

EACCESS[°] Agent Training Guide

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Initial Login

To login the first time, you will click on "EACCESS Sign In" from the www.employers.com homepage or log-in directly by visiting eaccess.employers.com.

Note: EMPLOYERS sites and tools perform best when using the Google Chrome browser.

			Q Sm	all Business Resource Center	EACCESS [®] Si	gn In Contact Us
EMPLOYERS: American and business insurance specialist.*	Workers' Compensation	Claim Services	Where EMPLOYERS Does Business	EMPLOYERS Advantage	Resources	Request A Quote
n Page						
EMPLOYERS America's small business insurance specialist.*						
Sign In						
Remember me						
Next						
leed help signing in?						

Once on the login page, enter your existing EACCESS username and click Next.

The system will display a message regarding security measures and will prompt you to enter your password.

Then you will enter your current password and click "Sign In."

EMPLOYERS* American small business insurance specialist."	EMPLOYERS: Americals amal business insurance specialist.*	EMPLOYERS* American amale contracts concertaint.*
	?	SMS
Sign In Username	Set up multifactor authentication Your company requires multifactor authentication to add an additional layer of security when signing in to your account	Receive a code via SMS to authenticate United States * Phone number
Password	SMS Authentication Enter a single-use code sent to your mobile phone. Setup	+1 Sent
Remember me Sign In	Voice Call Authentication Use a phone to authenticate by following voice instructions. Setup	Verify
Need help signing in?		Back to factor list

Next you will be required to select a two-factor authentication method with a choice between SMS Authentication (Text) or Voice Call Authentication.

	Amentals and business mournes specials."
Y	our password needs to be reset
lowercas symbo include	ord requirements: at least 8 characters, a se letter, an uppercase letter, a number, a ol, no parts of your username, does not e your first name, does not include your ne. Your password cannot be any of your last 4 passwords.
Old pass	
Old pass	
1	word
 New pas	word
Old pass	sword

After you receive and enter the code, you will be required to update your password by entering your old password, followed by your new password and confirming the new password. After selecting verify, you will be directed to the new EACCESS Dashboard.

Need help signing in?

We are now offering the ability to self-serve if you have forgotten your password or locked your account. You must choose an authentication method and enter the relevant information. After you receive and enter the code, you will update your password and your account will be unlocked.



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	Sign In	
Username		
Remember me		
Remember me		
Remember me	Next	
Remember me		
Need help signing in		
Need help signing in Forgot password?		

Forgot Password

When you select "Forgot Password," you will have the option of resetting the password by entering your username and selecting an authentication option to reset.

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Reset Password Email or Username	
SMS or Voice Call can only be used if a mobile phone number has been configured.	Enter verification code sent via SMS
Reset via SMS	Sent
Reset via Voice Call	Verify
Reset via Email	Didn't receive a code? Reset via email
Back to Sign In	Back to Sign In

Once you have selected the method, the system will prompt you to enter the code.

Once you have entered the code and selected "Verify," you must enter a new password that meets the system requirements.

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SMS -	
Select an authentication factor	SMS Authentication
SMS Authentication	(+1 XXX-XXX)
Voice Call Authentication	Enter Code Send code
Do not challenge me on this device for the next 15 minutes	Do not challenge me on this device for the next 15 minutes
Verify	Verify
Sign Out	Sign O

When you have entered the new password and selected "Reset Password," you will be prompted for another code for verification.

You can use the drop-down arrow to choose the method of authentication. You will then enter in the verification code and select "Verify." You will then be directed to the EACCESS dashboard.



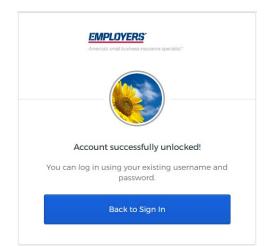
Unlock Account

When you receive a warning that your account is locked, you can select the "Unlock account" option.

EMPLOYERS* America's small business insurance specialist*	Americals small business insurance specialist."	
Unlock account Email or Username		
SMS or Voice Call can only be used if a mobile phone number has been configured.	Enter verification code sent via SMS	
Send SMS	Re-send code	
Voice Call	Verify	
Send Email	Didn't receive a code? Unlock via email	
Back to Sign In	Back to Sign In	

Enter the email or username and select an option to unlock the account.

Once the system has verified the code, the account will be unlocked and then you will be able to sign back in with your valid credentials.



EACCESS Dashboard

The EACCESS dashboard has been updated with a more modern look and feel. It has been redesigned with easier navigation to the self-service tools EMPLOYERS offers. The dashboard has three main sections; the left-hand navigation, center display and right-hand reference materials.

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EACELSS Dashboard Policy Search Document Search Document Search dourtes Appetite Checker Get a Quote My Quotes Oute State Tedorsements State Tedorsements	=	Get a Quote What can I do here? Start # New Quote Search for Submissions & Renewals Update Renewal Quotes Cet a Quote	Self-Service Endorsements What can I do here? Change Mailing Address Update Payrol by Location Add/Change locations Self-Service Endorsements	E Policy Search What can I find here? Policy Summary Claims information Loss Reports Policy Documents Rayment Summary Policy Search	My Alerts Policy 50 Claim 0 Quick Links Agency Marketing Toolbox Aynas Downloads Pharmacy Benefits & Medical Provider Locator State Claim Kits Certificates of Insurance Survey
RESOURCES EVOLVE Need Help?		Agency Reports	- Agencies	Download	Announcements & Events Automation Test Automation Test Automation Test Automation Test
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Left-Hand Navigation

The left-hand navigation menu is new to EACCESS and is common across several EMPLOYERS self-service tools. This will allow you to search policies within your book of business, search for associated documents and navigate back and forth between the other tools as you access information to service your clients and conduct business.

Center Dashboard

The center display provides easy access to primary self-service tools. Click on the button within each card to navigate to that tool or search functionality.

Agency Reports

The lower section of the center dashboard is where you can find Agency-level reports.

Agency level reporting is centralized and made available on the dashboard for ease of access. Agency Summary, Annual Agency Summary and Book of Business reports can be accessed here. If you have the appropriate access, the Commission Statement can also be downloaded.

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To download a report, you will select the report type. Agency Summary will prompt you to select the inception year and the Agency code. Annual Agency Summary and Book of Business will prompt you to select which agency/agencies to run the report for. For those with access to the Commission Statement, you will select the month, year and which agency/agencies to be downloaded. Next, click "Download." A dialog box will appear and select "Save." Next, a PDF or Excel download box will appear in the lower left-hand corner. Click on it, and the selected report will open.

Note - For the Commission Statement report, we only provide access going back 2 years from the current month.

Agency Reports 🕦		Agency Reports 1	
Select Report Type * Agency Summary	Inception year of policies included in the report	Select Report Type, In Commission Statement	Select a Month *
	Agencies -		Agencies •
PDF O Excel	Download	PDF C Excel	Download
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Agency Reports		Select Report Type * Book of Business	Select All
Select Report Type * Annual Agency Summary	Agencies		Agencies 👻
PDF Excel	Download	Excel O CSV	Download

My Alerts

The "My Alerts" section provides a snapshot of the Alerts for your Book of Business. They are categorized by Policy and Claim. When you click on the number next to the category, the screen will refresh with relevant alerts listed.

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€ sciourcs EVoLVE Need Help?	Agency Reports Select Report Type * Agencies PDF O Excel Convertised	Announcements & Events Automation Test Automation Test Automation Test Automation Test
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If you would like to view a particular alert type or one associated with a specific Policy, you can sort the Alerts by clicking on any of the column headers. The Details column provides a brief description of the alert which is intended to assist you with determining the appropriate action to take. You can click on the Policy Number which will direct you to the Policy Summary screen to see more policy detail and information about the cause of the Alert.

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ACCESS hboard cy Search rument Search			Alerts		
UOTES letite Checker a Quote				Items per 5 page:	
Quotes	Alert Type	Alert Date	Policy Name	Policy Number	Details
hboard	POLICY ALERT	04/01/2020	1000000		Policy is PAST DUE and in EXPIRED status.
ELF-SERVICE ENDORSEMENTS t Endorsements	POLICY ALERT	04/01/2020	101000-001000-0010		Policy is PAST DUE and in EXPIRED status.
Endorsements	POLICY ALERT	03/30/2020	100000	000000000000000000000000000000000000000	Policy is PAST DUE and in EXPIRED status.
ESOURCES DLVE ed Help?	POLICY ALERT	03/30/2020	111-100-100-000		Policy / is PAST DUE and in EXPIRED status.
	POLICY ALERT	03/30/2020	HARVEY TEST POLICY 2413		Policy is PAST DUE and could be subject to cancellation.
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Quick Links

The Quick Links section provides you with quick access to tools and information.

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Announcements & Events

This section provides current EMPLOYERS news and notifications of upcoming events.

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Februaces EVOLVE Need Help?		Agency Reports Select Report Type * PDF C Excel	• Agencies	Download	Announcements & Events Automation Test Automation Test Automation Test Automation Test Automation Test
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Policy Search

We have moved to a search format that is less field-specific, favoring a free form approach. You can search using the data from any of the columns. As you enter the search criteria, the results will pair-down with each additional character after the 3rd character entered. A maximum of 30 characters can be entered for a search.

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RESOURCES						04/01/2019 - 04/01/2020	Expired	\$6,393.00	**.***
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						10/01/2019 - 10/01/2020	Cancel	\$20,907.00	**.***
						01/01/2020-01/01/2021	Active	\$5,101.00	\$2,871
						01/01/2020 - 01/01/2021	Cancel	\$33,297.00	**-***
						01/01/2020 - 01/01/2021	Cancel	\$8,799.00	**.***
						01/01/2020 - 01/01/2021	Cancel	\$44,507.00	##_###
						01/01/2020 - 01/01/2021	Cancel	\$10,256.00	**.***

You can sort the data by clicking on the column headers. Selecting a Policy will navigate you to the Policy Summary tab.

Policy Summary

Once a Policy is selected from the Policy Search you will be directed to the Policy Summary tab.

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ight 2020 EMPLOYERS [®] . All rights reserve	rd.							www.eintativers.co	pin <u>remis or use</u> <u>rivacy r</u>

The information provided is for the most recent Policy period. If applicable, you can choose a different term from the dropdown on the upper left corner of the Policy Summary screen.

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EMPLOYERS [®] and America's small business Nevada, Employers Preferred Insurance Comp <u>statements disclaimer</u> is an integral part of th	any, and Employers Assurance Company, FIG Services.	loyers Insurance Company of Nevada. Insurance is offe Inc. (in California, dba EIG Insurance Services) is an affi	red through Employers Compensati liated agency and adjuster. Not all in	on Insurance Company, Emplo nsurers do business in all juris	overs Insurance Company of dictions. A <u>forward-looking</u>		f	🕑 🔠 in

We also provide a "View all policy terms" selection for those who want to see all available periods on the screen.

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Policy Search Document Search	40702-70-215						FIRST NAMED INSURED	AGENCY NAME
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Nevada, Employers Preferred Insurance Comp statements disclaimer is an integral part of th	pany, and Employers Assurance Company. EIG Services, is website.	loyers Insurance Company of Nevada. Insurance is offer Inc. (in California, dba EIG Insurance Services) is an affil	lated agency and adjuster. Not all i	insurers do business in all juris	dictions. A forward-looking		f) 🥑 👑 (in

The header provides information about the First Named Insured and the Agency.

In the center we have high level policy information.

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Dashboard Policy Search Document Search		-							FIRST NAMED INSURED	AGENCY NAME
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SELF-SERVICE ENDORSEMENTS Start Endorsements My Endorsements		Exp Mod .77	Payroll \$3,262,145.00	EAP \$16,962.00	Earned Premium \$18,331.00	Claims 2	Total Paid \$899.00	Total Incurred \$899.00	Net Expenses \$33.00	Loss Ratio 5.10%
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The next section is the location or locations, if applicable, which provides the address, class codes and associated payroll.

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OLVE	Location 1 -		4	592 50 D 380 50 D	ENTAL LABORATORY		IR HELPERS	\$2,229,162.00	~

Claims

The Claims tab provides the same Policy period access to Claim information beginning with the compensation benefits.

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Start Endorsements Start Endorsements My Endorsements 0 RESOURCES EVOLVE	Medical (2) Paid S598.00 Reserve 50.00 Incurred \$899.00	Indemnity (0) Paid \$0.00 Reserve \$0.00 Incurred \$0.00	Recovery Paid \$0.00 Incomed \$0.00	Deductible Paid S0.00 Incurred S0.00 Incurred S0.00	Total Paid \$999.00 Reserve \$0.00 Incurred \$998.00	Claims (2) Open 0 Closed 2 Reopen 0
Need Help?	Claims Claim # Closed Claim # Closed			Location 1 - CO Location T - CO		* *
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To see the Claim detail, click anywhere on the banner with the Claim number and the Injured Worker's name.

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EACCESS shboard licy Search cument Search	Expired 9/1/2017 - 9/1/2018 *						FIRST NAMED INSURED	AGENCY NAME
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ndorsements SOURCES LVE	Claims							
Help?	Claim # Closed				Location	1-00		10
	Injured Employee	Injury Date 2/1/2018	Total Incurred \$597.00	Total Recovery \$0.00	Deductible \$0.00	Total Paid \$597.00	Total Reserve S0.00	Net Expense \$24.00
	Date Closed Examiner Examiner Email Branch		1	Llalm Type njury Type lody Part njury Source	Medical Only Laceration Thumb(S) Cut-Misc	Report Days Class Code Litigation		1 4692 No
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To collapse the information, click on the up arrow toward the right.

We also provide a Payment Summary which lists payments associated with the Claim.

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		EACCESS			
Accident Description Saw Slipped And Cut Lt Thu	mb				
Payment Summary					
Туре	Description	Service Date	Paid	Date Paid	
Expense	Bill Audit Fees (NCCI)	2/1/2018	\$5.94	2/15/2018	
Expense	Bill Audit Fees (NCCI)	2/8/2018	\$5.94	7/12/2018	
Expense	PPO fees (NCCI)	2/8/2018	\$1.88	7/12/2018	
Expense	PPO fees (NCCI)	2/15/2018	\$2.09	3/2/2018	
Expense	Bill Audit Fees (NCCI)	2/15/2018	\$5.94	3/2/2018	
Expense	PPO fees (NCCI)	2/1/2018	\$2.10	2/15/2018	
Medical	Doctor visit	2/1/2018	\$199.76	2/15/2018	
Medical	Doctor visit	2/8/2018	\$198.74	7/12/2018	
Medical	Doctor visit	2/15/2018	\$198.74	3/2/2018	
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Reports

You can download Policy level reports from the Reports tab. To download a report, you would select the report type from the dropdown, the report format and then select "Download."

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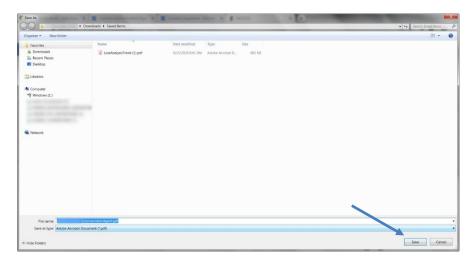
The Policy Documents tab provides you with access to policy related documents for the policy term selected from the dropdown. You can sort the information by any of the columns from "Document Type" to "Effective Date". Once the document is located, it can be downloaded to view, save or print.

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Payment Summary

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We also provide a payment history of the last four payments posted, if applicable. Your Policyholders also have access to a View Billing Details link which directs them to where they can view their complete payment history and installment schedule, if any. This functionality will be made available to Agents this summer.

Document Search

Document Search is similar to a Policy Search, but it allows you to search by Quick Search or Search by Date. Quick Search functions the same as the Policy Search in terms of the search format, search criteria, and pairing-down. Both search methods allow for the ability to sort the data by clicking on the column headers.

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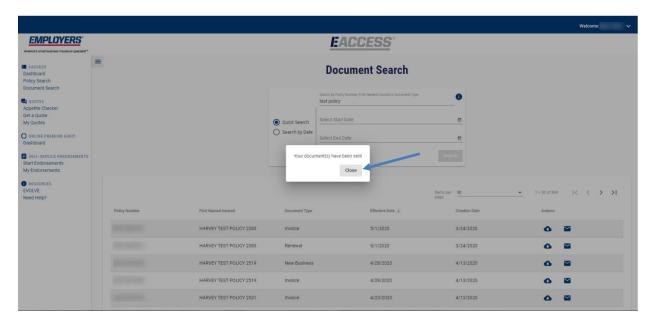
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