

START USING THE AGENT + ADVISOR EXPERIENCE

EASY START GUIDE

You told us you want to work with a company that makes it easy to manage your business. That's why we built the Agent + Advisor Experience, an all-new platform for you to access Transamerica products.


NEW WEBSITE, NEW LOG IN

The first time you log in to the Agent + Advisor Experience, please create a new username and password. We understand no one wants another password to remember, but this new platform will help ensure a more secure and integrated experience. The old websites will remain available as you become familiar with the Agent + Advisor Experience. This new username and password won't change or replace those you use on other Transamerica websites.

WHAT YOU'LL NEED

- Your agent or advisor number
- Access to the email associated with your current Transamerica account
- Your computer or device — tablets and phones welcome
- For the best experience, use Chrome, Firefox, or Edge

RETURN USERS

Go to transamerica.com. Click the  button. Follow the instructions to log in with your AX username and password.

Website Technical Support

Call Monday-Friday, 9 a.m. – 7 p.m. ET



CALL
1-866-301-2473









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NEW USERS: REGISTER AND CREATE YOUR USERNAME AND PASSWORD

1. Go to transamerica.com
2. Click 
3. In upper right corner, select Sign up [Sign up](#) →
4. Click 
5. Click 
6. Follow these five steps to create your secure account:
 - Enter your last name, date of birth, agent and advisor number, and then CAPTCHA code. For agent or advisor number, enter the full number in all caps, with leading zeros, if applicable), and code. This will take you to another screen to complete your registration. Click 
 - Please note the primary email address shown as it will be used in the next step. Click 
 - You will receive a security code in your primary email noted above. Enter it on this page. Click 

Security code
 - Answer three security questions. You may enter an alternate email address and/or a mobile number on this page. **Please note the alternate email address or mobile number will not be used for marketing purposes. They will only be used for security validation codes.** Click 
 - Agree to the terms and conditions, and then click 

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