NationalMI®

NATIONAL MI AXIS:
FREQUENTLY ASKED QUESTIONS

NEW TO AXIS:

1 How do I access AXIS?

To log in, please go to axis.nationalmi.com. This log in link is also contained in your initial credentials email (user ID and temporary password).

2 Can I choose my password in AXIS?

Yes. You can change the temporary password you receive subject to the following criteria:

- Minimum of 8 characters.
- Must contain at least three of the following four character types: Upper Case, Lower Case, Number and Special Character.
- Once your password has been set you will not be able to change it for 24 hours.

3 Can one user ID and password be used for an entire group of users?

No. This is not permitted in AXIS. Each user will use his/her unique login.

4 Are reference and/or training materials available?

Yes. Available Now.

Visit nationalmi.com/axis-resources for training videos and a quick reference guide.

EXISTING AXIS USERS:

1 Why are new login credentials being required?

To improve the user experience, the user ID format was changed to align with users' email addresses, which is easier to remember and provides a consistent format across the user base.

2 Will I still be able to access my pipeline?

Yes. All records and associated data can be accessed in a seamless manner. Customers will be able to pick up exactly where they left off.

3 Will I be able to access past certificates, already in force?

Yes. All records, past and present, will be accessible in the enhanced system in exactly the same manner.

4 Will my account expire if I do not login in for a period of time?

Your login will expire after 90 days of inactivity in AXIS. If your account has expired and needs to be re-activated, please email our Solution Center at solutioncenter@nationalmi.com or call 855.317.4NMI (4664).

NEW AND EXISTING AXIS USERS:

1 Can I use any browser and browser versions to log in to AXIS?

You can use Chrome, Firefox or Internet Explorer (IE), however IE version 7 and lower, is not supported.

2 When I login to your system, I see a blank white screen and nothing loads on the page?

Are you running Internet Explorer 9 (IE9)? If so, there is a plug-in that's required in order for our application to work properly. Contact your IT department to ensure you have the permissions to modify plugins per your company's security procedures.

Go to http://www.enable−javascript.com to view instructions on how to enable javascript for all the popular browsers.

Where should I go for questions or help?

Contact the Solution Center:
855.317.4NMI (4664)
solutioncenter@nationalmi.com

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