



Login FAQ's

NOTE: The WAHIT website is best supported by using Internet Explorer (free download available at <http://www.microsoft.com/windows/downloads/ie/getitnow.mspx>). Using other internet browsers may cause unusual errors.

Q: Is my login information case sensitive?

A: Yes, both your password and your user ID are case sensitive.

Q: I've forgotten my password. What do I do?

A: Contact the administrator for your firm and have them reset your password. Once reset, you will be required to (a) change your password after initially logging in, and (b) set up a secret question. From then on, you will be able to use the "Forgot Password?" prompt on the login page to reset your own password.

Q: What if I'm the administrator and I've forgotten my password?

A: Contact the other administrator for your firm to have your password reset. If you are the only administrator for your firm or both administrators are unable to log in, email WAHIT.Admin@mercer.com for assistance.

Q: I'm the administrator for my firm. How do I reset a user's password?

A:

- Go to www.wahit.com and click on the "Brokers" section.
- Log in to the system.
- Click "Broker Administration Tool" from the interim page.
- Click "Reset Password" for the user you need to reset.
- **NOTE:** You must notify the user of their user ID and new password.
- The user will be required to change their password after initially logging in.

Q: I'm getting a "Page Not Found" error when I try to log in to the website. What now?

A: This may be an internet browser caching issue. To resolve the error:

- Go back to www.wahit.com
- Refresh your web page (hit "F5" on your keyboard)
- Click on the "Brokers" section and log in.

If the problem persists, please contact WAHIT.Admin@mercer.com with the following information:

1. Which internet browser you are using. (i.e. Internet Explorer, Netscape, Firefox, etc.)
2. The exact URL in your internet browser address bar.
3. How you initially accessed the website.
4. If you are viewing the new look of the WAHIT website or the old look.