Sircon Producer Manager User Guide

A Guide to

Getting Started with Producer Manager

December 2016 | Version 7.7.1

Vertafore®

Contents

Introduction **4**
Set Your Password and Log In 4
Getting Started **7**
Basic Page Elements 7
Home Page 7
Menu Bar 8
Task Links 8
Quick Search Box 9
Recently Viewed Producers 9
Recent Subscriber Notices 9
Searching for Records **10**
Producer Quick Search 10
Producer Name 10
TIN (Taxpayer ID Number) 11
External System ID 11
Alias 11
National Producer Number (NPN) 12
License Number 12
Basic Producer Search 13
Search Fields 13
Search Results 14
Troubleshooting 16
Advanced Producer Search 16
Search Fields 17
Search Results 18
Page Controls 22
Touring a Record **23**
Page Title 23
Record Summary 23
Quick Links 23
Data Sections 24
Form Fields and Controls **25**
Text Box 25
Calendar Popup 25
Dropdown Menu 26
Checkbox 27

 © 2016, Vertafore, Inc.

Radio Button 27
Submit or Save Button 27
Cancel or Return Button 28
Required Fields and Error Messages 28
Administrative Tasks 29
User Administration 29
Add a New User 29
Change Password 31
Conclusion 33
Appendix A: Document Change History 34

 © 2016, Vertafore, Inc.

Introduction

Thank you for using Sircon Producer Manager.

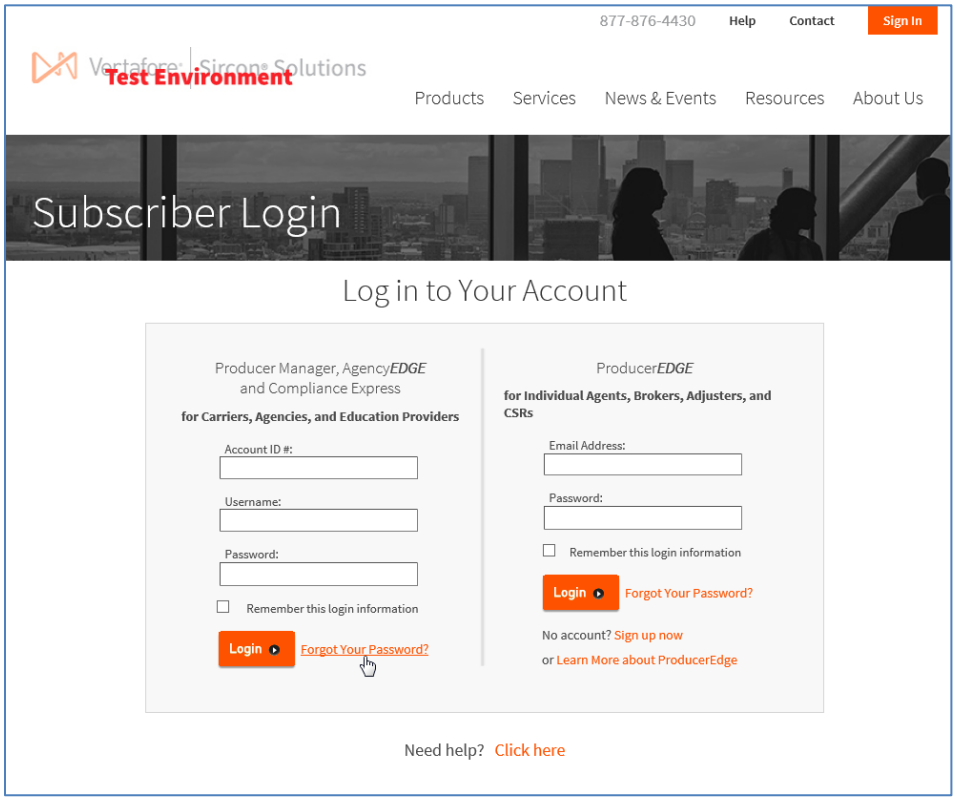
This guide is intended for users who are new to Producer Manager or who want an overview of some of the functions and features that are common to many of the tasks performed in the system.

Set Your Password and Log In

To begin, open a web browser (Internet Explorer, Google Chrome, or Mozilla Firefox) and navigate to www.sircon.com.

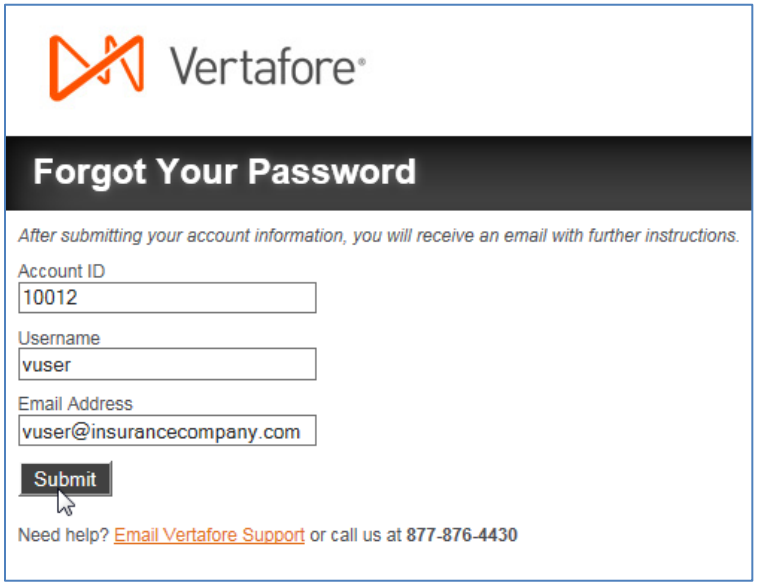
In the upper-right corner of the page, click the **Sign In** button. The **Subscriber Login** page will open, with fields into which you may enter the three pieces of information you will need each time you log in.

You will have received your company's unique **Account ID** and your **Username** in an email from your Vertafore representative. To obtain your password, click the **Forgot Your Password?** link below the login fields.

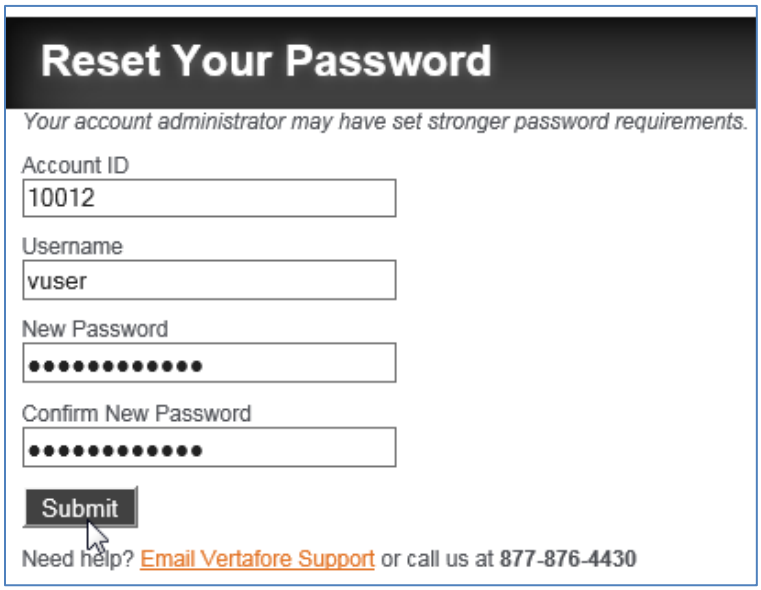


© 2016, Vertafore, Inc.

Enter your **Account ID**, **Username**, and **Email Address**, and then click the **Submit** button.

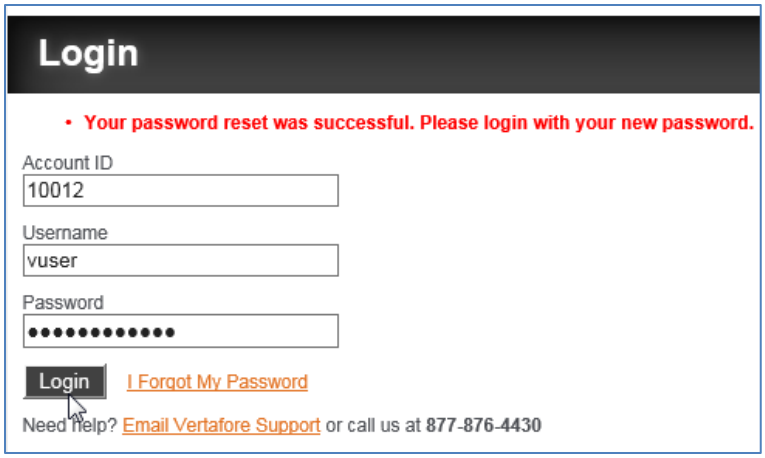


You will receive an email containing a link to set your password. Click the link in the email to open the **Reset Your Password** page. Enter a secure password in both password fields, and then click the **Submit** button.



Note: The system will let you know if your password does not meet minimum password strength requirements. Keep trying your password until it does.

© 2016, Vertafore, Inc.



Finally, on the **Login** page, enter your **Account ID**, **Username**, and new **Password**, and then click the **Login** button.

The Producer Manager **Home** page will open.

Note: Now that you're logged into Producer Manager, if you need to assist other users with getting into the system, see "User Administration" on page 29 for more information.

 © 2016, Vertafore, Inc.

Getting Started

Once you have logged in, it can be helpful to know that throughout Producer Manager, pages are designed in a similar format and with a consistent structure.

Once you are familiar with the basic page structure of one page, it becomes easy to follow the organization and design of all other pages in Producer Manager.

Basic Page Elements

The following are basic page structure elements visible and available on every page in Producer Manager:

- **Vertafore Logo**: Static image. Clicking it has no effect
- **Product Name - Producer Manager**: Click the **Producer Manager** name banner to navigate to the Producer Manager **Home** page from any other page
- **Login Information**: Displays the screen identity of the user who is logged into this session of Producer Manager (you)
- **Logout**: Click to open the **Logout** page, allowing you to log out of Producer Manager
- **Menu Bar**: Offers menus with options you can select to perform many of the functions available in Producer Manager
- **Footer**: Click the **Home** link to navigate to the Producer Manager **Home** page from any other page. Click the **Help** link to open the Producer Manager online help. Click the **Contact Us** link to review and access customer support and help information. Click the **Vertafore, Inc.** link to open the index page of the Vertafore corporate website

Home Page

The **Home** page (sometimes referred to as the "main page" or "workspace") is the first page you see after you log into Producer Manager. It offers shortcuts to performing many of the most common tasks in Producer Manager. It is also a launching point for anywhere else you want to go within the system.

The **Home** page consists of the following components:

- **Menu Bar**
- **Quick Search Box**
- **Task Links**

© 2016, Vertafore, Inc.

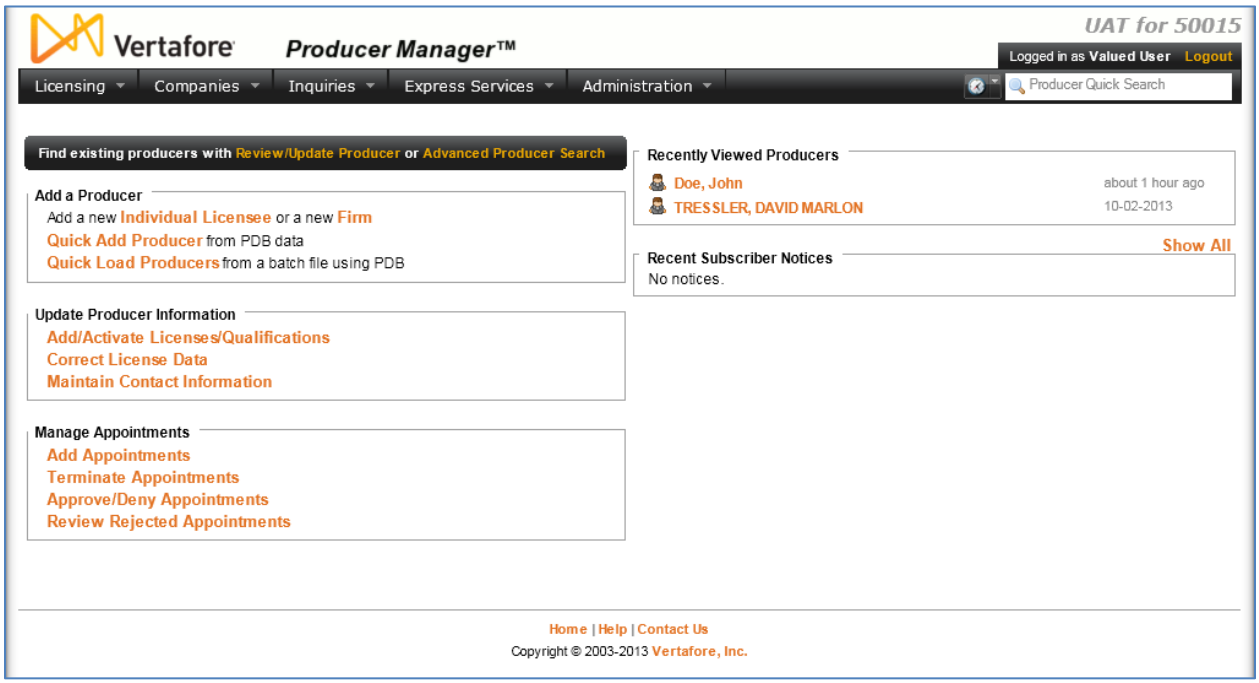
- **Recently Viewed Producers**
- **Recent Subscriber Notices**

Menu Bar

The menu bar offers the following menus:

- **Licensing**
- **Companies**
- **Inquiries**
- **Express Services**
- **Administration**

Click each menu option to view or access related sub-menu options.



Task Links

On the left side of the **Home** page are links to specific pages on which you can perform many of the most common functions in Producer Manager. Click one of the links to navigate to the desired page.

© 2016, Vertafore, Inc.

Quick Search Box

The **Quick Search** box allows the ability to easily search for a producer from any page in the Producer Manager. This functionality allows users to search for producers by name, alias, EIN, full or partial SSN, NPN, License Number, or External System ID in a single search box. The 10 best matches will be displayed in a selectable list.

Recently Viewed Producers

The **Recently Viewed Producers** section displays the last five individual or firm producer records that you have viewed or worked with, as well as the approximate time and date on which the producers were viewed. If the producer was viewed on the current date, then no date will appear, only an approximate time when the record was viewed. Click the blue name link of a producer to access the producer's record in the **Review/Update Producer** page.

Recent Subscriber Notices

The **Recent Subscriber Notices** panel displays information about state regulatory changes, scheduled Producer Manager service maintenance, or other notices. Click the **Show All/Hide All** link at the top right of the page to toggle display of subscriber messages on or off.

© 2016, Vertafore, Inc.

Searching for Records

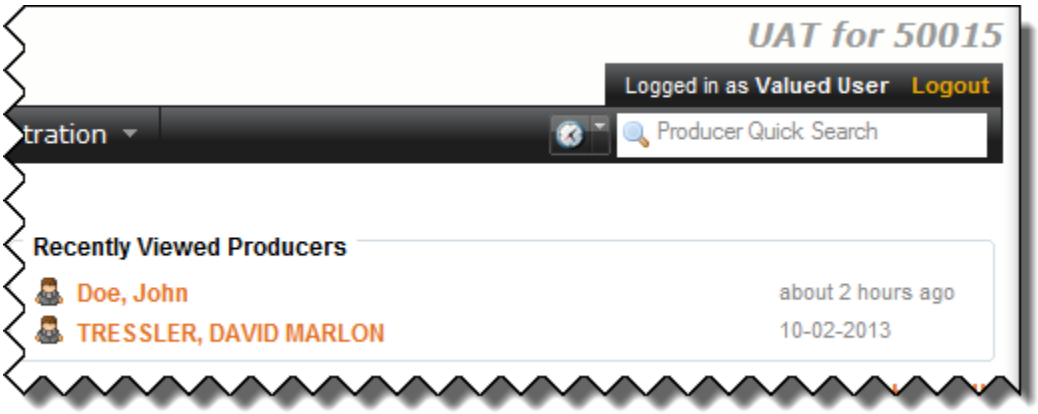
Before you can manually modify any producer information in Producer Manager, you must first identify the database record that contains the information you want to work with. This involves searching for the record and then opening either the record itself or a maintenance page that allows you to update the record once it has been identified.

Producer Manager offers the following methods for searching for producer records:

- **Producer Quick Search**
- **Basic Producer Search**
- **Advanced Producer Search**

Producer Quick Search

Use **Producer Quick Search** from any page within Producer Manager to quickly and easily find a producer record. This functionality allows you to search for producers by name, alias, EIN, full or partial SSN, NPN, License Number, or by External System ID in a single search box. The 10 best matches are displayed in a selectable list.



To search for a producer, simply begin typing any of the following criteria in the search box found in the upper-right corner of any Producer Manager page. The list will update itself dynamically as you type.

Producer Name

You can search by firm name (e.g., typing "Ed" will match "Edward Jones, INC") or by individual name (Format: Last, First Middle).

© 2016, Vertafore, Inc.

When searching for an individual, observe the following formatting rules. If no comma is placed between last name and first name, the search will produce no results. Do not use a comma between first name and middle initial.

Examples:

- "John Smith" will NOT match Last=Smith, First=John
- "O'Conn" will match Last=O'Connell, First=Holly
- "O Conn" will NOT match Last=O'Connell, First=Holly
- Smith, Mary E" will match Last=Smith, First=Mary, Middle=E
- "Smith, Mary E" will match Last=Smith, First=Mary Elizabeth

TIN (Taxpayer ID Number)

Observe the following guidelines:

- Search by complete EIN
- Search by complete SSN
- Search by partial SSN (last four digits)

Note: If you have masked SSNs turned on in the security role assigned to you, then only the last four digits of the SSN will display in the search results.

External System ID

Observe the following guidelines:

- Search by exact-match External System ID
- Search by External System ID without leading zeroes (of the Preferred External System ID Type)

Note: In the search results Producer Manager displays the producer's *default* External System ID. This means that if you are searching by an External System ID other than the default ID associated with the producer then the search results displayed may be correct, but may not contain the search criteria you used.

Alias

Observe the following guidelines:

© 2016, Vertafore, Inc.

- Search by Individual Alias
  - Uses the same rules as Individual Name searching
  - The Alias Name will only show up in the search results if that search result was added to the result set due to an Alias search
- Search by Firm Alias
  - Uses the same rules as Firm Name searching
  - The Alias Name will only show up in the search results if that search result was added to the result set due to an Alias search

National Producer Number (NPN)

Observe the following guidelines:

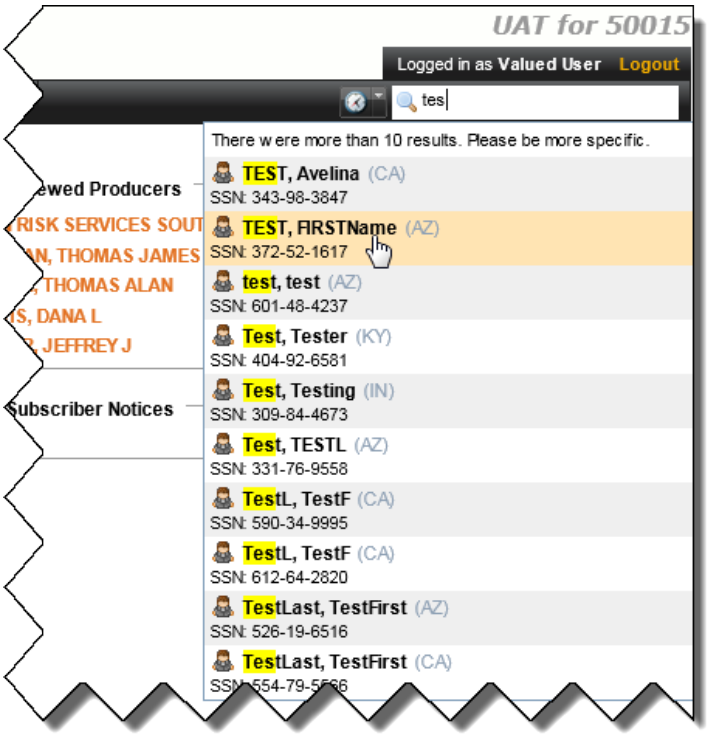
- Search by exact-match NPN (firm or individual)

License Number

Observe the following guidelines:

- Search by exact-match License Number (firm or individual)

Once you have found the producer whose record you wish to view, click that producer's name to open up the record in the **Review/Update Producer** page.



© 2016, Vertafore, Inc.

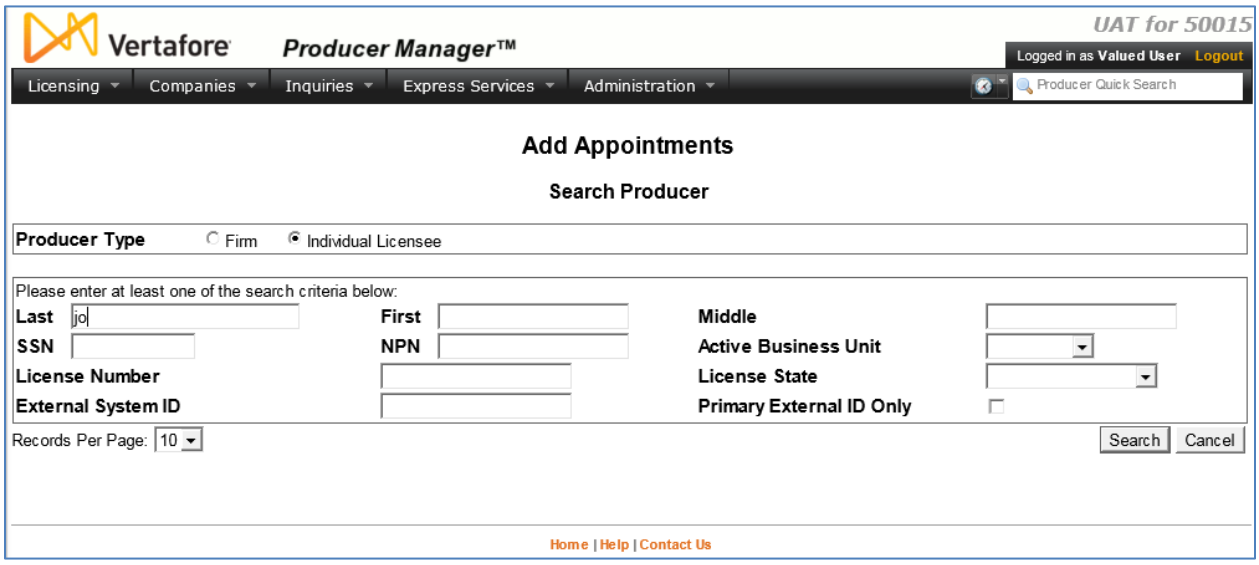
Basic Producer Search

Before you can review or modify any information in Producer Manager, you must first identify the database record that contains the information you want to work with. This involves searching for the record and then opening either the record itself or another page that allows you to update the record once it has been identified.

This procedure is known as “basic producer search.” A search page such as that pictured below offers fields into which you can enter search criteria to find the desired producer record. In the illustration below, a search is performed to find an individual producer for whom a state appointment request will be submitted.

Search Fields

At the outset of any producer search, you must establish first whether you are searching for an individual producer or an agency producer by clicking to select either the **Individual Licensee** (the default selection) or **Firm** radio button in the **Producer Type** field.



Below the **Producer Type** field are **Search Fields** into which you can enter search criteria. The search fields vary depending on the type of record you are searching for.

Some fields require you to manually enter criteria into them; they are useful for when you have general or specific information about the record you are looking for. Examples are any name fields, **SSN/EIN**, **External System ID**, or **NAIC ID**.

Other fields offer dropdown menus from which you can select menu choices; they are useful for narrowing down your search results. Examples are **License State** or **Business Unit**. Using a dropdown menu selection in combination with other search criteria can help filter the search and narrow the results.

Note: **Business Unit** cannot be the only search criterion entered for a search. You can, however, search for all producers in a given state using the **License State** dropdown.

© 2016, Vertafore, Inc.

Note: If you do not make a selection from a dropdown menu field (thus leaving the field null), the system will search based on all of the values in the list.

Tip: The system will search only records that match all of your search criteria. If you know the **NAIC ID**, **NPN**, or **SSN/EIN**, enter one, but do not enter criteria in any of the other fields. Leaving the other search criteria blank when an identifier is known will eliminate the possibility of the desired case not being retrieved by the search.

The following rules apply to a search:

- Enter at least one search criteria.
- **SSN** or **EIN** must be 9 digits (hyphens are not necessary)
- To search using **Last Name**, **Firm Name**, or **Company Name**, enter at least two characters in the field.
- Wildcard characters (such as *) are not allowed.
- When the **Producer Type** is **Individual Licensee**, **Last Name**, **First Name**, and **Middle Name** cannot contain numeric or double quotation marks (").
- Double quotation marks are also invalid when **Producer Type** is **Firm**, but the **Firm Nam**e field may contain numbers.
- **NPN** (National Producer Number) must be numeric.
- **Business Unit** cannot be the only search criterion.
- The default number of results displayed per page of results is 10. You can elect to view up to 50 results per page by selecting a different value in increments of 10 from the **Records Per Page** dropdown menu below the search fields.

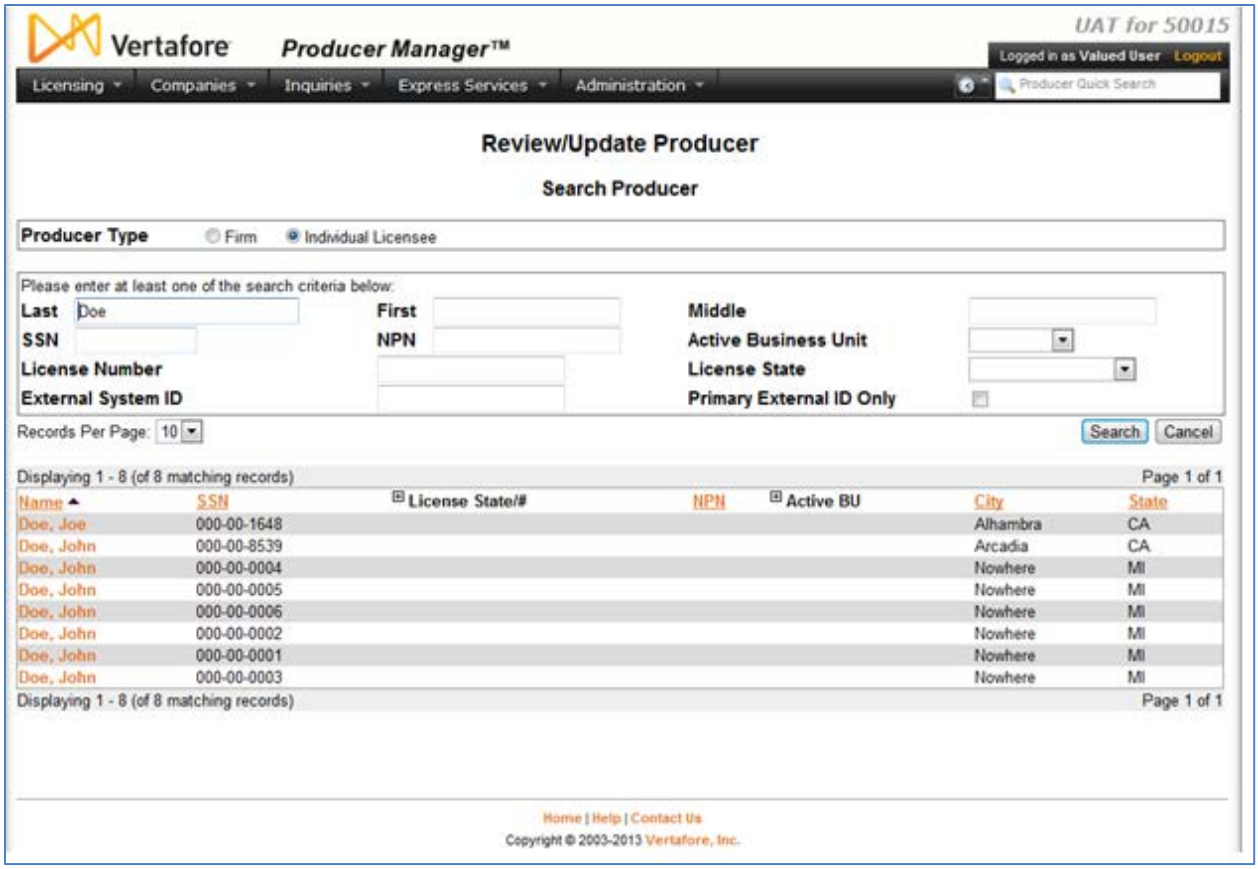
When you are satisfied with your search criteria, click the **Search** button to execute the record search. (To return to the Producer Manager Main Page, click the **Cancel** button.)

Tip: After performing a search, but prior to the information being retrieved, you can abort the search by pressing the Esc key on the keyboard.

Search Results

If only one record met your search criteria, it will open up right away for your review or updates. However if multiple records met your search criteria, a list of those records will appear in the **Search Results** section at the bottom of the page.

© 2016, Vertafore, Inc.



The system displays every record that matches all of the search criteria you entered. The number of matching records found shows at the top and bottom of the search results.

All records matching the search criteria display in the search results, along with values in the following columns: **Name**, **SSN** (or **EIN**), **License State/#**, **NPN**, **City** and **State** for individual and firm records, and **Company Name**, **EIN**, **NAIC ID**, **City**, and **State** for company records.

Note: The expandable **License State/#** column appearing on search results and maintenance pages lists every state a selected producer is licensed in along with the corresponding license number. If a producer is licensed in multiple states, click the plus node (⊞) to view the entire list of license numbers. Click it again to collapse the list.

Note: If a selected producer has more than one active business unit, you can show them all by clicking the plus node (⊞) in the Active BU column.

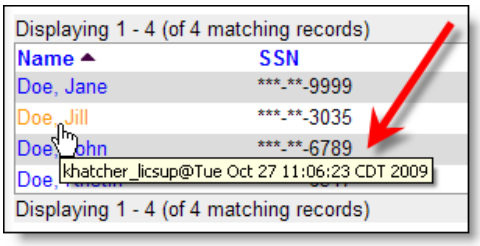
You must “drill down” to pinpoint the desired producer record. To do so, you can use the following techniques:

- Click any of the blue column headings in the **Search Results** to re-sort the records in alphabetical or ascending to descending order.
- Navigate to a specific page of results by selecting the page from the **Go To Page** dropdown menu and then clicking the **Go** button.

© 2016, Vertafore, Inc.

- Navigate sequentially between pages of results by clicking the **Previous** or **Next** buttons.
- Change the number of pages to display in the **Records Per Page** dropdown menu, and then click the **Search** button again.
- Enter additional search criteria in the search fields to narrow the search, and then run the search again.

Tip: If you hover your mouse pointer momentarily over a record's value in the **Name** column, you can view information about the record, such as the user who most recently updated the record and the timestamp of its most recent update.



Once you have located the record you want to work with, click the record's value in the **Name** column. The record will open in a new page for review or updating.

Troubleshooting

If **Search Results** do not appear, one of the following is likely:

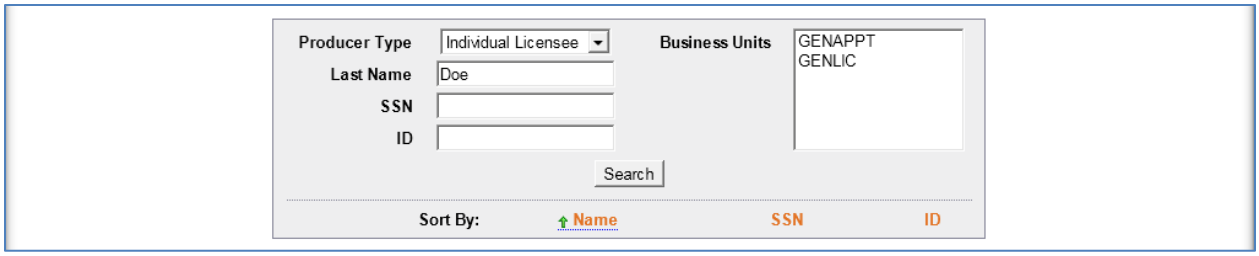
- If no match exists for the search criteria entered, the following message is returned:
  - **No Producer found matching the criteria**.
- If only one matching record is retrieved, the record will be open automatically thus skipping the **Search Results**.
- Messages in **red** letters appear when search criteria are invalid. When this happens, re-enter the search information in a way that corrects the problem you are being alerted to via the messages.

Advanced Producer Search

With **Advanced Producer Search**, you can use a number of criteria (**Producer Type**, **Last Name**, **SSN**, **External System ID**, or **Business Units**) to search for a producer within Producer Manager.

To access the **Advanced Producer Search** function, you can simply click the **Advanced Producer Search** link in the **Task Links** section of the **Home** page. This will take you directly to the **Advanced Producer Search** page.

© 2016, Vertafore, Inc.



On the **Advanced Producer Search** page, you will find the following sections:

- **Search Fields**
- **Search Results**
- **Page Controls**

Search Fields

Use the **Search Fields** to enter search criteria for one or multiple producer records, either individual or firm. At least one search criterion is required.

Because the system searches for records containing all—not just any—of the search criteria you enter, the more search criteria you enter, the greater the chance that the system won't find the record you are looking for. Thus, if you enter valid search criteria in every field except one, the system won't retrieve the record.

Fields and controls include the following:

- **Producer Type**: From the dropdown menu, select Individual Licensee to initiate a search for an individual producer record. The page will refresh to display unique individual producer **Search Fields**. Or, select Firm to initiate a search for a firm producer record. The page will refresh to display unique firm producer Search Fields.
- **Last Name**: *Individual producers only*. To search for producers grouped by last name, enter a search string on individual producer last name. You may use as few as two characters in your search string. Wildcard characters are not allowed. May not contain numeric characters or double quotation marks (").
- **Firm Name**: *Firm producers only*. To search for producers grouped by firm name, enter a search string on firm name. You may use as few as two characters in your search string. May contain numeric characters. Wildcard characters are not allowed. May not contain double quotation marks (").
- **SSN**: *Individual producers only*. To search for producers grouped by Social Security Number, enter an entire SSN string. Partial searches not allowed. Maximum 9 characters without separating hyphens or 11 characters with two separating hyphens.
- **EIN**: *Firm producers only.* To search for producers grouped by Federal Employer Identification Number, enter an entire FEIN string. Partial searches not allowed. Maximum 9 characters without a separating hyphen or 10 characters with a separating hyphen.
- **[*PreferredExternalSystemType*] ID**: To search for producers grouped by external system ID, enter the entire string value of a producer ID code in your company's

© 2016, Vertafore, Inc.

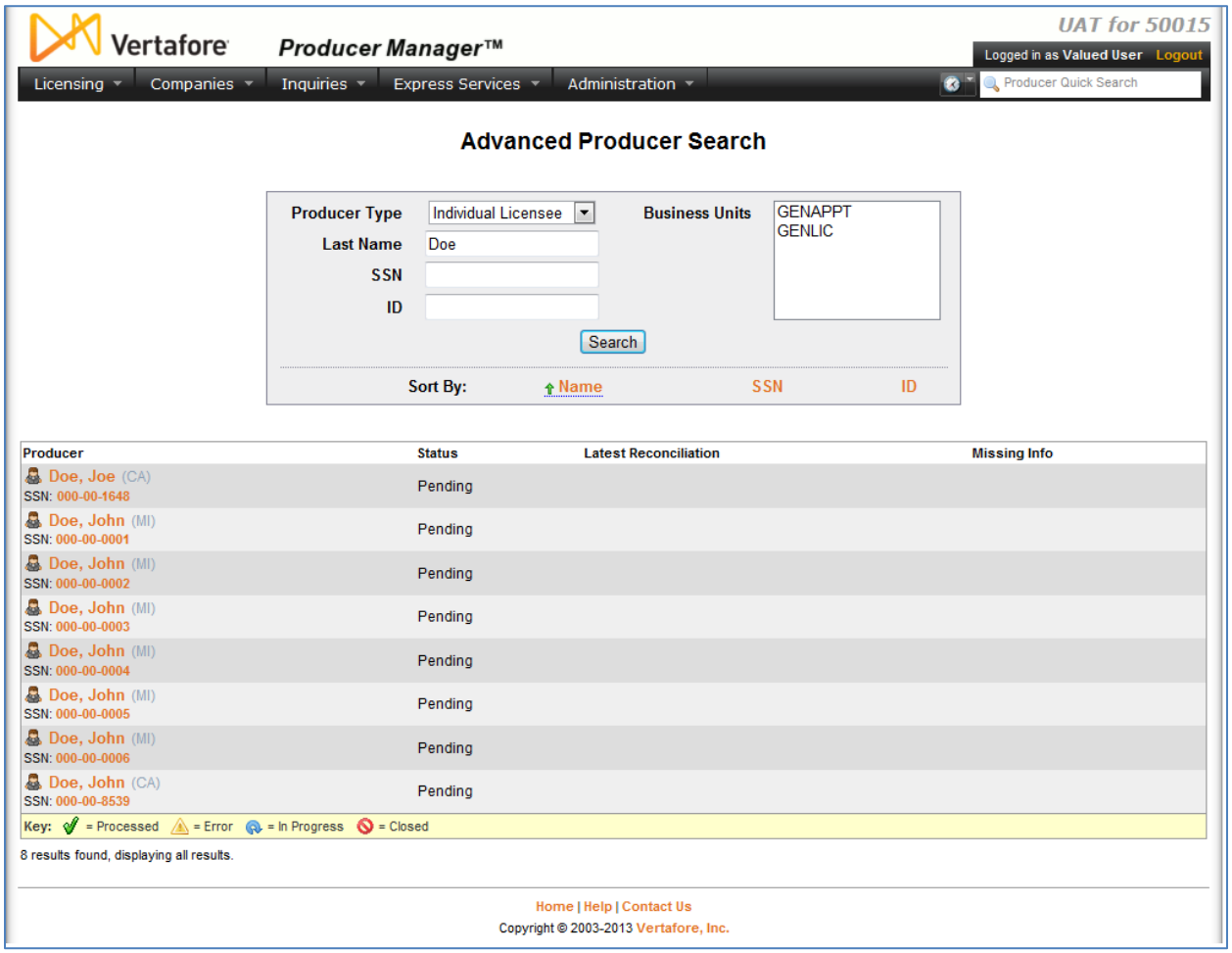
preferred external system, including leading zeroes, either active or inactive. Partial searches not allowed. Maximum 50 characters.

- **Business Units**: To search for producers grouped by business unit, click to select the short names of one or multiple business units, either active or inactive. Press the CTRL key and click to select multiples.

Note: The ***[PreferredExternalSystemType]* ID** field is customizable. The variable in the label of the ***[PreferredExternalSystemType]* ID** field displays the system external to Producer Manager that your company has chosen as the "preferred" system. To make this work, your company's preferred external system type first must be configured in the **Code** field of the INTERFC_TYPE_CD **Code Group** on the **Maintain Codes** page. Then the value of the **Code** field for the preferred external system type must be Vertafore-configured in the PREF_INDV_INTRFC_CD and PREF_ORG_INTRFC_CD business rules.

Search Results

The **Search Results** display the results of a search.



Fields and controls include the following:

- **Producer**: For each producer record listed, displays a producer name as a blue hyperlink. Click a desired producer hyperlink to open the producer's record in the **Review/Update Producer** page.
- **SSN**: *Individual producers only*. For each producer record listed, displays a producer's Social Security Number as an orange hyperlink. Click a desired **SSN** hyperlink to rerun the search to display in the **Search Results** only producers with the selected Social Security Number.
- **EIN**: *Firm producers only*. For each producer record listed, displays a producer's Federal Employer Identification Number as an orange hyperlink. Click a desired **EIN** hyperlink to rerun the search to display in the **Search Results** only producers with the selected Federal Employer Identification Number.
- **Ext. ID**: For each producer record listed, displays a producer's ID code in your company's preferred external system as an orange hyperlink. Click a desired **Ext. ID** hyperlink to rerun the search to display in the **Search Results** only producers with the selected external system ID. Available only if an ID code for your company's preferred external system is recorded for a listed producer.
- **BU**: For each producer record listed, displays as an orange hyperlink the short names of the business units, active or inactive, with which a producer is associated. Click the node (⊞) to expand the field to display all business units. Click the node (⊟) to collapse the information. Click a desired **BU** hyperlink to rerun the search to display in the **Search Results** only producers associated with the selected business unit. Available only if at least one business unit is recorded for a listed producer.
- **Status**: For each producer record listed, displays a producer's record status: Pending, Active, or Inactive.
- **Latest Reconciliation**: For each producer record listed, displays as an orange hyperlink the date on which the system most recently performed automated data reconciliation on the record, to refresh it against regulatory data. Includes either manual or system-initiated automated data reconciliations. Indicates Processed (✔) if the automated data reconciliation is successfully completed; In Progress (↻) if it is still on-going, or Error (⚠) if it contains a processing message to review. Click a desired **Latest Reconciliation** date hyperlink to open the **Data Reconciliation Details** page to review information about the selected automated data reconciliation operation. Does not display if automated data reconciliation has never been performed on the producer record.
- **Latest PX Txn**.: *Available only for Producer Express customers*. For each producer record listed, displays as a blue hyperlink the date on which the most recent Producer Express onboarding or maintenance transaction request was initiated on a producer's behalf. Indicates Processed (✔) if the Producer Express request has processed successfully; In Progress (↻) if it is in Pending or Open status; Error (⚠) if it has been routed to the Producer Express Error Queue, or Closed (⊘) if it has been manually stopped. Click a desired **Latest PX Txn**. date hyperlink to open the Producer Express request record for a selected producer. Does not display if a Producer Express onboarding or maintenance transaction request never has been initiated on the producer's behalf. (For more information, please review the Producer Express online help.)
- **Missing Info**: For each producer record listed, displays whether or not the record currently is deficient of required information (i.e., data fields that have been configured in

© 2016, Vertafore, Inc.

your company's instance of Producer Manager to be required before compliance transactions, such as appointments, can be requested). The presence of the **Missing Information** symbol ( ) indicates that a producer record currently is missing required information; an absence of such as symbol indicates that the record currently contains all required information.

The results of your producer search will be listed alphabetically in descending order.

By clicking on the name of your desired producer, the producer's record producer records will open in the **Review/Update Producer** page.

© 2016, Vertafore, Inc.

Vertafore Producer Manager™ UAT for 50015

Logged in as Valued User Logout

Licensing | Companies | Inquiries | Express Services | Administration | Producer Quick Search

Review/Update Individual

Doe, John Unrated — Search Producer

SSN	License State/#	Active BU	NPN	Resident States
000-00-0001				Michigan

Expand All

Individual Details | Producer Business Rules | Resident States | External Sys IDs | Contact Information | Address History | Email Messages | Licenses/Qualifications | Appointments | Agreements | Firm Associations | Employment History | Aliases | Data Reconciliation | State Producer Numbers | Education/Prof. Design. | FINRA Information | Required Items | Background Investigations | Business Units | Locations and Departments | Costs | Education Credentials | Course Completions | CE Requirements | CE Courses | Third Party Certifications | License Applications | Comments | Product Certifications | Transaction History

Quick Sync Producer | Verify Sales Authorization

Individual Details

Indv ID 215985 | Status Pending | Eff Date 04-05-2006 | Term Date | Licensee

Last Doe | First John | Middle | Suffix

SSN 000-00-0001 | NPN | Bank Affiliated | Captive

Birth Date 01-01-1900 | Birth State | Birth Province

Birth Country

Ethnicity

Fingerprint ID | Loss of Contact | Last Sync Date

Gender | Deceased Date | Height inches

Hair Color | Eye Color | Weight lbs

Save | Cancel

Producer Business Rules

Resident States

External Sys IDs

External System Type	External System Identifier	Business Unit	Primary	Inactive
Agent	555555		✓	

Add/Update/Delete External System Identifiers

Contact Information

Address History

Email Messages

Licenses/Qualifications

Add New License/Qualification

Licenses

License State	License Type	License Number	Original Issue Date	Status	Effective Date	Expiration Date	Inactivation Reason	License Suspend Begin Date	License Suspend End Date	Copy Rec'd

Qualifications

State	Qualification Type	Original Issue Date	Status	Effective Date	Expiration Date	Inactivation Reason

Submit a License Application
Activate Licenses/Qualifications
Correct License Data
Correct Qualification Dates

Appointments

Grouping Options | Display Options

No appointments found.

Add New Appointments | Correct Appointment Dates

Agreements

Firm Associations

Employment History

Aliases

Data Reconciliation

State Producer Numbers

Education/Prof. Design.

FINRA Information

Required Items

State	Required Item	Status	Request Date	Follow-up Date	Received Date	Other Identifier
	NPN Missing	Requested				

Add/Update/Delete Required Items

Background Investigations

Business Units

Locations and Departments

Costs

Education Credentials

Course Completions

CE Requirements

CE Courses

Third Party Certifications

License Applications

Comments

Date	Last Modified Date	Comment

Add/Update/Delete Comments

Product Certifications

Transaction History

Home | Help | Contact Us

© 2016, Vertafore, Inc.

For more information on reviewing a record, see “Touring a Record” on page 23.

Page Controls

Fields and controls include the following:

- **Search**: Click to execute the search based on the entered search criteria. All records meeting your search criteria will display in the **Search Results** section.
- **Sort By**: Offers controls to re-sort records displaying in the **Search Results** section based on the following fields:
  - **Name**: Click to sort records in alphabetic order (A-Z) by the value of the **Last Name** field for individual producer records or **Firm Name** field for firm records; click again to re-sort records in reverse alphabetic order (Z-A).
  - **SSN**: *Individual producers only*. Click to sort records in ascending order by the value of the **SSN** field; click again to re-sort records in descending order.
  - **EIN**: *Firm producers only*. Click to sort records in ascending order by the value of the **EIN** field; click again to re-sort records in descending order.
  - **[*PreferredExternalSystemType*] ID**: Click to sort records in ascending order by the value of the **[*PreferredExternalSystemType*] ID** field; click again to re-sort records in descending order.
- **[x] results found, displaying [v] to [w]**: Displays the total number of records that met the search criteria and the range in numbers of records currently displaying in the **Search Results** section. (Maximum 20 per page.)
- **First/Prev**: Click **First** to open the first page of results; click **Prev** to open the preceding page of results.
- **1, 2, 3, ...**: Click a numeral to open a specific numbered page of results.
- **Next/Last**: Click **Next** to open the succeeding page of results; click **Last** to open the last page of results.

© 2016, Vertafore, Inc.

Touring a Record

Once you have found a producer, the producer's record will display in the **Review/Update Producer** page. This page will contain information relevant to the producer of your choosing. You may find that there are many options on the page to consider and choose from. These options are neatly contained within several different sections based on a variety of criteria.

In descending order, the sections included on the producer record page are as follows:

- **Page Title**
- **Record Summary**
- **Quick Links**
- **Data Sections**

Page Title

Most commonly displays the name of the function currently in operation.

Record Summary

Contains overview information about the entity you are working with, including the **Name**, **SSN/EIN**, **License State(s)** and **Number(s)**, **Active BU** (business unit), **NPN**, and **Resident State**.

Quick Links

Available primarily on entity records pages (e.g., individual or firm records). **Quick Links** allow you to navigate rapidly to the information in a particular **Data Section** on the page.

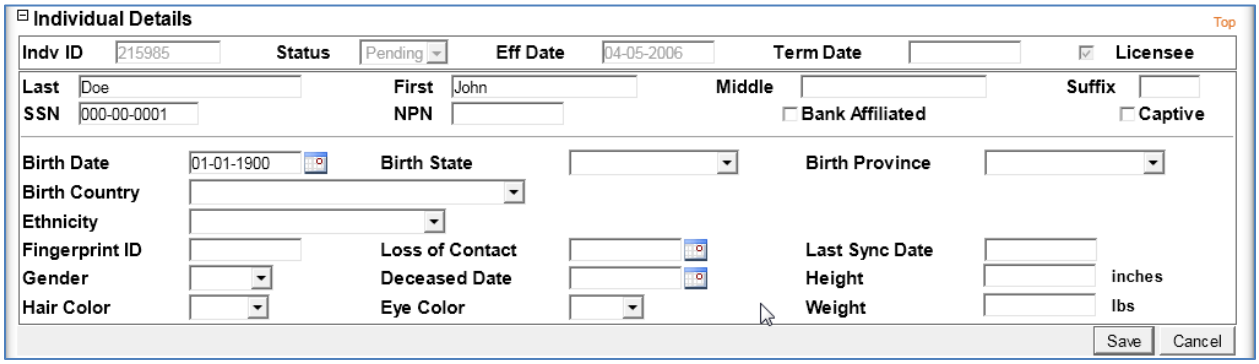
© 2016, Vertafore, Inc.

For example, click the **Comments** link to navigate to and expand the **Comments** section; click the **Aliases** link to navigate to and expand the **Aliases** section, etc. Use **Quick Links** to navigate more rapidly around the page rather than using the vertical scroll bar. To expand all **Details Sections**, click the **Expand All** node (⊞), when available, in the **Quick Links** box. To close all sections, click the **Collapse All** node (⊟).

Note: You will encounter expand (plus) and collapse (minus) nodes throughout Producer Manager. When you see the plus node (⊞) you will know that there is more information you can view by clicking the node. When you see the minus node (⊟) you will know you can hide the information to get it out of your way.

Data Sections

Contain a record's essential information. Information is organized in collapsible and expandable panels to which you can navigate from the **Quick Links** box. (You may also navigate up or down the page using the vertical scrollbar.)



To view information in a collapsed **Data Section**, click the corresponding node (⊞). To close an expanded section, click the node again (⊟). Click the **Top** text link opposite a **Data Section** name to navigate quickly to the top of the page. Data Sections may also offer links to other pages where you can maintain currently recorded information or perform other related functions.

© 2016, Vertafore, Inc.

Form Fields and Controls

Throughout Producer Manager, you can modify information contained on pages. Producer Manager pages contain several different types of data input fields.

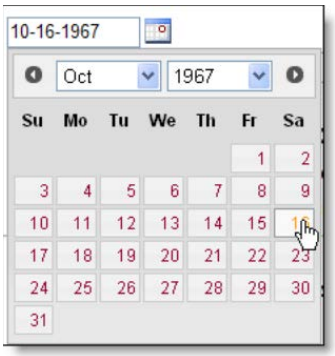
Text Box

A text box is a rectangular box allowing free-form entry. To edit, place focus on the field and type the desired information.

Some text box fields in Producer Manager do not allow you to place focus on the field. These fields are non-modifiable directly on the page. Instead, they are updated automatically by Producer Manager when other processes are performed. For example, the **Status** field in the **Review/Update Producer** page is not modifiable. Producer Manager will automatically update the status from Active to Inactive when an agent's last active appointment or firm association is inactivated.

Calendar Popup

Producer Manager has a feature that allows the option of entering a date manually or choosing a date from a calendar popup. This is true for all fields that require a date.



- Click the **Calendar** button ( ) to open the calendar popup to choose a date.
- Click the month (Oct) or year (2010) dropdown boxes to choose a different month or year.

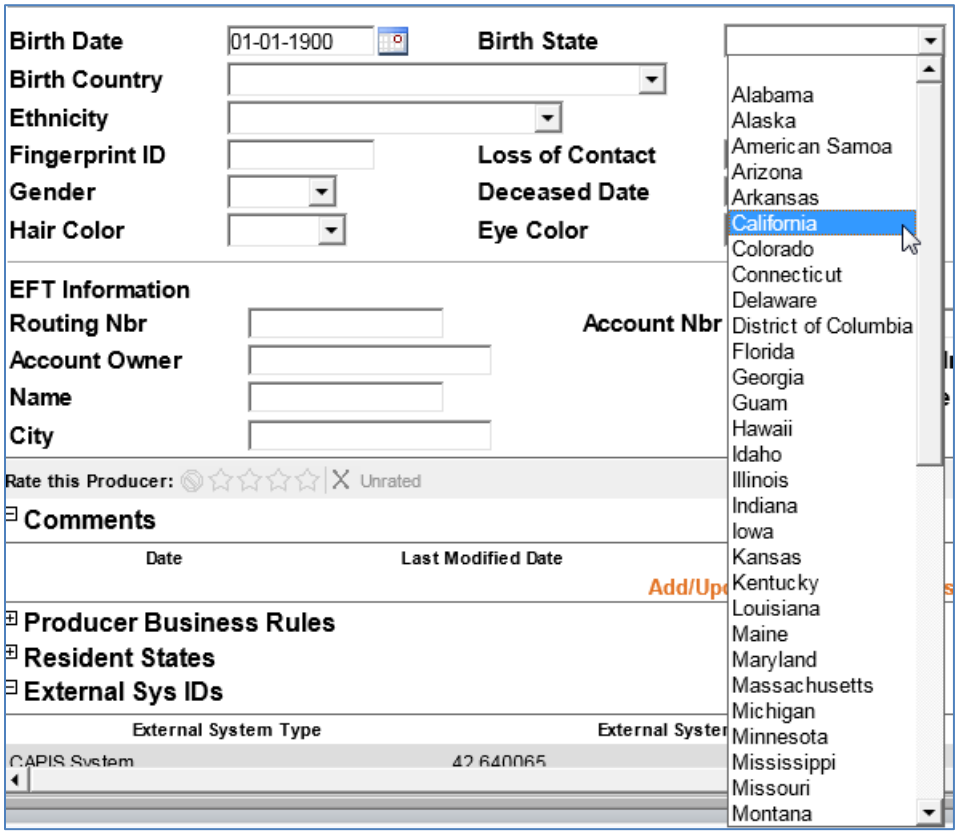
© 2016, Vertafore, Inc.

- Click the day of the month to select the date and close the calendar popup. Alternatively, click the page background to close the calendar.

- Use the left ( ) and right ( ) arrow buttons to scroll through the calendar month by month.

Dropdown Menu

Open a dropdown menu by clicking the downward pointing arrow to the right of the field. A dropdown menu field often is used when the field requires a valid code entry. To add or modify a value in a dropdown field, use the mouse to scroll through the list of values, and then click the desired menu option.



Note: To use the keyboard, type the first letter of the desired menu option. The list scrolls to the first occurrence of the entered letter. Continue to type the letter until the desired row is highlighted. (Example: Type ‘A’ for Alabama, type ‘A’ again for Alaska, etc.) When the desired option is highlighted, press the **Enter** key to select or the tab key to select and move to the next field.

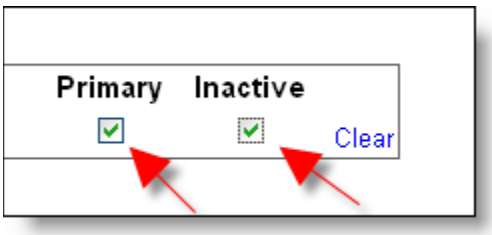
© 2016, Vertafore, Inc.

Note: The options available on many dropdown menus can be configured to suit your company's business requirements. For more information, see the Maintain Codes topic in the Producer Manager online help.

Checkbox

A checkbox represents a **Yes** or **No** indication for a specific field. When the indication is **Yes**, the checkbox contains a checkmark. When the indication is **No**, the checkbox is blank. To change the indication, click to checkmark the checkbox.

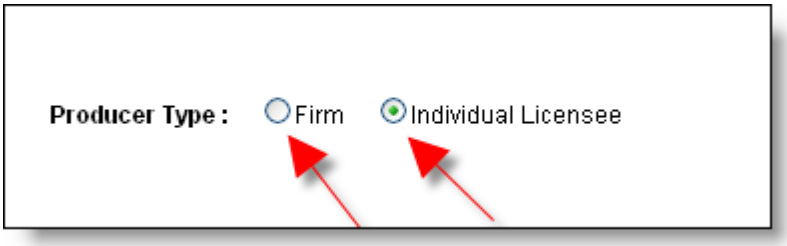
The checkbox field is also used to select one or more items in a list of possible selections. Select an item by clicking to place a checkmark in the checkbox. Leave the checkbox blank to not include an item, or click a checkmarked checkbox to clear the checkmark.



Radio Button

A radio button is a small, round object that is used to turn an option on and off. When an option is on, the button has a dark center. When an option is off, the center is blank. To change a selection, click the desired radio button.

If radio buttons are arranged in a group, only one can be selected at a time.



Submit or Save Button

To commit information to Producer Manager, click the **Submit** or the **Save** button. These buttons are usually located near the bottom of a page.

© 2016, Vertafore, Inc.

Cancel or Return Button

Click the **Cancel** or **Return** button to close an active page. This will open either the previous page you were viewing or the main page of the module you are working in.

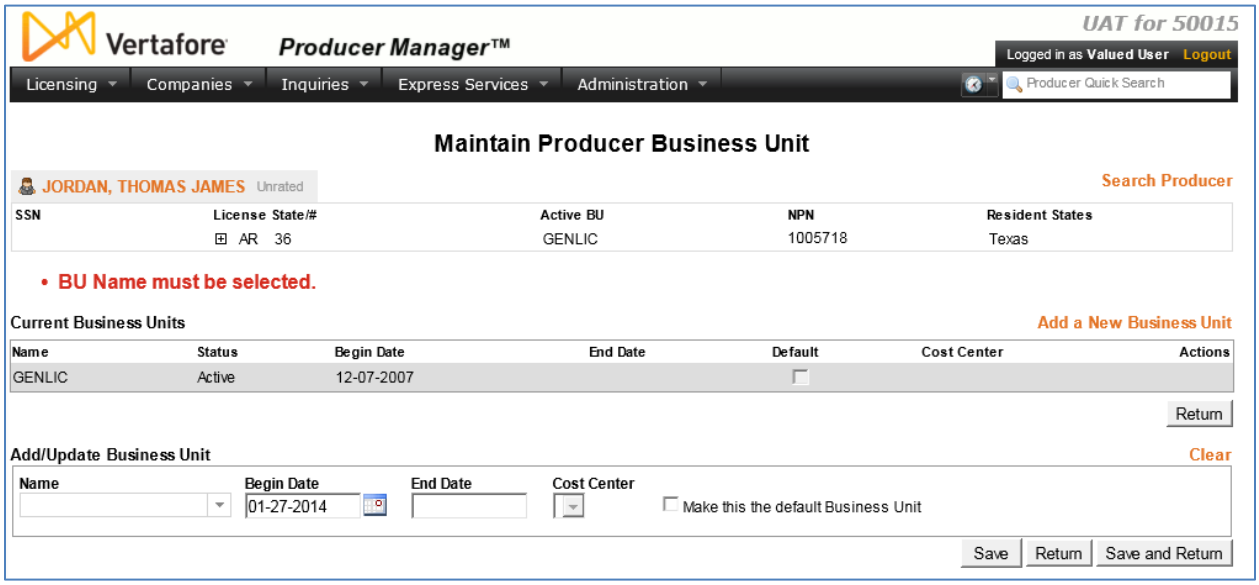
Warning: If you edit information on a page and click the **Cancel** or **Return** button instead of the **Submit** or **Save** buttons, you are not prompted to save changes. Also, you are not prompted to save changes prior to navigating to another page.

Required Fields and Error Messages

You cannot save a record or submit a transaction in Producer Manager if information in any required fields is missing. Each record or transaction type in Producer Manager has its own set of required fields.

For example, the required fields when adding an individual producer record are different from those when adding a firm producer.

If you attempt to save a record with invalid, incomplete, or missing data in a required field, Producer Manager will display a red error message at the top of the page. For example:



Update the record with valid information, and then click the **Save** or **Submit** button again.

© 2016, Vertafore, Inc.

Administrative Tasks

There are a few basic things to know about system administration to help you and your company get started using Producer Manager. This chapter covers only the basics. Much more information is available in the Producer Manager online help.

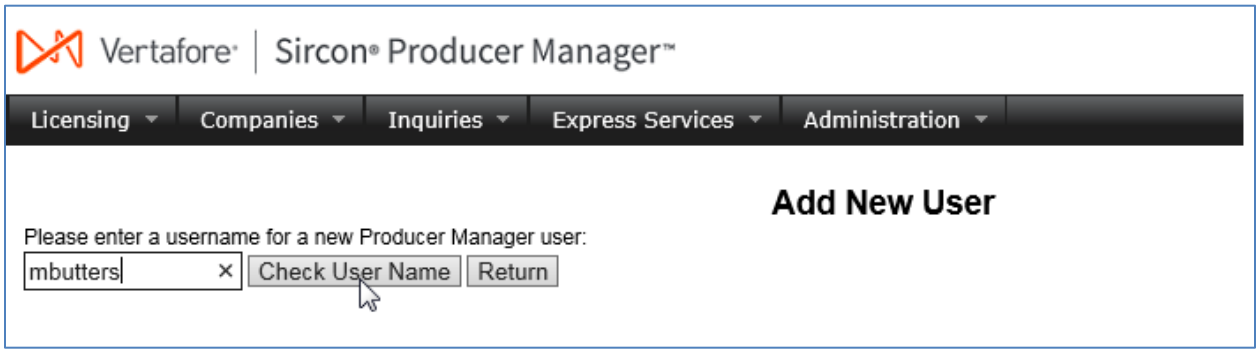
User Administration

If you are the first user to log in to Producer Manager, you will probably want to assist other users with getting into the system, too. This section covers some of the basics of user administration.

Add a New User

If you have system administrator permissions in Producer Manager, use the **Add New User** page to create a new Producer Manager user account for a staff member.

To open the **Add New User** page, from the **Administration** menu select **User Security**, and then select **Add New User**.

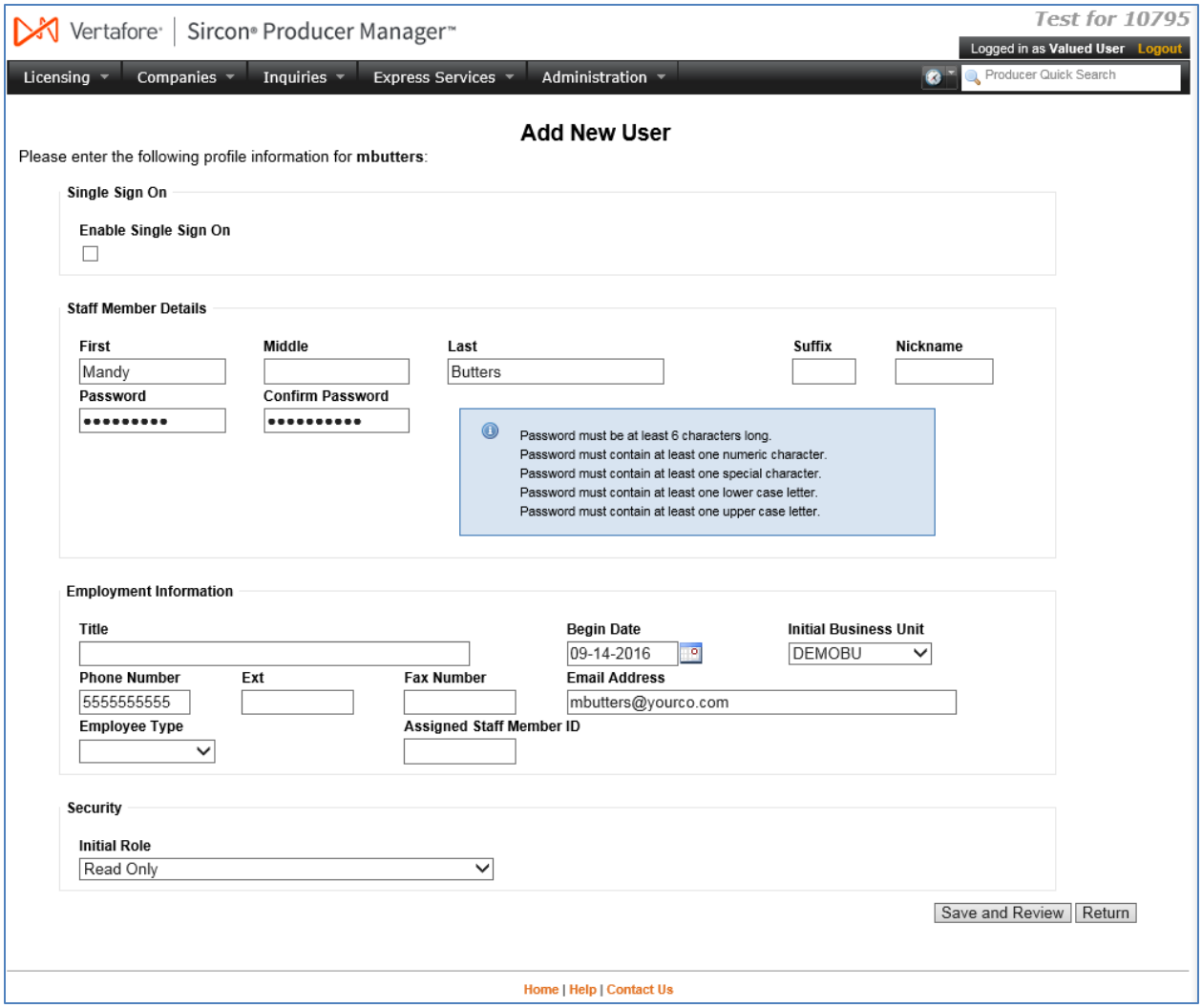


The system first checks that the user name associated with the user account you wish to add does not already exist in the system. In the **Please enter a username for a new Producer Manager user name** field, enter a user name. The value entered and saved will be the user's Username when logging into the system.

Click the **Check User Name** button to validate the user name against those of existing user accounts in the system.

If the user name you entered is unqiue, the system will accept and record it as the new user's **Username**, and the **Add New User** page will open.

© 2016, Vertafore, Inc.



In the **Staff Member Details** section, find the **First** field, and then enter the user's first name. Then, in **Last** field, enter the user's last name.

In the **Password** field, enter an initial password for the user, a maximum of 20 characters. We recommend keeping it reasonably simple; the user can personalize the password later. However the password must comply with the password strength requirements established in the system based on your company's requirements. Check the information in the blue-shaded box for your company's current password requirements.

In the **Confirm Password** field, re-enter the value you entered in the **Password** field.

Next, in the **Employent Information** section, enter values for the following required fields:

- In the **Begin Date** field, enter the date the user account is to become active. Defaults to the current date. You may overwrite the date to any prior to the current date using the *mmddyyyy* date format. Or, click the **Calendar** button to open a popup calendar from which you can click to select a date.
- From the **Initial Business Unit** dropdown menu, select a business unit to which to assign to the new user.
- Enter the user's telephone number, including area code, in the **Phone Number** field.

© 2016, Vertafore, Inc.

- Enter the user's electronic mail address in the **Email Address** field.

All other fields in the **Employment Information** section are optional.

Finally, in the **Security** section, select an initial security role for the new user from the **Initial Role** dropdown menu. Each security role is configured to include specific permissions to view or edit specific data or access functions and controls in the system.

Change Password

It is not uncommon for a user to forget his or her password and request the password to be "reset."

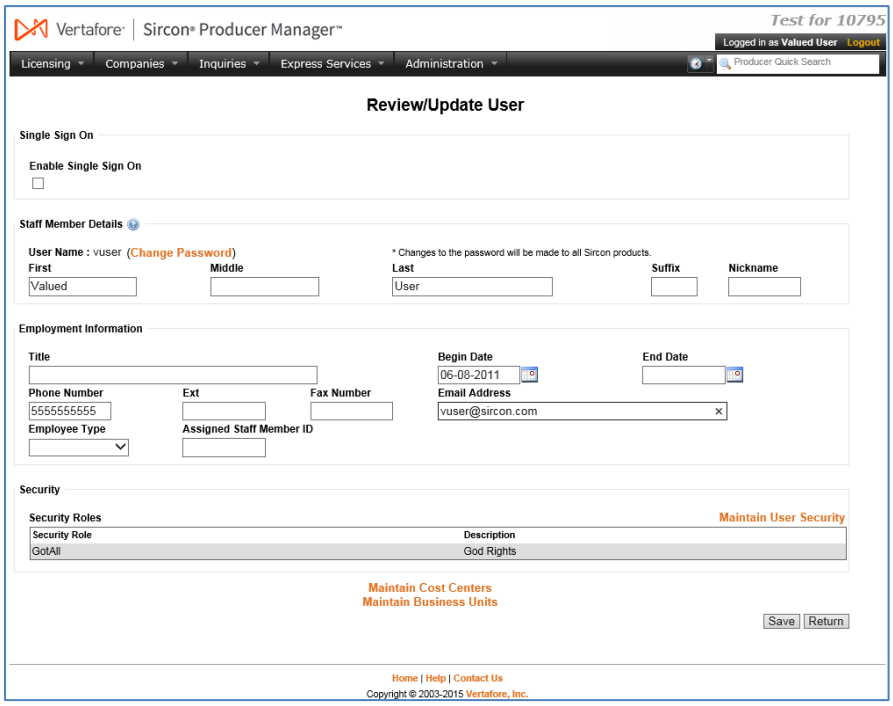
An administrative user can change any other user's password at any time using the **Change Password** page, available through **Administration** menu > **User Security** > **Review/Update All Users** > click a staff member's name > click the **Change Password** link.

However, it is better if the user learns to administer his or her own password. As long as the user's account is active in Producer Manager, the user can take care of this independently, at any time.

If the user has forgotten his or her password and cannot access Producer Manager, the user may use the **Forgot Your Password?** link on the **Login** page to store a new password and regain entry to the system. Instructions on how to use this utility are found in the "Set Your Password and Log In" section on page 4.

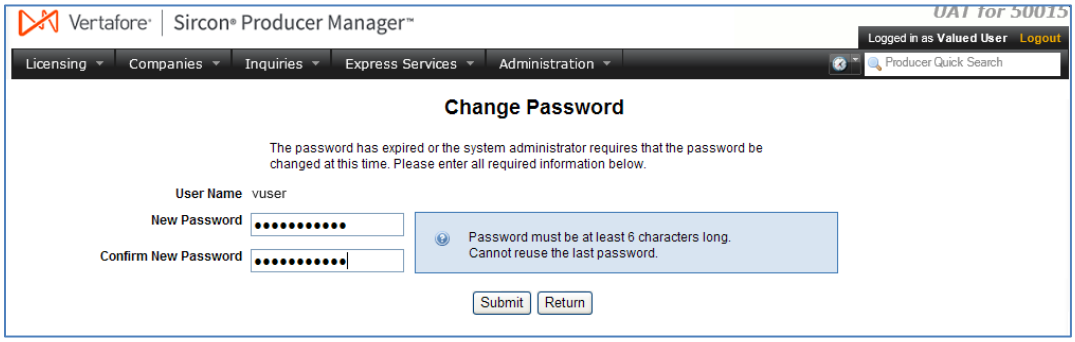
If you or any user is already logged into Producer Manager and wishes to change passwords, the following instructions show how:

From the **Administration** menu select **Configure My Profile**, and then select **Review/Update User**. The the **Review/Update User** page will open allowing you to review and update information in your own Producer Manager user account and change your own password.



© 2016, Vertafore, Inc.

In the **Staff Member Details** section, click the **Change Password** link. The **Change Password** page will open, where you can reset your system password.



In the **Current Password** field, enter your current password.

In the **Password** field, enter a new password. The password must comply with the password strength requirements established in the system based on your company's requirements. Check the information in the blue-shaded box for your company's current password requirements.

In the **Confirm Password** field, re-enter the value you entered in the **Password** field.

Click the **Submit** button to commit the new password to the system.

Although your current session will continue under your old password, you must use the new password next time you log in to Producer Manager, Producer Express, or Compliance Express.

© 2016, Vertafore, Inc.

Conclusion

In this guide, we showed you some of the most basic information you need to get started using Producer Manager. There is lots and lots more to know and to do.

To help you get the most out of Producer Manager, we conclude by offering the following advice:

- Explore the Producer Manager online help, especially the “Printable Help Guides” topic. There you will find numerous, downloadable user guides like this one on many different system capabilities. Just click the **Search** button and enter “printable help guides” in the **Search** field
- Sign up to attend Vertafore’s free, online learning sessions, known as Sircon KnowledgeCasts. Vertafore sends email notifications in advance of each session. If you miss a session, or if you want to review the large video library of past learning sessions, visit www.vertafore.com/sircontrainingondemand. Use the following password: 123Go!
- After your company has gone into production using the Sircon Platform, Vertafore keeps your User Acceptance Testing (UAT) environment alive and active. This is the “sandbox” environment we set up for your use when we began to implement the platform to your company’s requirements. Populated with some dozens of producer records and containing other settings unique to your company’s business, UAT was used for quality testing and staff training prior to the “go-live” date. We keep it up-to-date over time with new features as we roll them out, so feel free at any time to practice and improve your Sircon skills in your company’s UAT enviroment. No transactions are ever actually submitted to states or elsewhere from UAT, so it’s completely safe for you to horse around in
- And, of course, your Vertafore customer care team is ready to help you and your staff be successful using our products in any way they can. Please contact them with any questions or concerns.

Thank you, and good luck!

© 2016, Vertafore, Inc.

Appendix A: Document Change History

Version Number	Date	Version Information	Notes
1.0	08/12/2010	Initial version	
6.6	1/27/2014	Significant updates including new layout, updated screenshots, Advanced Producer Search	DOC-964
7.7	09/16/2016	Updated format to comply with Vertafore branding requirements; added Administrative Tasks section; removed Getting Help section, and other minor changes and corrections	DOC-1198
7.7.1	12/1/2016	Minor proofreading corrections	

© 2016, Vertafore, Inc.