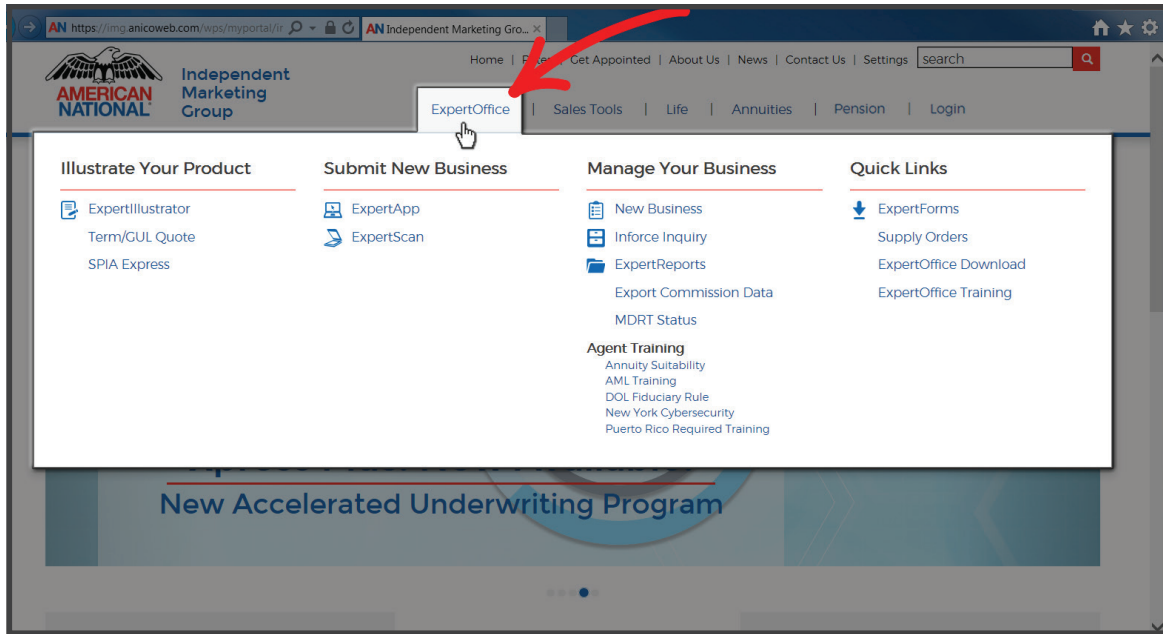
I trust that your association with American National to be a happy and rewarding experience. If there is anything we can do to assist you, please let us know.

Sincerely,  
  
David A. Behrens CLU, ChFC, LLIF  
Executive Vice President  
Independent Marketing Group

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## 2 ExpertOffice Website Portal

ExpertOffice website portal url: [img.anicoweb.com](https://img.anicoweb.com)



## 3 ExpertOffice Portal Login


This is where the agent can log in to the “online portal version” or the “ANICO Cloud”. The agent will need their **ExpertOffice Login ID** which is a code with a letter followed by five numbers, and their **Password** is their last 6 numbers of their SSN. If the agent does not know their ExpertOffice Login ID, contact the IMG Field Support Center at 1-888-501-4043.



## 4

# Customizing Login Credentials

The first time the agent inputs their login credentials they will be taken to a customization page where they can create their personalized login, password and answer the security questions.

  
**Update Your Security Information**

We've enhanced the security features of this site. After logging in, these settings can be found and changed in account options.

Please provide the information below and click continue.

**\*\*NEW FEATURE\*\*** You can now create a personalized username for your account! Check to see whether your preferred username is available.

Username

Your password must be between 6 - 15 characters, with at least one number, one uppercase letter and one lowercase letter.

Password

Confirm Password

The security questions will be used to assist you in resetting your password.

Security Question1

Security Answer1

Security Question2

Security Answer2

Security Question3

Security Answer3

Terms and Conditions  I agree to the [Terms and Conditions](#).



IMG Field Support Center 888-501-4043 | <https://img.anicoweb.com>

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