

Agiloft Support Reference Guide

Please review the details in the items listed below to help expedite your Agiloft request.

New Provider or Provider Account Manager Request (EXTERNAL USERS) *(Expected Response Time 2-3 Business Days)*

Instructions

Submit a Provider Account Manager (PAM) request form AND a KC-W9 form. To avoid any delays, please make sure to **fill out both forms in their entirety** and send them back to us:

[Click here to send an email with the following attachments](#)

- [PAM Request Form](#)
- [KC-W9 Form](#)

Access Issues *(Expected Response Time: 1-2 Business Day)* *(MFA Issues Expected Response Time: 4-5 Business Days)*

Instructions

If you are experiencing issues logging in or accessing your Agiloft account, provide the following details that apply to the issue

- Current screenshot of the error message(s) you are receiving
- Username for who is having log in issues
- Email address for user having issues
- When the issue started
- Last time it worked
- Issue Details (*which web browser/device you are using, which Multi Factor Authentication (MFA) you are using*)

General Agiloft Issue *(Expected Response Time: 1-3 Business Days)*

Instructions

Provide a detailed explanation of the issue (*Missing button attachments, missing reviewers, not able to upload attachments, etc.*)

- Current screenshot of the error message(s) you are receiving
- Detailed explanation of the issue you are having
- When did this last work?
- Are others experiencing this issue?
- Are you using a mobile device or desktop/ laptop
- Do you have a workaround? (*provide details*)