



MAK- CLAIMS

User Manual/Quick Reference Guide
For Employees and Employer

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Section 1-Getting Started using MAK_CLAIMS

This guide/manual can be used to get help with setting up MAK-Claims for insurance claim submission.

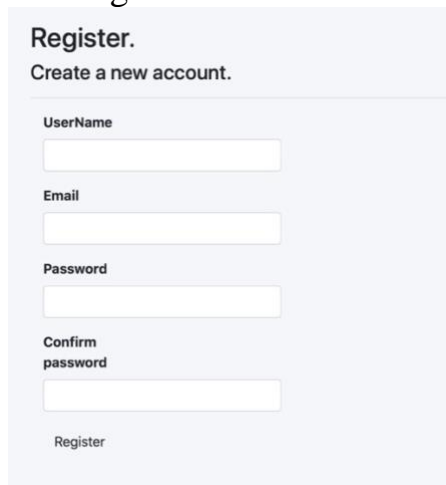
Minimum System Requirements

- Monitor resolution (800x600)
- Windows, Mac and most web browsers.
- Latest Adobe Acrobat Reader Version.

Note: Claim Form will not display properly at lower screen resolutions.

Logging into MAK-Claims for the first time.

1. Open an internet browser and go to <http://dotnet.reynolds.edu/ITP298-Claims/CompanyWebsite/index.html>
2. Go to Software
3. Click the product you need. (in this user manual we are explaining the product MAK Claims)
4. Once you have purchased the product successfully, you can register by creating an account.

A screenshot of a web registration form titled "Register. Create a new account." The form is set against a light blue background. It contains four input fields: "UserName", "Email", "Password", and "Confirm password". Each field is a simple white rectangle with a thin border. Below the "Confirm password" field is a "Register" button, also a white rectangle with a thin border.

5. Enter the preferred username.
6. Enter the Preferred Email address.
7. Type the desired password and type one more time to confirm.
8. Click the register option to create an account successfully.

9. Once you have completed the registration you can begin using the software.

Online Help and Guide.

For any support questions or guide please visit our website or you can email the support team by sending your inquiring to Support@example.com

Section 2- Claims Features

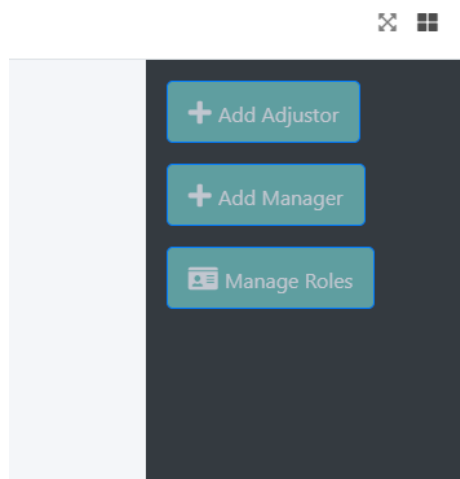
Insured Setup

The Insured tab allows the addition and maintenance of insured's information, including insured's property details.

- The complete insured list will be accessible during claim entry using the lookup feature. When the Insured is selected from the lookup list during the claim entry, all relevant insured details will auto populate to the appropriate claim fields.
- You can use the same tab to add a new insurer.

Manager Setup

The link to add and manage a manager can be found on the sidebar. You can view this feature only when logged in as a manager.



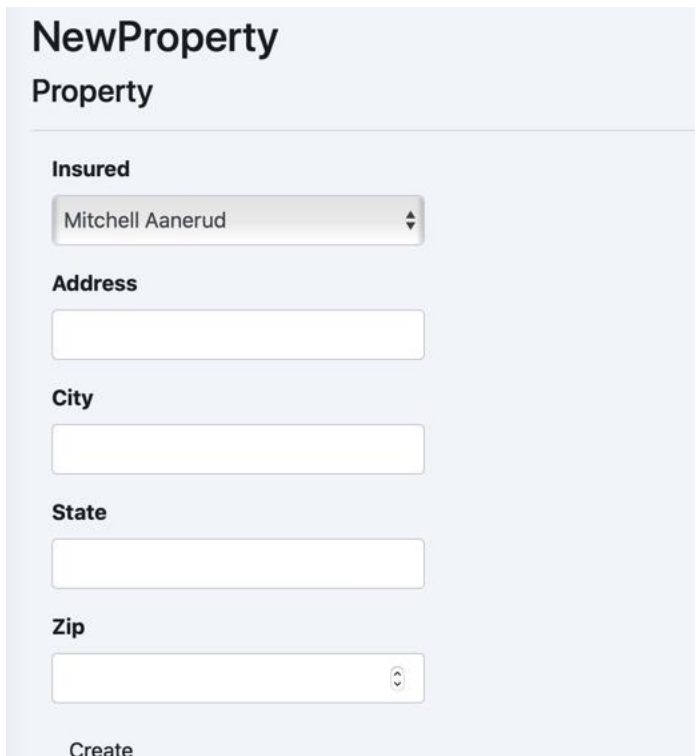
Adjustor setup

Same as the way to set up a manager but can only be accessed when logged in as a manager.

Entering New Claims.

Upon completing the above settings, claims are now ready to be manually entered.

- Once you are on the appropriate tab (adjustor or manager), you can use the new claim tab to enter a new claim into the database.
- Select the adjustor to whom the claim will be assigned to.
- Select the property address. (if new address needs to be added, please use the new property link to add it)



The screenshot shows a web form titled "NewProperty" with a sub-header "Property". The form contains several input fields: a dropdown menu for "Insured" with "Mitchell Aanerud" selected, and text input fields for "Address", "City", "State", and "Zip". The "Zip" field has a small circular icon with a right-pointing arrow on its right side. At the bottom left of the form is a "Create" button.

- Enter the date of loss, reserves, the deductible.

- If any amount paid, please enter the information and tick the check box if the claim should be closed.
- Choose the File option if you need to attach any supporting documents.
- Finally click create to create a new claim successfully.

New Claim

Adjustor

Aaron Keith

Address

9845 Kirkland Ct Anchorage, Alab

[New Property](#)

Date of Loss

Reserves

Deductable

Amount Paid

Closed?

☐

Attachment

Choose File

no file selected

Create

Section 3- Additional Claim Features

Closing Claims.

Adding tasks and Jobs

You have two options to add tasks and jobs. You can add a task for the assigned adjuster, or you can add a task for any adjuster.

- To add a task to the assigned adjuster, you can click the claim number.
- Once you are viewing the claim You can click the option Add a Task for the assigned adjuster.

Add a Task for the assigned adjuster

- Once you click it, you can enter the necessary information to complete the task. (Date, Action and Dollar amount and Note). **Note: When you use this option, you will see the claim number and adjuster name auto populated.**

New Task

Date

Action Task Dollar Amount

Note

Claim

12950799

Adjuster

Nomlanga Sandoval

Add Task

Cancel

- Once all information added, click add task for the task to be added to the adjuster assigned.
- To add a task to any adjuster, you can click the claim number.

- Once you are viewing the claim You can click the option Add a Task for any adjuster.

Add a Task for any adjuster

- Once you click it, you can enter the necessary information to complete the task. (Date, Action/Dollar amount, Note and the adjuster you want to assign the task to).

Adding a claim action

- To add a claim action, you can click the claim number.
- Once you are viewing the claim You can click the option Add a Claim Action

Add a Claim Action

- Once you click it, you can enter the necessary information to complete the task. (Date, Action, Dollar amount, Note and the adjuster you want to assign the task to).

New Claim Activity

Date

Action

Claim Created

Dollar Amount

Note

Claim

12950799

Adjuster

Nomlanga Sandoval

Add Claim Activity

Cancel

Section 5- Trouble shooting

For all trouble shooting question and inquiries you can use the contact us page to send us the request so we can help and guide you to have smooth experience. You can also email the request to Support@example.com

Section 6- How to Backup MAK-Claims Processing system.

All actions performed will be saved and will be available when you log in using your appropriate credential.