



**GAA INJURY BENEFIT FUND**  
**On-line Claims Reporting Training Manual**

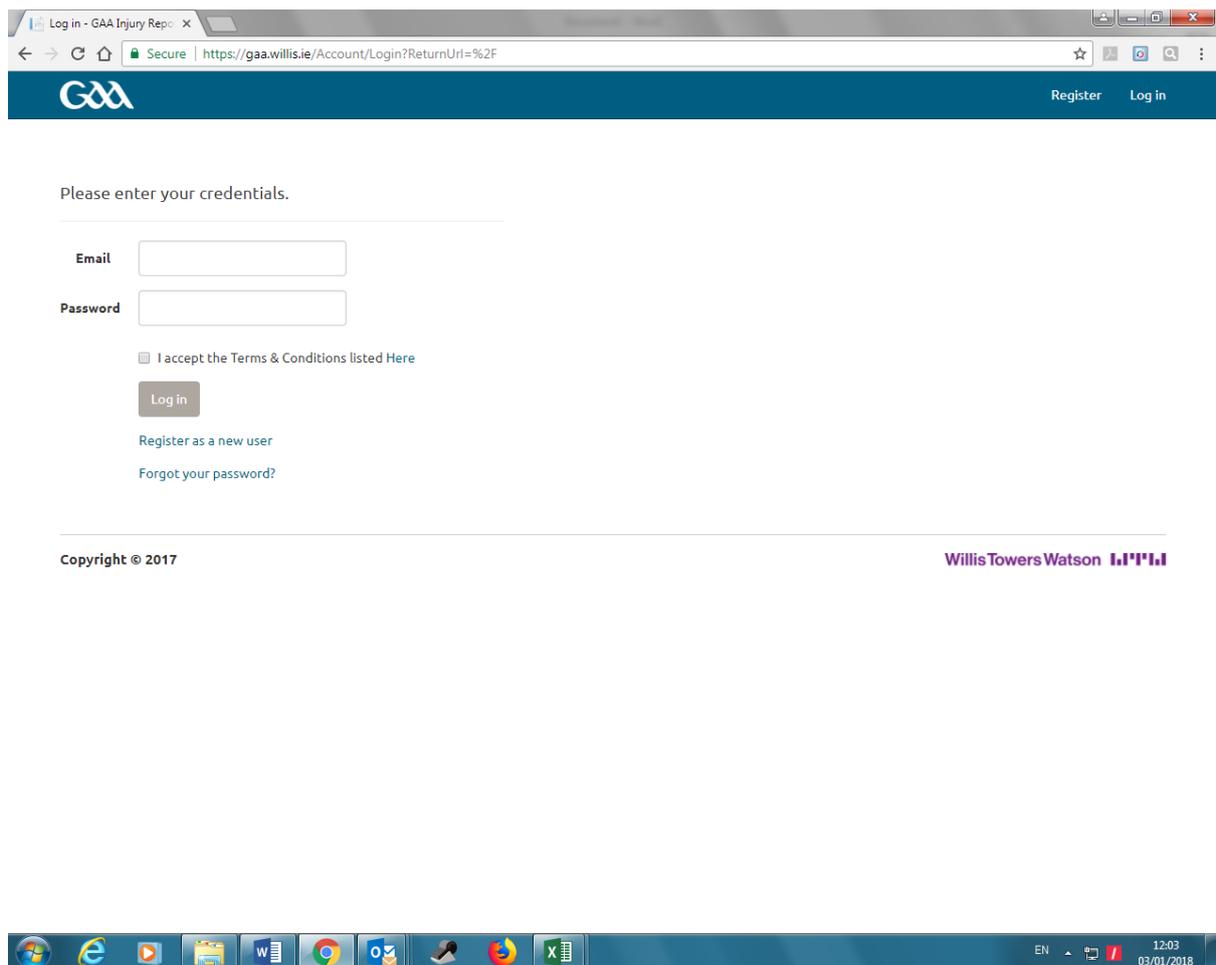
**Effective from May 2018**

## Registering as a user for the application

Using the web browser Google Chrome, please enter the following email address:

<https://gaa.willis.ie>

You will come to the following screen

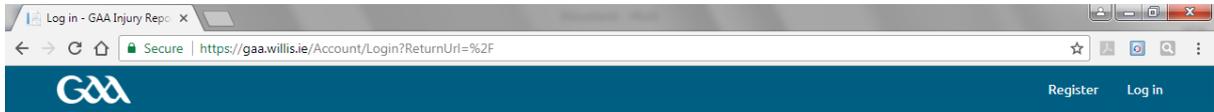


The screenshot shows a web browser window with the following elements:

- Browser Tab:** Log in - GAA Injury Repo
- Address Bar:** Secure | <https://gaa.willis.ie/Account/Login?ReturnUrl=%2F>
- Header:** GAA logo on the left, "Register" and "Log in" links on the right.
- Main Content:**
  - Text: "Please enter your credentials."
  - Form fields: "Email" and "Password".
  - Checkbox: "I accept the Terms & Conditions listed Here".
  - Button: "Log in".
  - Links: "Register as a new user" and "Forgot your password?".
- Footer:** "Copyright © 2017" on the left, "Willis Towers Watson" logo on the right.

The Windows taskbar at the bottom shows the following icons: Start button, Internet Explorer, VLC media player, File Explorer, Microsoft Word, Google Chrome, Outlook, a person icon, Firefox, and Microsoft Excel. The system tray on the right shows the language set to "EN", a volume icon, a network icon, and the date/time: "12:03 03/01/2018".

# Please click Register as a new user



Please enter your credentials.

Email

Password

I accept the Terms & Conditions listed Here

Log in

[Register as a new user](#)

[Forgot your password?](#)

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You will now come to the following registration screen

Register - GAA Injury Re: X

Secure | https://gaa.willis.ie/Account/Register

Register Log in

Create a new account.

Email

Password

Confirm password

First Name

Last Name

Role

County

Club

I have read the GAA Injury Benefit Fund summary of document outlining the terms and benefits

I can confirm that all teams requiring cover under the GAA Injury Benefit Fund have been registered and payment submitted in full to Croke Park

I can confirm that all playing members are registered as per the GAA Official Guide

Register

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EN 12:08 03/01/2018

Please note that you must register for the application using an official gaa email address e.g. – [secretary.club.county@gaa.ie](mailto:secretary.club.county@gaa.ie)

Owing to Data Protection legislation, you cannot register for the application using a personal email address

To create a password, it must be at least 8 characters long and must contain the following:

- At least one uppercase letter
- At least one lowercase letter
- At least one special character (% \$ £ ! \*)
- At least one number
- Welcome1\* is an example of an acceptable password

Confirm the password by re-entering it in the box noted

Enter your name and surname

Select your Role within the club that you are registering as. Only one selection is required per club

Select your County

Select your Club

Click the three additional questions and please ensure you do the following:

- Read the 2018 GAA Injury Benefit Fund Summary document,
- Check GMS (Servasport) that all teams requiring cover for 2018 are registered and payment has been submitted in full to Croke Park
- Check GMS (Servasport) that all playing members are registered as per the official guide

**Click Register**

Create a new account.

**Email**

**Password**

**Confirm password**

**First Name**

**Last Name**

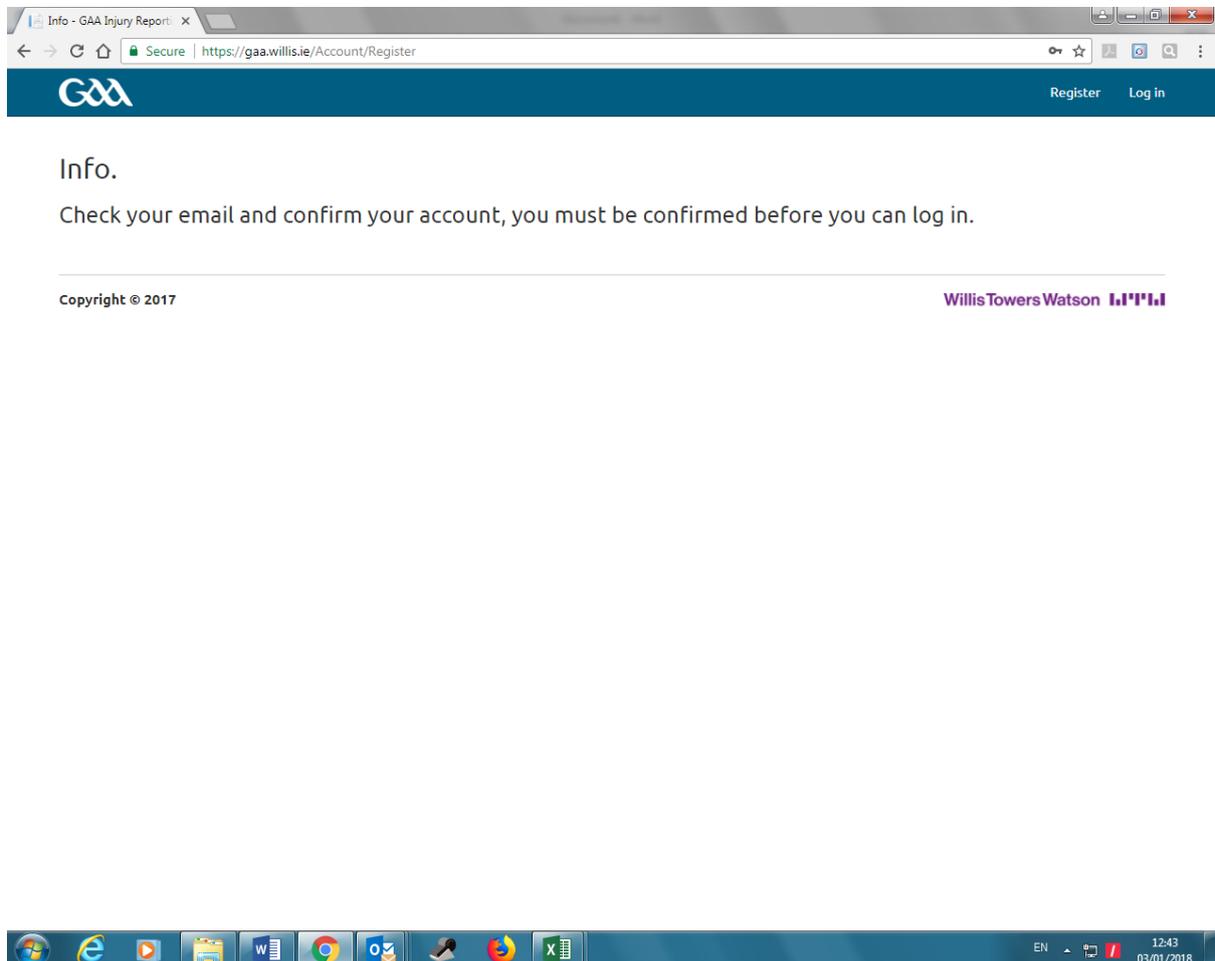
**Role**

**County**

**Club**

- I have read the GAA Injury Benefit Fund summary of document outlining the terms and benefits
- I can confirm that all teams requiring cover under the GAA Injury Benefit Fund have been registered and payment submitted in full to Croke Park
- I can confirm that all playing members are registered as per the GAA Official Guide

Once you click register, you will get the following message



Check your email and you will get the following email from [DoNotReply@willis.ie](mailto:DoNotReply@willis.ie) to confirm your account creation

Please confirm action by clicking <https://gaa.willis.ie/Account/ConfirmEmail?userId=d77ce44b-23fc-46f7-8eda-fbf9774f2bdd&code=5yh3eqwiVhAIR2Nsn2%2B9BmaYYaLH3H2mqHplKE%2FmewJVohpe9X9pDfmA3DRUP8hyJCBrcIWYVGaoUQODpzesLqRKlyqUrZ9Simx66tTlb8CKXEkL9CuzkQilJxTVyux2eR8ZSayEHsl%2FvIIA79bfUbtFgslRF0crvRVcMK%2FeBMfNNUedgZjm2odWjWYh7hkN> here. You can also paste link in your browser.

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**Click on the link and you will get the following message**



## Confirm Email.

Thank you for confirming your email. Please [Click here to Log in](#)

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As above, **please click here to log in**

## Logging into the application

Enter your email address and password

Please read the terms and conditions and click the box

Please click Log in

Log in - GAA Injury Repo x

Secure | <https://gaa.willis.ie/Account/Login?ReturnUrl=%2F>

**GAA** Register Log in

Please enter your credentials.

**Email** secretary.gaa.dublin@gaa.ie

**Password** \*\*\*\*\*

I accept the Terms & Conditions listed Here

Log in

[Register as a new user](#)

[Forgot your password?](#)

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EN 12:57 03/01/2018

You will be brought to the following screen

Please note that if claims for your club have previously been registered using the on-line system, the claims will be listed here

Home Page - GAA Injury x  
Secure | https://gaa.willis.ie

GAA Claims Library admin.insurance@gaa.ie

+ Add New Claim Export to Excel

Web Reference	Member Id	Player Name	Injury Date	Report Date ↓	Club Name	County Name	Status

0 No items to display

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https://gaa.willis.ie/Claims/GetAll?ClaimsIndexGrid-sort=~

EN 12:59 03/01/2018

## Registering a new claim

Click +Add New Claim and you will see the following screen

Input the details as requested

The screenshot shows a web browser window displaying the GAA Injury registration form. The form is titled "Edit" and is divided into two main sections: "Player Details" and "Incident Details".

**Player Details:**

- Player Name:
- Member Id:
- DOB:  (with a calendar icon)
- Telephone:
- Email:
- Employment Status:  (- Select -)
- Occupation:
- Medical Insurance Provider:  (- Select -)
- Address:
- County:  (Dublin)
- Club:  (GAA)
- Team:  (- Select -)
- Medical Insurance Plan Name:

**Incident Details:**

- Incident Date:  (03/01/2018) (with a calendar icon)
- Activity:  (- Select -)
- Opposition Club:  (- Select -)
- Opposition County:  (- Select -)
- Injury Type:  (- Select -)
- Injury Sub-type:  (- Select -)
- Incident circumstances:
- Mouth guard worn?:  (No)
- Helmet worn?:  (No)
- Helmet modified?:  (No)

A red error message is displayed below the Injury Sub-type field: "Injury SubType Required."

Below is an example of a case for Joe Bloggs

Please note **Member ID** should be the player's membership number within the GMS (Servasport) system

**Date of Birth** can be inputted by clicking on the calendar or by putting in the date as dd/mm/yyyy e.g. 13/03/1989

**Address** should be the players main place of residence

**Email address and phone number** should be the player's information and should allow you to build up a contact list in that for example, if you need to request information from the player such as payslips for a loss of wages claim, an email \ text could be sent to the player

**Employment status** should be selected and the **occupation** inputted

**County and club** automatically default to your club \ county and you should select the relevant **team** that the player was injured whilst playing \ training with

**Medical Insurance Provider and Medical Insurance Plan** name should be selected and inputted where the injured player has private medical insurance as the GAA Injury Benefit Fund is only in place to cover losses which cannot be claimed elsewhere

**Incident date** – date on which the player sustained the injury on, it can be inputted by clicking on the calendar or by putting in the date as dd/mm/yyyy e.g. 19/11/2017. If the injury date is 60 days or more on the date that you are registering the claim, you will not be able to register the claim as claims reported outside the 60 day notification requirement are not covered as per the terms of the Fund.

**Activity** – where the injury occurred – please select Official Fixture, Official Supervised training or Sanctioned Challenge Match

**Opposition County \ Club** – if the injury occurred during an Official Fixture or Sanctioned Challenge Match, you need to select the appropriate information. If the injury occurred an an Official Supervised training session, this information is not required.

**Injury Type \ Injury Sub Type** need to be selected – we are receiving more and more requests seeking information on GAA injuries and this information is required to assist with the claims assessment and data collection. Please select the Injury Sub Type nearest to the injury the player has sustained.

**Incident Circumstances** – briefly describe here how the player sustained the injury

**Mouthguard Worn?** For Football injuries, this question needs to be answered as in line with the Official Guide

**Helmet Worn?** For Hurling injuries, this question needs to be answered as in line with the Official Guide

**Helmet Modified?** If the injured player was wearing a modified helmet when he sustained the injury, this question needs to be answered

**Nature of Claim** – please select the benefir that the player is seeking to claim – loss of wages, medical expenses, dental expenses, supplementary hospital benefit

Once all of the information has been inputted, please click **Update**

Home Page - GAA Injury x Servasport Sports Manag x  
Secure | https://gaa.willis.ie

**Edit**

### Player Details

Player Name	Joe Bloggs	Address	1001 High Street
Member Id	2345678		Dublin 1
DOB	01/01/1980		
Telephone	0847654321		
Email	joebloggs@gmail.ie	County	Dublin
Employment Status	Employed	Club	GAA
Occupation	Electrician	Team	Football Senior A
Medical Insurance Provider	Voluntary Health Insurance	Medical Insurance Plan Name	New Starter

### Incident Details

Incident Date	19/11/2017	Opposition Club	Ballymun Kickhams
Activity	Official Fixture	Injury Type	Foot
Opposition County	Dublin	Injury Sub-type	Fracture/Broken Bone
Incident circumstances	Clash between two players and Joe turned on his ankle		
Mouth guard worn?	Yes	Helmet worn?	No
		Helmet modified?	No

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14:52 03/01/2018

Home Page - GAA Injury x Servasport Sports Manag x  
Secure | https://gaa.willis.ie

**Edit**

Employment Status: Employed Club: GAA  
Occupation: Electrician Team: Football Senior A  
Medical Insurance Provider: Voluntary Health Insurance Medical Insurance Plan Name: New Starter

**Incident Details**

Incident Date: 19/11/2017 Opposition Club: Ballymun Kickhams  
Activity: Official Fixture Injury Type: Foot  
Opposition County: Dublin Injury Sub-type: Fracture/Broken Bone  
Incident circumstances: Clash between two players and Joe turned on his ankle

Mouth guard worn? Yes  
Helmet worn? No  
Helmet modified? No

ⓘ Helmet Injury claims are not covered if the claimant was not wearing a helmet

**Nature of Claim**

Loss of wages?  Medical expenses?  Dental expenses?  Supplementary Hospital Benefit?

Update Cancel

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EN 14:53 03/01/2018

When you click Update, the record will appear as below with a web reference noted. You can use this reference when sending claim documentation to Willis Towers Watson

The **status** of the claim is noted as **Willis Acknowledgement**

The screenshot shows a web browser window with the URL <https://gaa.willis.ie>. The page features a dark blue header with the GAA logo and navigation links for 'Claims', 'Library', and a user profile 'admin.insurance@gaa.ie'. Below the header, there are two buttons: '+ Add New Claim' and 'Export to Excel'. The main content is a table with the following data:

Web Reference	Member Id	Player Name	Injury Date	Report Date ↓	Club Name	County Name	Status	
8169	2345678	Joe Bloggs	19/11/2017	03/01/2018	GAA	Dublin	Willis Acknowledgement	Select

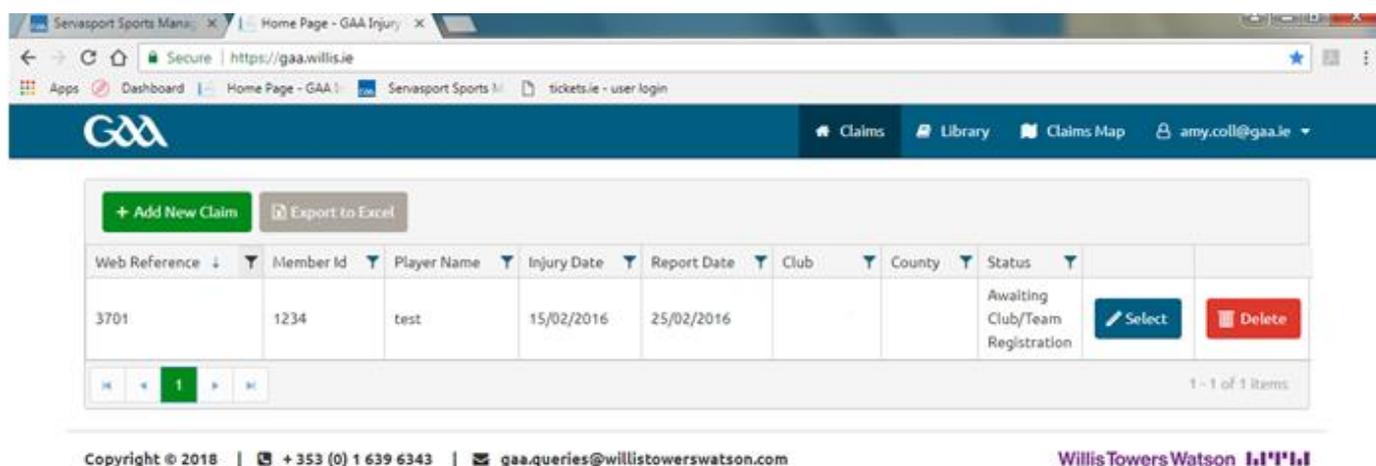
At the bottom of the table, there is a pagination control showing '1' and '1 - 1 of 1 items'.



Once the team review the claim, the status will update to either

### **Awaiting Club/Team Registration or County Approval**

If you see the status is Awaiting Club/Team Registration (as per the screenshot below) this means that either the club is not registered on Servasport or the Team noted in the claim is not registered



The screenshot shows a web browser window with the URL <https://gaa.willis.ie>. The page features the GAA logo and navigation links for Claims, Library, and Claims Map. Below the navigation bar, there are buttons for '+ Add New Claims' and 'Export to Excel'. A table displays a single claim with the following details:

Web Reference	Member Id	Player Name	Injury Date	Report Date	Club	County	Status	
3701	1234	test	15/02/2016	25/02/2016			Awaiting Club/Team Registration	Select Delete

At the bottom of the page, there is a footer with copyright information: Copyright © 2018 | +353 (0) 1 639 6343 | [gaa.queries@willistowerswatson.com](mailto:gaa.queries@willistowerswatson.com) and the WillisTowersWatson logo.

For example if a club registers a “Senior A” team on Servasport, but lodges a claim under an “Intermediate A”. This may require Servasport be updated with the correct teams for that playing year or an additional team may need to be registered.

Should this status be assigned to any claim for your club please review the teams registered on Servasport to ensure the team selected in the claim matches the registration. Once this is updated please email [gaa.queries@willistowerswatson.com](mailto:gaa.queries@willistowerswatson.com) to advise the claim has been updated.

## Once Willis acknowledge the claim, the **status** changes to **County Secretary Approval**

Web Reference	Member Id	Player Name	Injury Date	Report Date ↓	Club Name	County Name	Status	
8169	2345678	Joe Bloggs	19/11/2017	03/01/2018	GAA	Dublin	County Secretary Approval	Select

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When the County Secretary logs in, reviews the information and approves the claim, the **status** changes to **Documents Required**

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Click **Select** and you will see the claim details.

Under the second tab at the top of the screen you will see “Documents Required”. Under this tab are all documents Willis Towers Watson require to assess this claim – this replaces the letter that Willis Towers Watson would have previously issued stating what documents are required to assess the claim

Web Reference: 3701, Report Date: 25/02/2016

Claim Documents Required

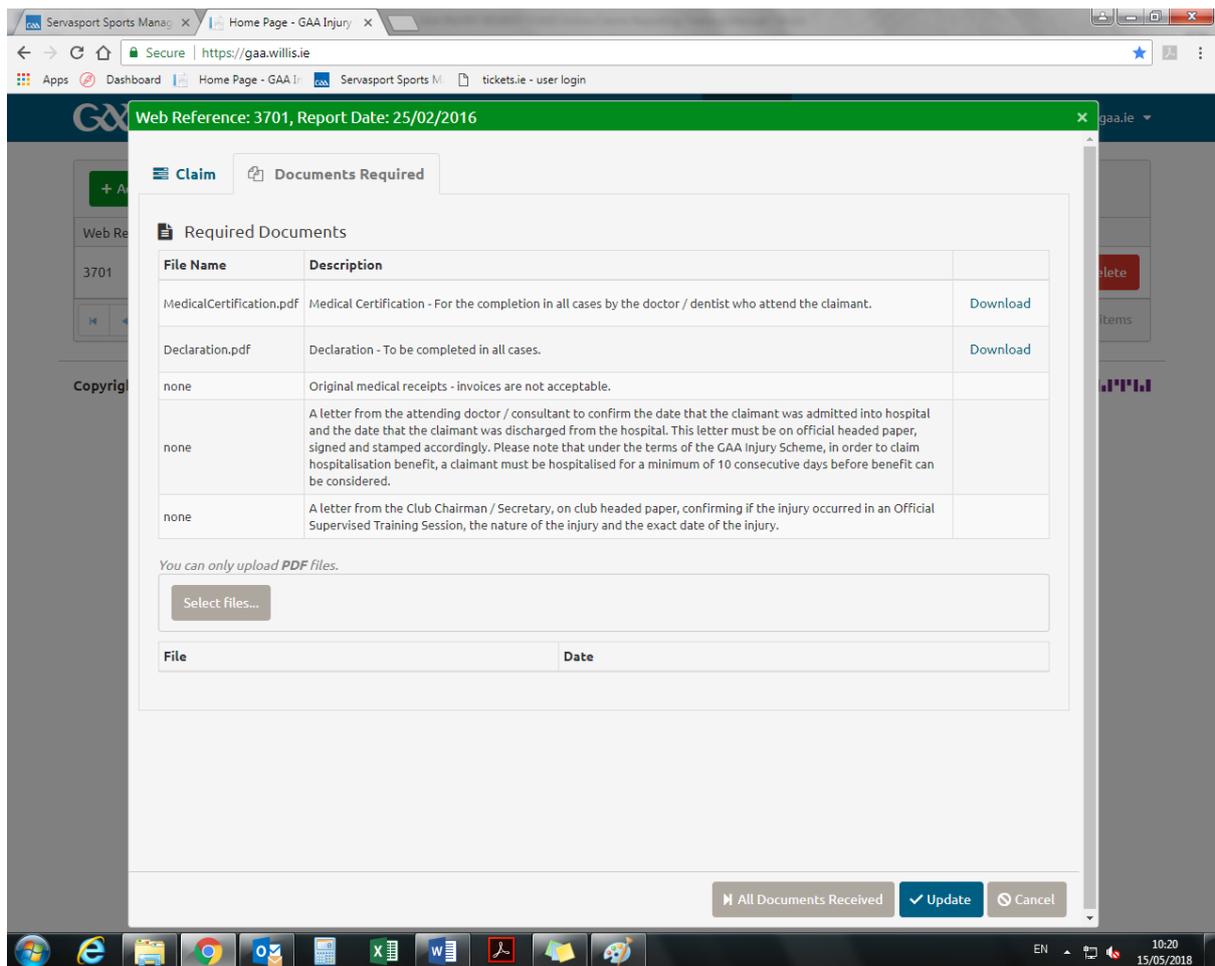
Player Details

Export to Word

Player Name	test	Address	Dublin
Member Id	1234		
DOB	29/12/2015		
Telephone	0851234567		
Email	User@gaa.ie	County	- Select -
Employment Status	Student	Club	County Required.
Occupation	student	Team	Club Required.
Medical Insurance Provider	None	Medical Insurance Plan Name	

Incident Details

Incident Date	15/02/2016	Opposition Club	- Select -
Activity	Official Supervised Training	Injury Type	Knee
Opposition County	- Select -	Injury Sub-type	- Select -
Incident circumstances	fell over on knee Injury SubType Required.		



Where it states **Download** you can click the link and download the relevant section required for example the medical certification

If you wish to **scan** documents and attach it to the claim record, under Attachment, you can **click Select Files** and select the files you wish to attach. You can only upload PDF files. Click the Files you wish to attach and click Open

Once you do this, you will see the name of the file you wish to attach such as GAA Testing blank uploading docu in the example below and you will see an option to Upload, please **click Upload**

Once you upload the document successfully, you will receive a message as below that it is **done** and the **date** on which the document was uploaded

You can click on the file name and open it to see what document you uploaded

Please note that Willis Towers Watson will need to receive in the **original claim documents**. However by scanning in the documents to the claim record, it will allow Willis Towers Watson to **preassess** the claim documents been sent in and should lead to a quicker turnaround time in the assessment of the claim when the original claim documents are received

The screenshot shows a web application interface for a claim record. The browser address bar indicates the URL is <https://gaa.willis.ie>. The page title is "Web Reference: 3701, Report Date: 25/02/2016". The main content area is titled "Required Documents" and contains a table with the following data:

File Name	Description	
MedicalCertification.pdf	Medical Certification - For the completion in all cases by the doctor / dentist who attend the claimant.	<a href="#">Download</a>
Declaration.pdf	Declaration - To be completed in all cases.	<a href="#">Download</a>
none	Original medical receipts - Invoices are not acceptable.	
none	A letter from the attending doctor / consultant to confirm the date that the claimant was admitted into hospital and the date that the claimant was discharged from the hospital. This letter must be on official headed paper, signed and stamped accordingly. Please note that under the terms of the GAA Injury Scheme, in order to claim hospitalisation benefit, a claimant must be hospitalised for a minimum of 10 consecutive days before benefit can be considered.	
none	A letter from the Club Chairman / Secretary, on club headed paper, confirming if the injury occurred in an Official Supervised Training Session, the nature of the injury and the exact date of the injury.	

Below the table, there is a section for uploading files. It states "You can only upload PDF files." and includes a "Select files..." button and a "Done" button. A file named "GAA Claims Reporting Application ..." (575.05 KB) is shown as uploaded.

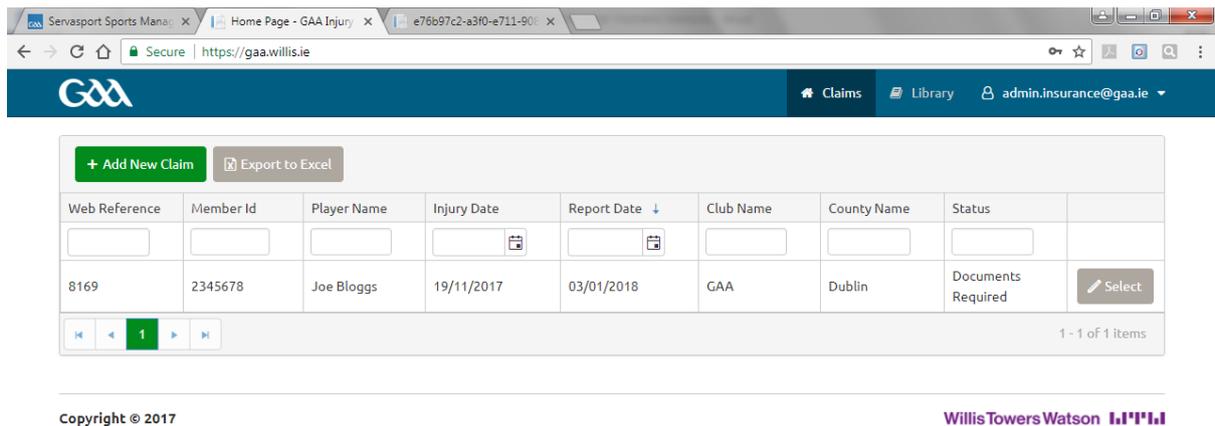
At the bottom, there is a table of uploaded files:

File	Date
GAA Claims Reporting Application - User Manual v2.pdf	15/05/2018

The interface also includes a "Claim" tab, a "Documents Required" tab, and buttons for "All Documents Received", "Update", and "Cancel". The Windows taskbar at the bottom shows the system time as 10:21 on 15/05/2018.

## Exporting to Excel

You can download the claims information into an excel report. This will allow you to track the claims and you can update the excel document when payments are received for example so that there is a record within the club



The screenshot shows a web browser window with the URL <https://gaa.willis.ie>. The page features a dark blue header with the GAA logo and navigation links for 'Claims', 'Library', and a user profile 'admin.insurance@gaa.ie'. Below the header, there are two buttons: '+ Add New Claim' (green) and 'Export to Excel' (grey). A table displays a single claim entry:

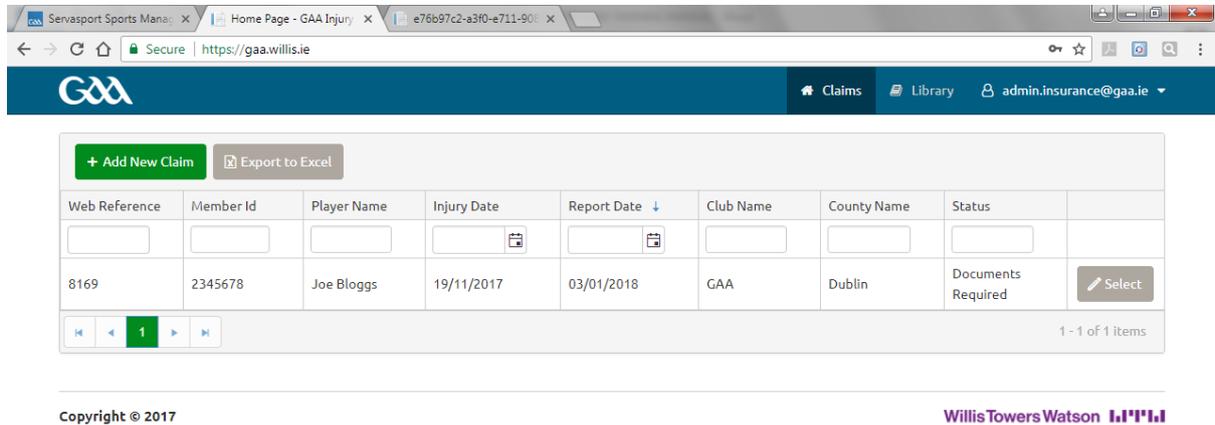
Web Reference	Member Id	Player Name	Injury Date	Report Date ↓	Club Name	County Name	Status	
8169	2345678	Joe Bloggs	19/11/2017	03/01/2018	GAA	Dublin	Documents Required	Select

At the bottom of the table, there is a pagination control showing '1' of 1 items. The footer of the page includes 'Copyright © 2017' on the left and the 'WillisTowersWatson' logo on the right.



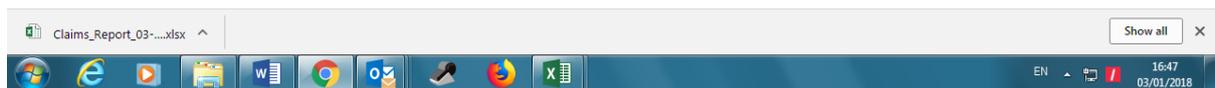
Click Export to Excel

The excel claims report will appear in the bottom left hand corner as noted below. Please click on the excel to open the download



The screenshot shows a web browser window with the URL <https://gaa.willis.ie>. The page features the GAA logo and navigation links for 'Claims', 'Library', and a user profile 'admin.insurance@gaa.ie'. Below the navigation is a table with columns: Web Reference, Member Id, Player Name, Injury Date, Report Date, Club Name, County Name, Status, and an empty column. The first row of data shows: Web Reference: 8169, Member Id: 2345678, Player Name: Joe Bloggs, Injury Date: 19/11/2017, Report Date: 03/01/2018, Club Name: GAA, County Name: Dublin, Status: Documents Required. A 'Select' button is next to the status. Above the table are buttons for '+ Add New Claim' and 'Export to Excel'. A pagination bar at the bottom of the table shows '1' of 1 items.

Web Reference	Member Id	Player Name	Injury Date	Report Date ↓	Club Name	County Name	Status	
8169	2345678	Joe Bloggs	19/11/2017	03/01/2018	GAA	Dublin	Documents Required	Select



The screenshot shows a Windows taskbar with several application icons. The Excel icon is highlighted, indicating that the file 'Claims\_Report\_03-....xlsx' is open. The system tray on the right shows the language 'EN', a volume icon, and the date and time '16:47 03/01/2018'.

Once you click on the excel, the document will open as below

Web Reference	Member Id	Player Name	Injury Date	Report Date	Club Name	County Name	Status
8169	2345678	Joe Bloggs	19/11/2017	03/01/2018	GAA	Dublin	Documents Required

## Logging out

You are logged in as below and you now wish to log out

The screenshot shows a web browser window with two tabs: 'Servasport Sports Mana...' and 'Home Page - GAA Injury'. The address bar shows 'Secure | https://gaa.willis.ie'. The page header features the GAA logo on the left and navigation links for 'Claims', 'Library', and 'admin.insurance@gaa.ie' on the right. Below the header is a toolbar with a green '+ Add New Claim' button and a grey 'Export to Excel' button. The main content area contains a table with the following data:

Web Reference	Member Id	Player Name	Injury Date	Report Date ↓	Club Name	County Name	Status	
8169	2345678	Joe Bloggs	19/11/2017	03/01/2018	GAA	Dublin	Documents Required	Select

Below the table is a pagination control showing '1' and '1 - 1 of 1 items'.



Please **click on your email user name in the top right hand corner** and you will get a **log off** option as below

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Once you **click log off**, you will be logged off and brought to the main log in screen

## Forgotten your password – you can reset it yourself

Enter the email address <https://gaa.willis.ie>

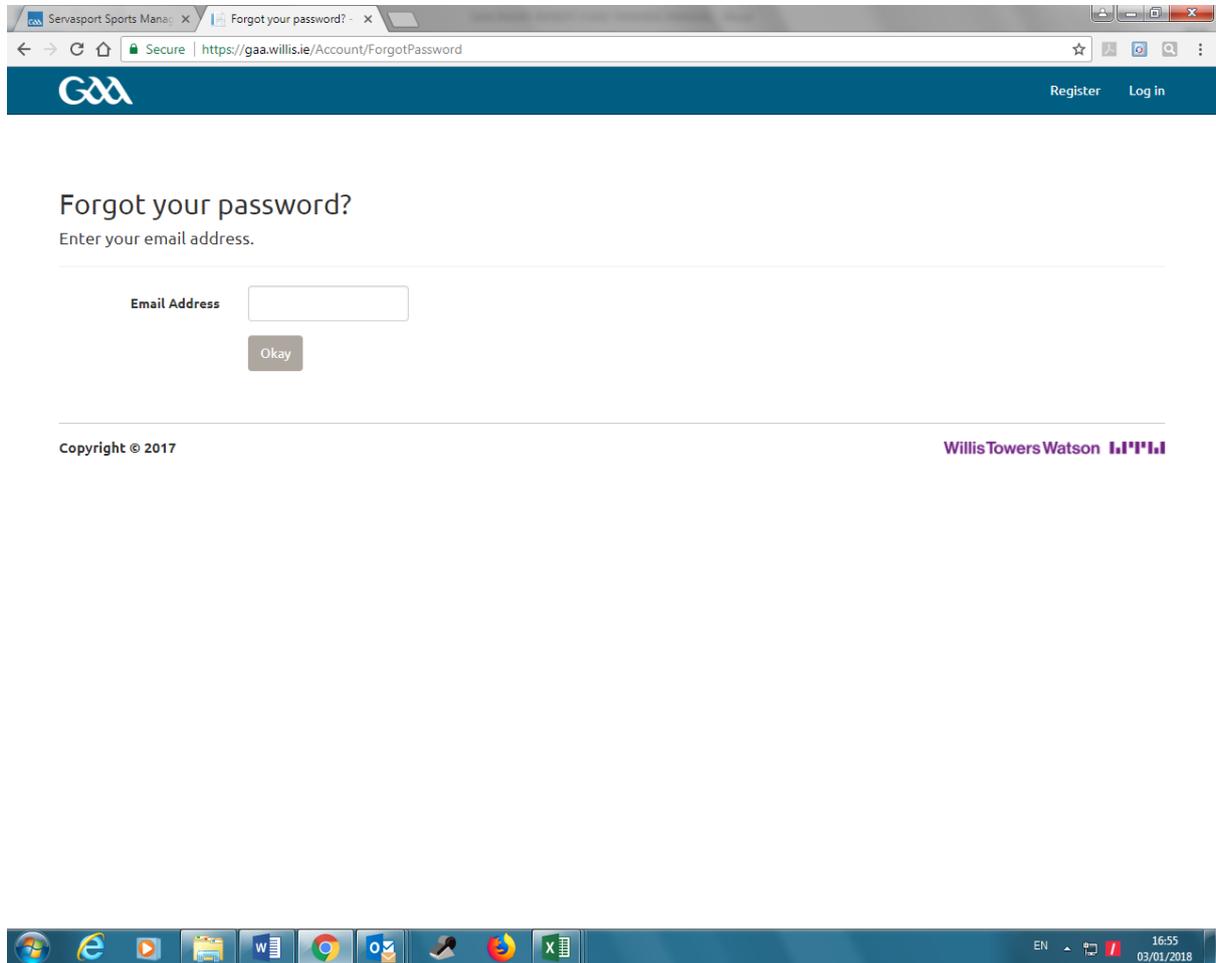
On the main screen below **click Forgotten your password?**

The screenshot shows a web browser window with the following elements:

- Browser tabs: "Servasport Sports Mana..." and "Log in - GAA Injury Repo..."
- Address bar: "Secure | https://gaa.willis.ie/Account/Login"
- Header: GAA logo on the left, "Register" and "Log in" on the right.
- Main content area:
  - Text: "Please enter your credentials."
  - Form fields: "Email" and "Password" (both empty).
  - Checkbox: "I accept the Terms & Conditions listed Here" (unchecked).
  - Button: "Log in" (grey).
  - Links: "Register as a new user" and "Forgot your password?" (blue text).
- Footer: "Copyright © 2017" on the left, "WillisTowersWatson" logo on the right.

The Windows taskbar at the bottom shows the following icons: Start button, Internet Explorer, VLC media player, File Explorer, Microsoft Word, Google Chrome, Outlook, a person icon, Firefox, and Microsoft Excel. The system tray on the right shows "EN", a volume icon, a network icon, and the date/time "16:51 03/01/2018".

You will now see the following screen



## Enter your email address and click Okay

Servasport Sports Mana... x | Forgot your password? - x

Secure | <https://gaa.willis.ie/Account/ForgotPassword>

**GAA** Register Log in

### Forgot your password?

Enter your email address.

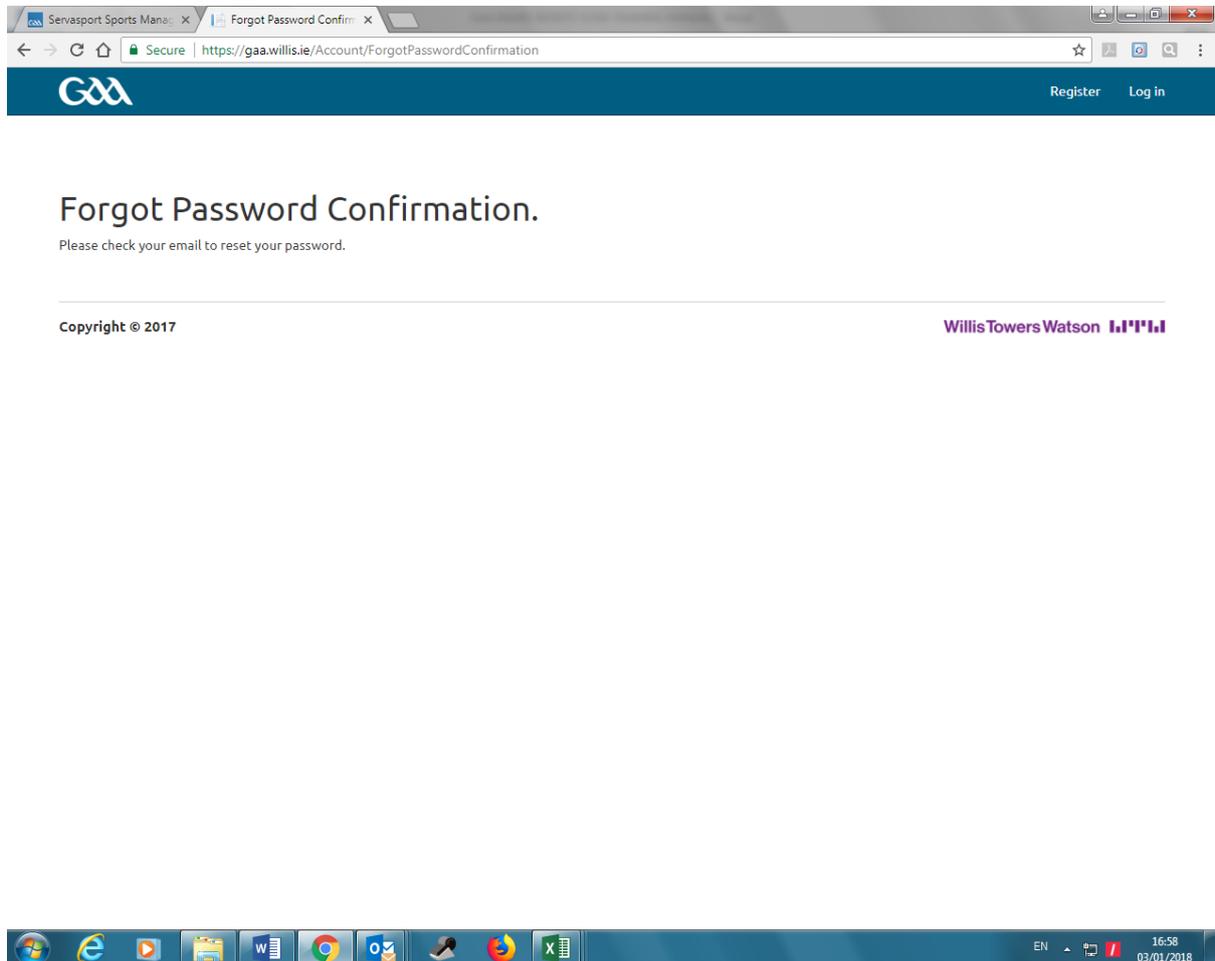
Email Address

Okay

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EN 16:56 03/01/2018

You will now see the following screen advising you to **please check your email to reset your password**



**Check your email and you will get the following email from [DoNotReply@willis.ie](mailto:DoNotReply@willis.ie) as regards resetting your password**

-----Original Message-----

From: DoNotReply@willis.ie [mailto:DoNotReply@willis.ie]

Sent: 03 January 2018 16:58

Subject: GAA Incident Reporting - Reset Password

Please confirm action by clicking <https://gaa.willis.ie/Account/ResetPassword?userId=d77ce44b-23fc-46f7-8eda-fbf9774f2bdd&code=kfqYCPTeUqEzBE4%2BJV7O%2Fn%2BKMAzLm3iGNr1YSLAfm54SiktTBz3Nlb69XlVWQXSu1wXMIUPgfbPMwZux4TC4r3bOMkR%2BAm4kL64i8tw9Q4t%2BwYl1EKousbCVu1cyFJnU6Y6QhRPpIYtNpv4WpbwUGgm14h89oB7gHAGH4vgql66VI4EJnVADkmgB%2FeZXqYQLkTkDSuyr3P9gNgu5wRsHIA%3D%3D> here. You can also paste link in your browser.

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**Click on the link and you will see the following screen**



## Reset password.

Reset your password.

Email

Password

Confirm password

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Enter your email address

Enter a new password

To create a password, it must be at least 8 characters long and must contain the following:

- At least one uppercase letter
- At least one lowercase letter
- At least one special character (% \$ £ ! \*)
- At least one number
- Welcome1\* is an example of an acceptable password

Confirm the password by re-entering it in the box noted

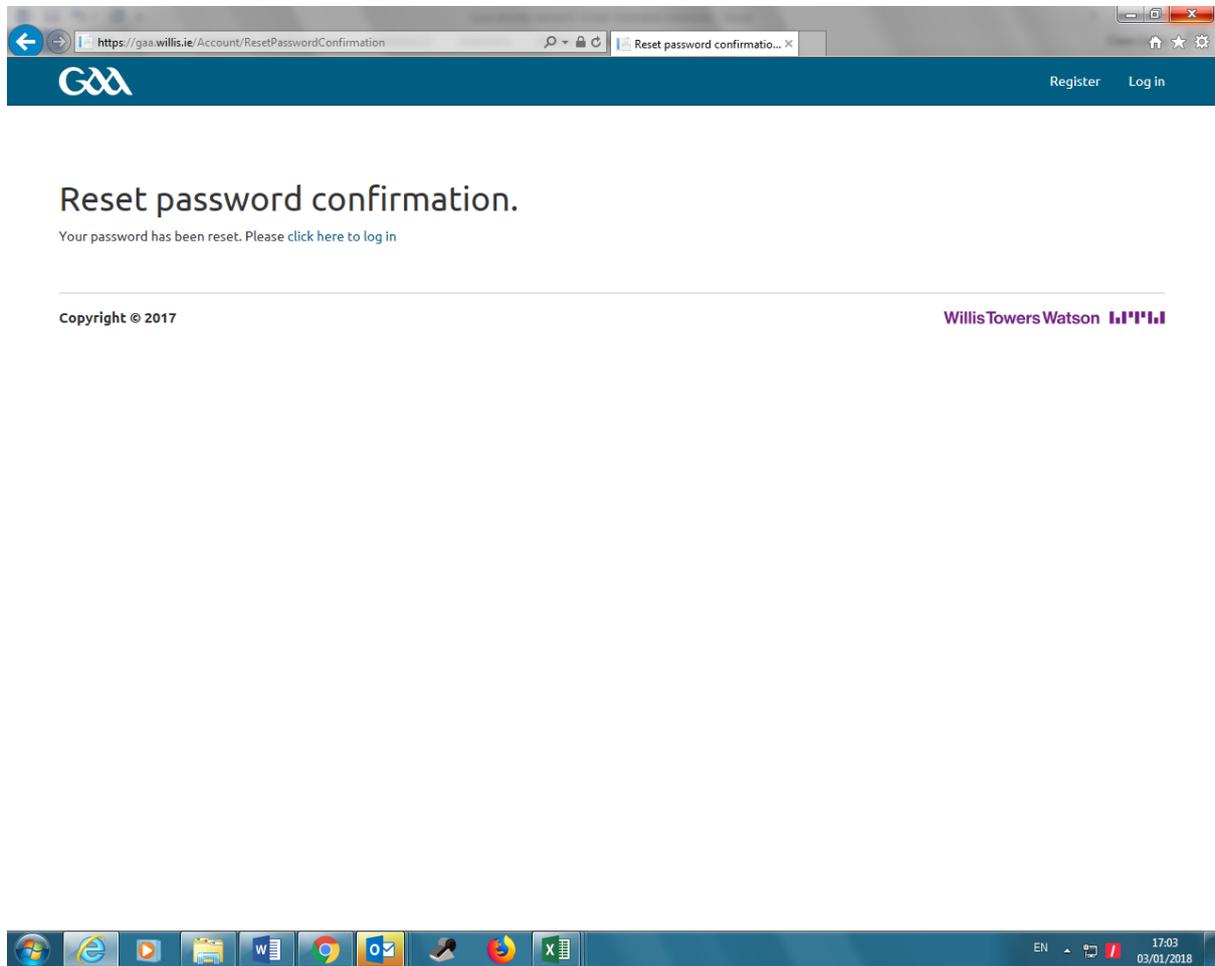
**Click Reset**

## Reset password.

Reset your password.

Email	<input type="text" value="secretary.gaa.dublin@gaa.ie"/>
Password	<input type="password" value="....."/>
Confirm password	<input type="password" value="....."/>
	<input type="button" value="Reset"/>

Once you click reset, you will see the following screen confirming your password has been reset



Click on **click here to log in** and you will arrive at the log in screen

Enter your email address

Enter your password

Click the box to accept the terms and conditions

**Click log in**

