

Technical Troubleshooting

Web Browser Recommendations

We recommend that you use the latest version of Chrome, Microsoft Edge, Firefox, Safari, or Internet Explorer 11 for the best experience. You must have Javascript and cookies enabled to utilize the full functionality on this website.

Not receiving your activation code email?

Following your website registration, it may take several minutes to receive the email with your activation code to complete your account setup process.

If you have not received the email after 15 minutes, try checking your junk mail folder or spam folder. The email will be sent from **noreply@zenith-american.com**. If you have not received it in 15 minutes and it is not in your junk mail, you can add **noreply@zenith-american.com** to your address book, then try to register for access again on the site to have a new email with a new activation code sent to you.

If you continue to experience problems completing your account setup, please contact the Trust Fund's Customer Service department at (909) 494-2916 for further assistance.

Website Session Expiration

While logged into the site, there is a 30 minute session timeout if you are inactive. If your session terminates due to inactivity, you will need to log back in and begin a new session. Any unsubmitted information from your prior session will be lost.