

Roadside Service Information FAQ's

Questions	Answers
Q1: Is this an app?	A1: No. This is an advanced website that can easily be accessed using any up-to-date browser on any PC, tablet or smartphone.
Q2: What devices will this work on?	A2: This site is designed to work on any PC, tablet or smartphone.
Q3: What is the web address or URL for the AAA Roadside Service Information website?	A3: Using any web-browser, type https://rsi.aaa.biz/ in the address bar.
Q4: What features come with the AAA Roadside Service Information site?	A4: The AAA Roadside Service Information provides a positive experience for roadside service providers using detailed recommendations explaining how to service specific vehicle years, makes and models dating back to 1998. To help with advanced service recommendations, images and videos are provided.
Q5: How do I sign up?	A5: Signing up for an annual subscription is easy. Go to https://rsi.aaa.biz/ and click "Sign Up Now," you will now be on the Subscription page. Here, you will create a Team Name and the number of seats you wish to purchase (total including your own seat as the Owner). Then click "Sign Up Now." You have completed the registration process and the last step will be to enter your credit card information or a prepaid access code.
Q6: How much does an annual subscription cost and how can I pay?	A6: An annual subscription is only \$15.75 per user and can be paid using any major credit card.
Q7: Is this a one-time payment membership?	A7: The purchase of an RSI membership comes with an annual subscription that is due for renewal 1 year from the date of purchase.
Q8: How many teams can I have?	A8: You can have multiple teams. All users are assigned to each owner. If a AAA fleet needs assistance in setting up their teams, contact the TTR team at TTR@national.aaa.com .
Q9: Can I add members to my team and give them access?	A9: Adding members is easy using the account management tools provided.
Q10: Can I be logged into more than 1 device with the same user name and password?	A10: The system will not allow multiple devices to utilize the same login and password. The user must log out of one device to log into another.
Q11: What is the difference in roles assigned to the seats?	A11: Owner – Primary seat with full access to the account details and capability to fully manage the account. Manager – A seat assigned role management capabilities by the Owner. The person assigned this role is capable of assigning seats, assigning roles and removing seat assignments. Member – A seat with limited role capacity. This seat is only granted access to use the Roadside Service Information tool and is managed by the seats, Owner and Manager.
Q12: Why does my password keep being rejected?	A12: The password is Cap-sensitive. Ensure your password is being entered exactly as it was created. You can reset your password whenever needed from the home page.
Q13: How can I contact someone for assistance?	A13: Select the Help tab located on the top menu bar of the site or you can email TTR@national.aaa.com .