



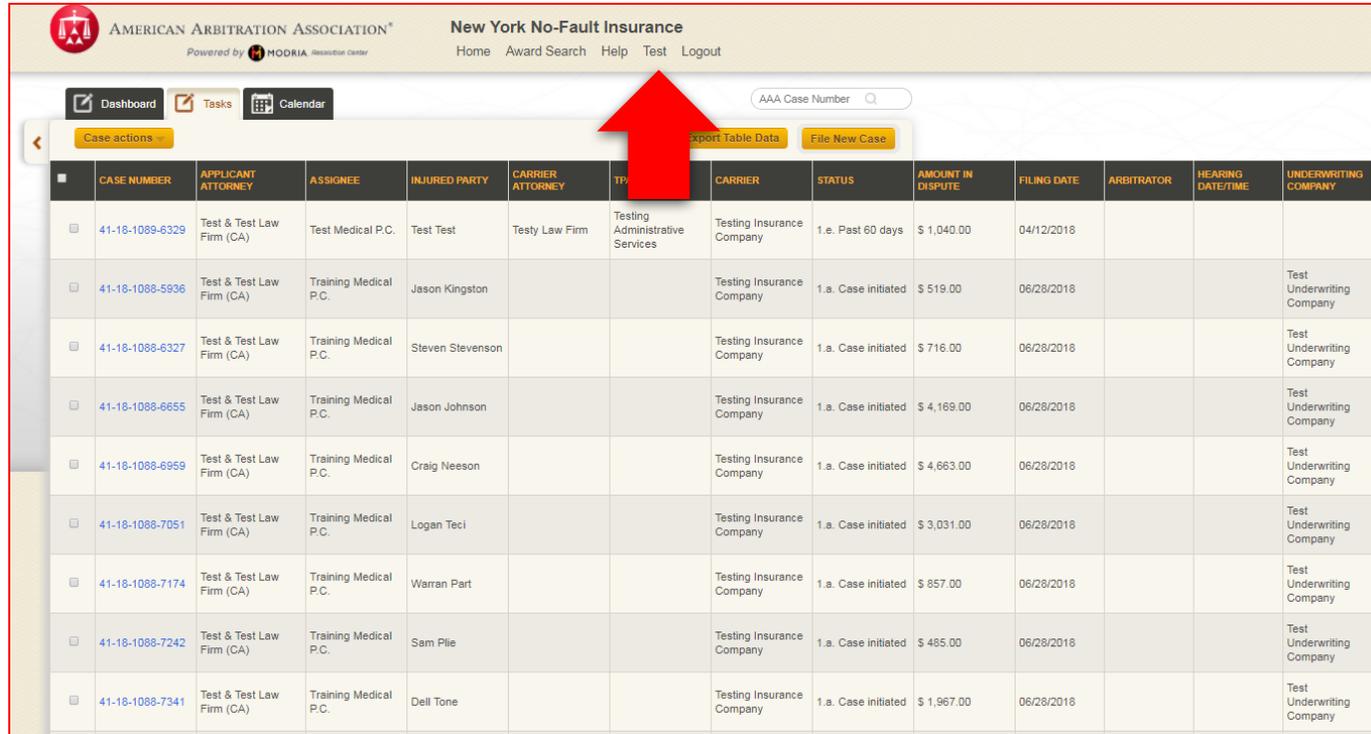
AMERICAN ARBITRATION ASSOCIATION®

# ACCESSING YOUR ACCOUNT



## MY ACCOUNT MENU

Once logged in, from your user home page, access the **MY ACCOUNT** menu by clicking on the tab with your corresponding user name (left of LOGOUT). The **MY ACCOUNT** link menu is displayed by user's name.



|                          | CASE NUMBER     | APPLICANT ATTORNEY        | ASSIGNEE              | INJURED PARTY    | CARRIER ATTORNEY | TR                              | CARRIER                   | STATUS              | AMOUNT IN DISPUTE | FILING DATE | ARBITRATOR | HEARING DATE/TIME | UNDERWRITING COMPANY      |
|--------------------------|-----------------|---------------------------|-----------------------|------------------|------------------|---------------------------------|---------------------------|---------------------|-------------------|-------------|------------|-------------------|---------------------------|
| <input type="checkbox"/> | 41-18-1088-6329 | Test & Test Law Firm (CA) | Test Medical P.C.     | Test Test        | Testy Law Firm   | Testing Administrative Services | Testing Insurance Company | 1.e. Past 60 days   | \$ 1,040.00       | 04/12/2018  |            |                   |                           |
| <input type="checkbox"/> | 41-18-1088-5936 | Test & Test Law Firm (CA) | Training Medical P.C. | Jason Kingston   |                  |                                 | Testing Insurance Company | 1.a. Case initiated | \$ 519.00         | 06/28/2018  |            |                   | Test Underwriting Company |
| <input type="checkbox"/> | 41-18-1088-6327 | Test & Test Law Firm (CA) | Training Medical P.C. | Steven Stevenson |                  |                                 | Testing Insurance Company | 1.a. Case initiated | \$ 716.00         | 06/28/2018  |            |                   | Test Underwriting Company |
| <input type="checkbox"/> | 41-18-1088-6655 | Test & Test Law Firm (CA) | Training Medical P.C. | Jason Johnson    |                  |                                 | Testing Insurance Company | 1.a. Case initiated | \$ 4,169.00       | 06/28/2018  |            |                   | Test Underwriting Company |
| <input type="checkbox"/> | 41-18-1088-6959 | Test & Test Law Firm (CA) | Training Medical P.C. | Craig Neeson     |                  |                                 | Testing Insurance Company | 1.a. Case initiated | \$ 4,663.00       | 06/28/2018  |            |                   | Test Underwriting Company |
| <input type="checkbox"/> | 41-18-1088-7051 | Test & Test Law Firm (CA) | Training Medical P.C. | Logan Teci       |                  |                                 | Testing Insurance Company | 1.a. Case initiated | \$ 3,031.00       | 06/28/2018  |            |                   | Test Underwriting Company |
| <input type="checkbox"/> | 41-18-1088-7174 | Test & Test Law Firm (CA) | Training Medical P.C. | Warran Part      |                  |                                 | Testing Insurance Company | 1.a. Case initiated | \$ 857.00         | 06/28/2018  |            |                   | Test Underwriting Company |
| <input type="checkbox"/> | 41-18-1088-7242 | Test & Test Law Firm (CA) | Training Medical P.C. | Sam Plie         |                  |                                 | Testing Insurance Company | 1.a. Case initiated | \$ 485.00         | 06/28/2018  |            |                   | Test Underwriting Company |
| <input type="checkbox"/> | 41-18-1088-7341 | Test & Test Law Firm (CA) | Training Medical P.C. | Dell Tone        |                  |                                 | Testing Insurance Company | 1.a. Case initiated | \$ 1,967.00       | 06/28/2018  |            |                   | Test Underwriting Company |



## TABS WITHIN THE MY ACCOUNT SECTION

In the **MY ACCOUNT** section, there will be three tabs that you can access.

1. **Your profile information** containing your contact information
2. **Your company information** containing information regarding your company
3. **Payment information** containing basic financial information with regards to your cash account and no-fault arbitration filings

AMERICAN ARBITRATION ASSOCIATION®  
Powered by MODRIA Resolution Center

New York No-Fault Insurance  
Home Award Search Help Test Logout

Your profile information Your company information Payment information

### User Information

Are you associated with a company?  No  Yes

Ms  Mr

First Name: Test Last Name: Lawyer

Email Address: testandtest5@lawfirm.com Phone Number: 555-123-4567

Fax: [Empty field]

Save

### ADDRESSES

| ADDRESS                              | PRIMARY                          |
|--------------------------------------|----------------------------------|
| 123 Main Street, New York, NY, 11111 | <input checked="" type="radio"/> |

Delete Address Add New Address

### Change Password

Current Password: [Empty field]

New Password: [Empty field]

Confirm Password: [Empty field]

Submit

## PROFILE INFORMATION

In the **your profile information** tab, you have the ability to update your contact information. Click on a field that you want to edit or change and click **SAVE** when complete.

**Please note:** You will not be able to change your email address since it is specifically tied to your user login. Updating a company record requires special permission only granted to the designated account administrator.

On the other hand, you can always change your password.

AMERICAN ARBITRATION ASSOCIATION®  
Powered by MODRIA Resolution Center

New York No-Fault Insurance  
Home Award Search Help Test Logout

Your profile information Your company information Payment information

User Information

Are you associated with a company?  No  Yes

Ms  Mr

First Name: Test Last Name: Law

Email Address: testandtest@lawfirm.com Phone Number: 718-555-0123

Fax: \_\_\_\_\_

Save

ADDRESSES

|                          | ADDRESS                              | PRIMARY                          |
|--------------------------|--------------------------------------|----------------------------------|
| <input type="checkbox"/> | 123 Main Street, New York, NY, 11111 | <input checked="" type="radio"/> |

Delete Address Add New Address

Change Password

Current Password: \_\_\_\_\_

New Password: \_\_\_\_\_

Confirm Password: \_\_\_\_\_

Submit

## CENTER TAB

The center tab allows you to expand the case to access more information about the parties, link cases and/or matched cases. Click on the dark gray tab to expand it.

The screenshot displays the AAA Case Number search bar at the top right. The main case information is as follows:

|                   |                        |                      |                                 |                                  |
|-------------------|------------------------|----------------------|---------------------------------|----------------------------------|
| Case:             | 41-18-1089-6329        | Applicant Attorney:  | Test & Test Law Firm (CA)       | Related cases:                   |
| Phase:            | 1 - Conciliation       | Injured Party(ies):  | Test Test                       | Linked: 0                        |
| Status:           | 1.f. Past 90 days      | Medical Provider(s): | Test Medical P.C.               | Matched: 0                       |
| ADR Center Team 1 |                        | Respondent Attorney: | Test Case Law Firm (RA)         | Carrier Response Due: 05/14/2018 |
| Phone:            | (646) 863-3461         | TPA:                 | Testing Administrative Services |                                  |
| Email:            | ADRCenterTeam1@adr.org | Carrier:             | Testing Insurance Company       |                                  |

Additional case details include:

- Date of Accident: 10/20/2016
- Amount in Dispute: \$1,040.00
- Dates of Service: 12/01/2016 - 05/04/2017
- Insurer claim No.: 332423453R54
- Applicant File No.: N/A
- Arbitrator:
- Hearings:

The timeline view shows the following events:

- 07/12/2018, AAA (System) sent Message notification to Test Case Law Firm (RA)
- 07/12/2018, AAA (System) sent Message notification to Test Case Law Firm (RA)
- 07/11/2018, Test & Test Law Firm (CA) ( Test Lawyer ) sent a message to the Respondent
- 07/11/2018, Test & Test Law Firm (CA) ( Test Lawyer ) sent a message to the Respondent
- 07/10/2018, AAA (System) sent Message notification to Test Case Law Firm (RA)
- 07/10/2018, AAA (System) sent Message notification to Test Case Law Firm (RA)
- 07/09/2018, Test & Test Law Firm (CA) ( Test Law ) sent a message to the Respondent
- 07/09/2018, Test Case Law Firm (RA) ( Test RespAtt1 ) completed review of online message received on 06/28/2018 from Test & Test Law Firm (CA) ( Test Law )

## ADDING AUTHORIZED USERS

If you are the designated administrative person for your company, you will have the ability to add authorized users to your account.

This option provides multiple users within a company (e.g., attorneys or claims representatives) with access to arbitration cases for that particular company. See the **add and remove authorized users** tutorial for more information on how to add authorized users.

The screenshot shows the user profile page for 'New York No-Fault Insurance' on the American Arbitration Association website. The page is titled 'Your company information' and contains a 'Company Information' form and an 'AUTHORIZED USERS' table. The 'AUTHORIZED USERS' table is highlighted with a red border.

| LAST NAME | FIRST NAME | EMAIL                    | ADMIN                               | REMOVE |
|-----------|------------|--------------------------|-------------------------------------|--------|
| Test      | Law        | testandtest@lawfirm.com  | <input checked="" type="checkbox"/> | Remove |
| Jane      | Smith      | janesmith@bigbang.com    | <input type="checkbox"/>            | Remove |
| Test      | Lawyer     | testandtest5@lawfirm.com | <input type="checkbox"/>            | Remove |

Below the 'AUTHORIZED USERS' table is the 'ADDRESSES' section, which contains a table with one address:

| ADDRESS                                    | PRIMARY                             |
|--|-------------------------------------|
| 125 Main Street, New York, NY, 11111, USA. | <input checked="" type="checkbox"/> |

## NOTIFICATION PREFERENCES

**Notification preferences section** allows you to establish your preferred method for receiving AAA correspondence, such as hearing and adjournment notices.

You can elect to receive notices by email, fax or print (regular mail).

AMERICAN ARBITRATION ASSOCIATION<sup>®</sup> New York No-Fault Insurance  
Powered by MODRIA ASSOCIATES

Home Award Search Help Test Logout

Your profile information **Your company information** Payment information

**Company Information**

Company Name  
Test & Test Law Firm (CA)

Email Address donotemailtest&test@adr.org Phone Number 123-654-4747

Fax  
9832581477

Save

**AUTHORIZED USERS**

| LAST NAME | FIRST NAME | EMAIL                    | ADMIN                               | REMOVE |
|-----------|------------|--------------------------|-------------------------------------|--------|
| Test      | Lawyer     | testandtest5@lawfirm.com | <input type="checkbox"/>            | Remove |
| Jane      | Smith      | janesmith@bigbang.com    | <input type="checkbox"/>            | Remove |
| Test      | Law        | testandtest@lawfirm.com  | <input checked="" type="checkbox"/> | Remove |

**ADDRESSES**

| ADDRESSES                                  | PRIMARY               |
|--|-----------------------|
| 125 Main Street, New York, NY, 11111, USA. | <input type="radio"/> |

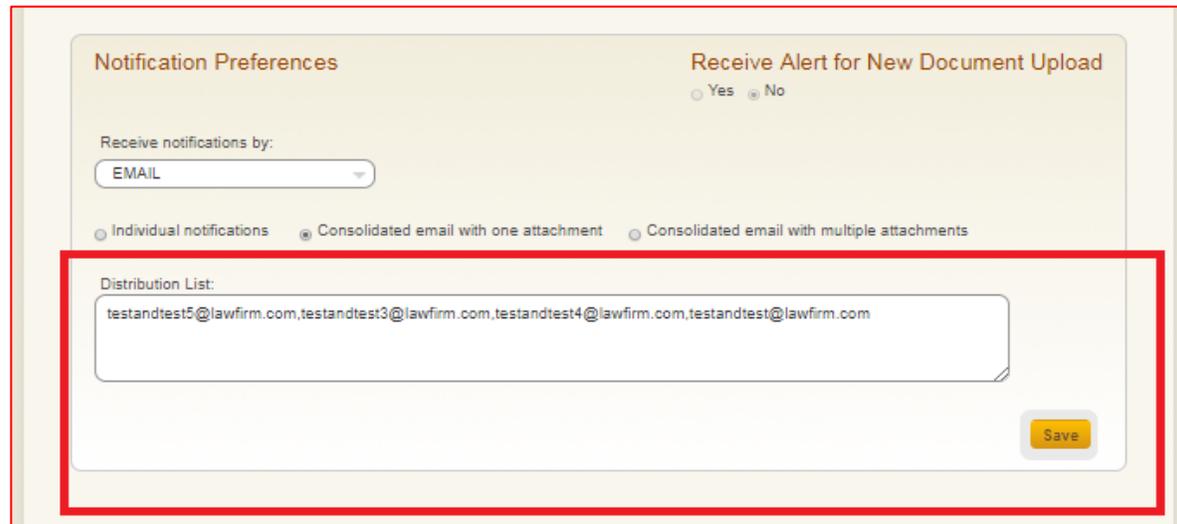
**Notification Preferences** Receive Alert for New Document Upload  
 Yes  No

Receive notifications by:  
EMAIL  
Email  Consolidated email with one attachment  Consolidated email with multiple attachments  
Fax  
Print  testandtest3@lawfirm.com, testandtest4@lawfirm.com, testandtest@lawfirm.com

Save

## NOTIFICATION PREFERENCES

The **Distribution List** under the notification preferences section allows for multiple people to be copied on any AAA correspondence.



The screenshot displays a web form titled "Notification Preferences". At the top right, there is a section for "Receive Alert for New Document Upload" with radio buttons for "Yes" and "No", where "No" is selected. Below this, the "Receive notifications by:" dropdown menu is set to "EMAIL". There are three radio button options for notification frequency: "Individual notifications", "Consolidated email with one attachment" (which is selected), and "Consolidated email with multiple attachments". The "Distribution List:" field is a text input box containing the email addresses "testandtest5@lawfirm.com,testandtest3@lawfirm.com,testandtest4@lawfirm.com,testandtest@lawfirm.com". This field is highlighted with a red rectangular border. A yellow "Save" button is located at the bottom right of the form.

## PAYMENT INFORMATION

The **Payment Information** tab contains information regarding your financial history. This provides you with your Cash Account balance and a transaction history (credits or debits) of the account.

**Please note:** This tab is only relevant to a particular group of users (i.e. Applicants/Applicant Attorneys). Other user groups will have access to this tab; however, no relevant information will be displayed since this option is specific to filing fees.

AMERICAN ARBITRATION ASSOCIATION®  
Powered by MODRIA

New York No-Fault Insurance  
Home Award Search Help Test Logout

Your profile information Your company information **Payment information**

### PENDING PAYMENTS

| DATE   | CASE #        | PHASE        | REFERENCE # | TRANSACTION CATEGORY | FEE              |                      |                  |                |
|--|---------------|--------------|-------------|----------------------|------------------|----------------------|------------------|----------------|
| Pending Payments: \$ 0.00<br>Available Cash: \$ 1,040.00 |               |              |             |                      |                  |                      |                  |                |
| <a href="#">Export Table Data</a>                        |               |              |             |                      |                  |                      |                  |                |
| DATE   | RECEIVED DATE | CASE #       | PHASE       | REFERENCE #          | TRANSACTION TYPE | TRANSACTION CATEGORY | PAYMENT TYPE     | TRANSACTION ID |
| 06/27/2018   | 06/27/2018    | 18-1088-7827 | Concil      | 006181661            | DEBIT            | Filing (Concil)      | System Auto Cash |                |
| 06/27/2018   | 06/27/2018    | 18-1088-7821 | Concil      | 006181660            | DEBIT            | Filing (Concil)      | System Auto Cash |                |
| 06/27/2018   | 06/27/2018    | 18-1088-7820 | Concil      | 006181659            | DEBIT            | Filing (Concil)      | System Auto Cash |                |
| 06/27/2018   | 06/27/2018    | 18-1088-7818 | Concil      | 006181658            | DEBIT            | Filing (Concil)      | System Auto Cash |                |
| 06/27/2018   | 06/27/2018    | 18-1088-7817 | Concil      | 006181657            | DEBIT            | Filing (Concil)      | System Auto Cash |                |
| 06/27/2018   | 06/27/2018    | 18-1088-7811 | Concil      | 006181656            | DEBIT            | Filing (Concil)      | System Auto Cash |                |
| 06/27/2018   | 06/27/2018    | 18-1088-7810 | Concil      | 006181655            | DEBIT            | Filing (Concil)      | System Auto Cash |                |
| 06/27/2018   | 06/27/2018    | 18-1088-7789 | Concil      | 006181654            | DEBIT            | Filing (Concil)      | System Auto Cash |                |
| 06/27/2018   | 06/27/2018    | 18-1088-7752 | Concil      | 006181653            | DEBIT            | Filing (Concil)      | System Auto Cash |                |
| 06/27/2018   | 06/27/2018    | 18-1088-7750 | Concil      | 006181652            | DEBIT            | Filing (Concil)      | System Auto Cash |                |



## PAYMENT INFORMATION

Customers that have an established Cash Account will have the ability to set a **LOW FUNDS** email alert to notify them of their current balance. The alert can be set for a specific amount.

To set it, enter the low funds amount and click **UPDATE**. If your Cash Account drops down to amount you set, an email will be sent to you advising you of your current account balance. Contact the AAA directly if you need to add funds to your cash account.

The screenshot displays the AAA New York No-Fault Insurance portal. At the top, the AAA logo and name are visible, along with the text "New York No-Fault Insurance" and navigation links for Home, Award Search, Help, Test, and Logout. Below the header, there are tabs for "Your profile information", "Your company information", and "Payment information", with the latter being the active tab.

The "PENDING PAYMENTS" section shows a summary table with columns: DATE, CASE #, PHASE, REFERENCE #, TRANSACTION CATEGORY, and FEE. Below this, it indicates "Pending Payments: \$ 0.00" and "Available Cash: \$ 1,040.00".

The "TRANSACTION HISTORY" section features a table with columns: DATE, RECEIVED DATE, CASE #, PHASE, REFERENCE #, TRANSACTION TYPE, TRANSACTION CATEGORY, PAYMENT TYPE, and TRANSACTION ID. The table lists 10 transactions from 06/27/2018, all with a "Concili" phase and "DEBIT" transaction type. The categories are either "Filing (Concili)" or "System Auto Cash", and the payment type is consistently "System Auto Cash".

At the bottom of the screenshot, there is a section for setting a "Low Funds Amount email alert". It includes a text input field containing "\$5,000.00" and an "Update" button. Below this, it states "Last updated on 07/02/2018 at 03:09 PM EST by Test & Test Law Firm (CA) (Test Lawyer)".

Further down, there is a section titled "Add money to your Cash Account" which provides the user's unique ID (5009632) and the address for sending checks to the AAA: American Arbitration Association, 32 Old Slip, 33rd Floor, New York City, NY 10005. A note at the bottom explains the importance of indicating the unique user ID on checks for proper attribution.



AMERICAN ARBITRATION ASSOCIATION®