AMERICAN ARBITRATION ASSOCIATION®

AAA® WebFile Instructions

1. Register for WebFile, to register please click on this link, https://apps.adr.org/webfile

2. Now click the link that says "Register" and enter your information, if you do not have a "Registration Code" please leave this box blank, fill out the information and click "Next"

3. You will then need to create a user ID, password and enter your contact information

4. After you press the red "Register" button, you will receive a confirming message

5. You should receive an email asking you to confirm your registration, please be sure to confirm your registration before logging in to AAA WebFile

6. Login using your new credentials, after you login you will then click the red "AAA WebFile" button

7. Please click the tab on the screen that says "Request Case Access"

8. You will then enter your case number using the following format 00 00 0000 0000, there is a 24 hour waiting period before you will be able to access your case, please contact your administrator if you will require immediate access

Browser Compatibility

Additionally, AAA WebFile requires that you use the following browsers for optimal performance; Internet Explorer 8, Google or Mozilla Firefox.

Here are some tips that may help you:

1. To check your Internet Explorer mode; open an Internet Explorer session, press F12, you should see a pop up window appear. At the top of the window is a menu (File, Find, Disable, View, etc.) next to these items you will see "Browser Mode: IE…" if you click on this text it will allow you to change the browser mode to IE8.

2. To download Firefox, simply click on this link and follow the prompts: http://www.mozilla.org/en-US/firefox/new/

3. To download Google Chrome, simply click on this link and follow the prompts: https://www.google.com/?gws_rd=ssl

4. Please note, Google Chrome and Firefox are most ideal when utilizing AAA WebFile

If you are still unable to utilize AAA WebFile after you have attempted these steps, please call 1-800-778-7879 and choose the option for WebFile and eCenter Help.