

SSO Quick Reference Guide

1. How do I access SSO page?

- SSO login page can be access by clicking on the link <https://sso.axismaxlife.com>

2. I'm not able to access the SSO page?

- Please check if you are accessing the right link <https://sso.axismaxlife.com>
- Please check if you are able to access other websites or applications that require network connection.
- If you are able to access other websites, then please call helpdesk (18001028672 & 18001218143 or mark mail to helpdesk.homeoffice@axismaxlife.com) for further resolution.

3. How do I access BPMS for registering new Business Partners?

- Go to SSO login page by clicking on <https://sso.axismaxlife.com> and click on the tile that says "Business Partner / Retainer Registration Form (BPMS)".

4. How do I set my Forgotten Password questions to retrieve my password?

- Log in to SSO portal (<https://sso.axismaxlife.com>) and click on the "Self-Service" icon. This will present you the self-service page "Change Forgotten Password Questions" link you should be able to reset your questions and answers.

5. I forgot my password, how can I retrieve my password?

- Go to SSO login page by clicking on <https://sso.axismaxlife.com> and click on the link that says "Forgot Password". Here you have two options to choose from. The first one i.e. "One Time Password (OTP) via SMS" allows you to receive OTP on registered mobile number and after confirmation you are allowed to reset your password.
- Another option is "Secret Questions and Answers", where you will be presented with a set of Forgotten Password questions that you had set during registration. Answer the questions correctly and the system will allow you to reset your password.

6. Why is SSO asking me to select challenge response questions?

- The SSO solution provides you the ability to retrieve your forgotten password through the self-service function. The challenge response questions would be used for this purpose.

7. My Windows password is about to expire and where do I go to reset my password?

- Log on to <https://sso.axismaxlife.com> and click on self-service to access the self-service page. Click on "Change Password" to reset your Windows and other systems password.
- You can also change you password by pressing CTRL+ALT+DELETE button at Windows Logon Screen and selecting "Change a Password" option on your AxisMax life provided Laptop/Desktop in office Network.

8. Do I need to update/change password again in SSO?

- No, Password would be synchronised automatically.

9. What if I forget my password and my hint question answer?

- Please click on "Forgot Password" and choose "One Time Password (OTP) via SMS" to reset your password. Make sure your mobile number is updated in Disha for Employee, In SSO for Business Partners and In My Agent for Agents. Refer question no 16 to know more about profile update in SSO.

10. How do I request for SSO ID of a new Business Partner?

- It will be governed by MYND Employwise team. Please follow below SOP for more details: https://maxlifeinsurance-my.sharepoint.com/:x/p/hhoomika_sethi/EXI-IN2yY25DwzDU12abXzoB7ULVMtNz_ULG0tvMgDHHfQ?e=ByUHBK

11. My account is locked, how do I unlock it?

- SSO & System Account gets locked after 3 wrong password attempt and gets auto unlocked after 30 minutes. To unlock on priority call helpdesk @18001028672 & 18001218143 or End user Support team.

12. How do I request access to an application?

- Log in to SSO portal (<https://sso.axismaxlife.com>) and click on the "Self-Service" icon. Click on "Request Account" and select the appropriate application that you need access to, fill in the form and submit it for approvals and processing. In case required application not listed in Self Service of SSO then reach out to your supervisor or respective application for access.

13. How do I know if my self service request has been approved or not?

- You can check the status of your requests on the self-service page by clicking on "View My Requests" link and click on the requested account.

14. Can I access the SSO page from outside the premises (through internet)?

- SSO portal is not available from outside of MLI Network. In case you need to access SSO from home, please connect to InstaSafe VPN or login to VDI. SSO portal is available on Internet for password reset option only.

15. Can't I access the applications directly (i.e. by entering the URL of the application directly)?

- All applications integrated with SSO will not allow you to access the application directly. You will need to go through the SSO portal.

16. I want to update my profile information because I have a new address, phone number, email address, etc ?

- Employees- Write an email to Biz support for all profile related changes.
- Business Partner- Update information in SSO> Self Service> View or Change Profile.
- Agents- Please connect to respective GO.

17. Why do I get logged out of my browser session?

- The SSO solution has enhanced security configurations which will automatically logs the session out after fifteen (15) minutes of inactivity. You will need to re-login through SSO to access the application.

18. What do I do if I get a page expired notification?

- You may have been logged out of your SSO session due to idle time out. Please try to login again through the SSO portal.