



ALGVACATIONS.

# GET STARTED IN VAX

A QUICK GUIDE TO LOGGING INTO YOUR VAX ACCOUNT

## FOR TRAVEL ADVISORS

### Logging in to VAX for the first time

All of VAX's resources are securely behind a password-protected login. Before logging in to VAX for the first time, your agency's site manager must add you to the agency's VAX account and provide you with the agency's number, your VAX user name and a temporary password.

To log in, navigate to [vaxvacationaccess.com](http://vaxvacationaccess.com) and enter your agency number, user name, and password into the login fields. Upon initial login, you'll be asked to change your password to something more memorable. Passwords must be twelve or more alpha/numeric characters that contain at least one number and one letter. Passwords are case sensitive.

### Forgotten password

If you forgot your password, click the **Forgot Password?** link below the login fields. Your site manager can assist with a password reset if you have trouble.

### Locked account

After a 90-day period of inactivity or after six unsuccessful login attempts, your account may be locked. Contact your site manager to unlock your account. If you don't know who your site manager is, contact VAX's customer support at 414-934-2900 to identify who that person is. For security purposes, the site manager is the only person authorized to unlock an advisor's account. VAX's customer support cannot assist in unlocking an advisor's account.

## FOR SITE MANAGERS

An agency's site manager can add, edit, or remove users, reset passwords, and lock or unlock accounts within VAX's **Member Services** area. Click the gear icon at the top, right corner in VAX to access **Member Services** and then navigate to the **Manage Users** link within the **Administrative Tools** section.

### Adding an advisor to the agency's account

On the **Manage Users** page, click **Add a User** and complete an advisor profile. Share the agency number, VAX user name, and temporary password with your new advisor so s/he can log in for the first time. There is a six-hour activation window when providing their temporary password

### Password reset

If an advisor needs assistance resetting a password, enter your agency number and the advisor's VAX username in the **User Search** fields at the top of the **Manage Users** page. Identify the advisor's account and click the **Reset Password** button in the right column.

### Unlocking an advisor account

Enter your agency number and the advisor's VAX user name in the **User Search** fields at the top of the page. Identify the advisor's account and click the **Unlock Account** button in the right column. A site manager is the only person authorized to unlock an advisor's account.

### Locked site manager account

If your site manager account becomes locked, contact VAX's customer support at 414-934-2900.

For additional guidance and resources, visit our Education Campus at [ALGVacations.com/Education](http://ALGVacations.com/Education)  
If you have questions, you are welcome to email us at [algeducation@applelg.net](mailto:algeducation@applelg.net)

