



**FARMERS**

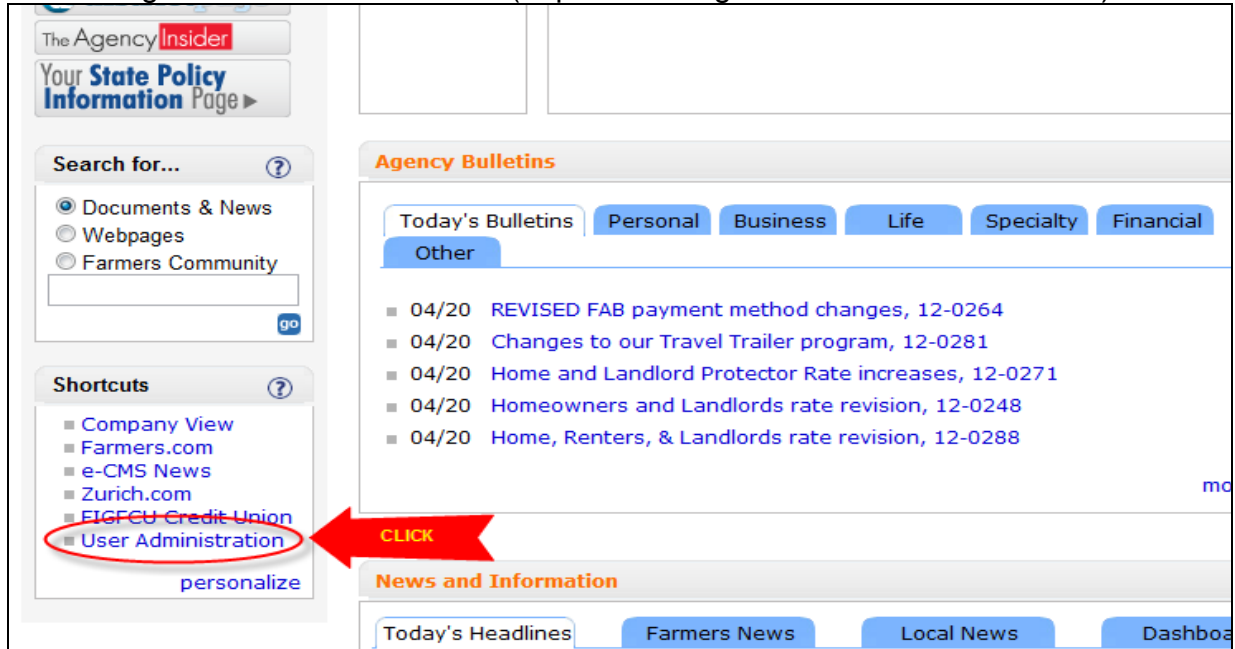
# **ASC (Agent Support Center) Password Reset Guide**

## Table of Contents

Table of Contents.....	2
Section 1 – IRAM Password Reset.....	3
Section 2 – IRAM Unlock a Locked or Max Login Failed Account.....	12
Section 3 – “Must Change” Password .....	14
Section 4 – Emergency IRAM Issues .....	15
Section 5 – Emergency IRAM Outage Procedures .....	18
Section 6 – Independent Agents .....	22
Section 7 – Miscellaneous Information.....	23

## Section 1 – IRAM Password Reset

1. First, confirm with the caller that they indeed want to reset their Dashboard password.  
At this time we do not reset e-mail passwords. *Caller may also refer to email as IMAP, webmail or Outlook.*
2. CLICK on the User Administration hyperlink from Dashboard
  - or go to User Administration (<https://irameagent.farmersinsurance.com>)



3. First time user, will see the security questions section.

The screenshot shows the 'Farmers Dashboard User Administration' page. The 'My Profile' section is highlighted in green. Below it, there is a 'Forgot Password' link and a message: 'In order to reset your password, we need to confirm your security question and answer. You must select 4 challenge questions and provide your responses. The challenge response answers are case sensitive. You can select suggested questions from the dropdowns or provide your own question and answer.' The form has two columns: 'Choose a Sample Question' with four dropdown menus (all set to 'Sample Questions') and 'OR Enter your own question' with four text input fields. To the right, there are four 'Answers:' text input fields. A 'Save' button is at the bottom left. The footer contains the copyright notice: 'Copyright © 2009 Farmers Insurance Group | Revision Number: rev. 3206 | shap001'.

4. You will then come up to your profile screen.

The screenshot shows the 'My Profile' page in the Farmers Dashboard. The page has a blue header with 'Farmers Dashboard' and 'User Administration'. Below the header is a green bar with 'My Profile'. A navigation bar contains links: 'My Profile', 'Agency Dashboard', 'Farmers.com', and 'Sign Out'. A search bar is present with a dropdown for 'Full Name' and a 'That Contains' dropdown. Below the search bar is a 'User Profile' section with a list of tabs: 'Person', 'Contact', 'Office', 'Agency', 'Corporate', 'Sign-In', 'Home', 'CRM', 'Dashboard', 'HOD', 'e-Agent', and 'eCLBiz'. The 'Person' tab is selected. The profile information is displayed in a table-like format with labels on the left and values on the right. The labels include: 'Your Name', 'Full Name', 'Mr./Mrs.', 'First Name', 'Last Name', 'Middle Initials', 'Suffix (Sr/Jr/Esq...)', 'Work Telephone', 'Work Telephone Extension', 'Manager', 'Professional Designations', and 'Direct Reports'. The values are: 'Your Full Name', 'Your First Name', 'Your Last Name', and 'Eric J. Saffman'. A 'View As Page' button is at the bottom left. The footer contains the copyright notice: 'Copyright © 2009 Farmers Insurance Group | Revision Number: rev\_3203 | shap801'.

5. Select **RACF ID**, and search for the user via: RACF ID (Agent ID), Sign-In Name or Full Name.

**Reminder:** Some agents have several agent codes if they do business in different states. Please make sure you confirm you have the correct agent, confirm Sign-In Name.

This screenshot shows the same 'My Profile' page as the previous one, but with the 'Search' dropdown menu open. The dropdown menu lists various search criteria: 'RACF ID', 'Job Title', 'Language Code', 'Last Name', 'License - Secondary Doing Business As', 'License - Secondary Life Insurance', 'License - Primary Doing Business As', 'License - Primary Life Insurance', 'License - Primary Property & Casualty', 'License - Secondary Property & Casualty', 'LifeNet eFolio Role', 'LifeNet LSIS DM Staff View', 'NASD Registration', 'Office Code', 'Office Name', 'Old Agent Codes', 'Policy Transfer', 'Position date', 'Producer Code', 'PSA Flag', and 'RACF ID'. A red arrow points to the 'RACF ID' option at the bottom of the list. The 'User Profile' section and the 'Eric J. Saffman' manager name are still visible in the background.

6. Ask the Agent for their Agent Code. \* Agent code for this system is only 6 digits long, so if they give you 9605-3-16; remove the 5<sup>th</sup> number in the sequence and enter the number without the dashes. The 5<sup>th</sup> number will always be a “3” or a “5”.



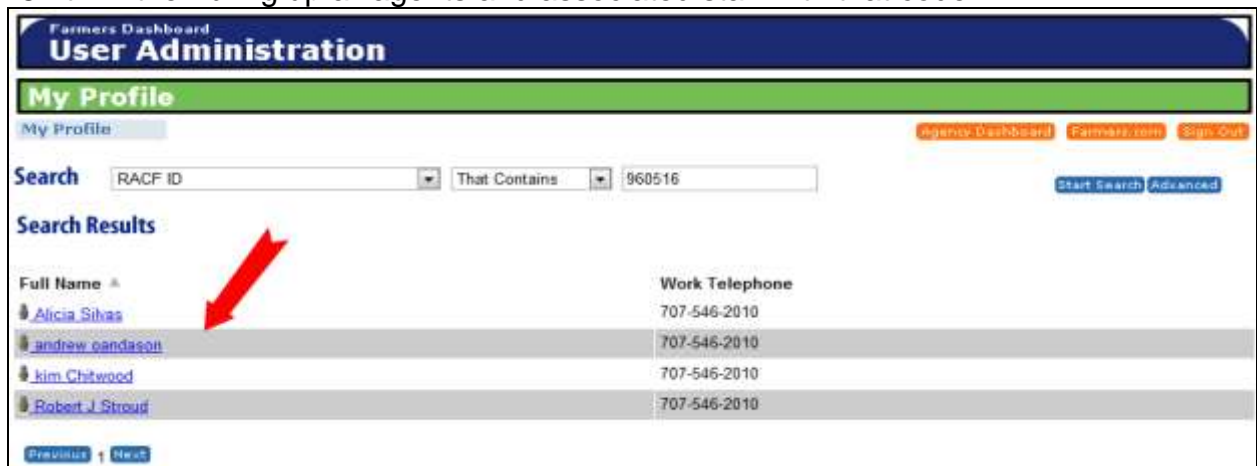
The screenshot shows the 'Farmers Dashboard User Administration' interface. Under the 'My Profile' section, there is a search bar with 'RACF ID' selected. The search criteria is set to 'That Contains' and the input field contains '960516'. A red oval highlights the input field, and a red arrow points to it from the right. Below the search bar, there are buttons for 'Start Search' and 'Advanced'. At the top right, there are links for 'Agency Dashboard', 'Farmers.com', and 'Sign Out'. At the bottom, there is a navigation bar with links: 'Person', 'Contacts', 'Office', 'Agency', 'Corporate', 'Sign-In', 'Home', 'CRM', 'Dashboard', 'HOD', 'e-Agent', and 'eCLBz'.

7. CLICK **Start Search**.



This screenshot is identical to the previous one, but with a red oval around the 'Start Search' button and a red arrow pointing to it from the left. The search input field still contains '960516'.

8. It will then bring up all agents and associated staff with that code.



The screenshot shows the 'Search Results' section of the 'Farmers Dashboard User Administration' interface. The search criteria 'RACF ID' and 'That Contains' are still present, and the input field now shows '960516'. Below the search bar, there is a table of results. A red arrow points to the first row, which is highlighted. The table has two columns: 'Full Name' and 'Work Telephone'.

Full Name	Work Telephone
<a href="#">Alicia Sihlas</a>	707-546-2010
<a href="#">andrew pandason</a>	707-546-2010
<a href="#">kim Chitwood</a>	707-546-2010
<a href="#">Robert J Stroud</a>	707-546-2010

At the bottom of the table, there are buttons for 'Previous' and 'Next'.

9. Select the person that is calling; and it will take you to their profile page.

**Farmers Dashboard**  
**User Administration**

**My Profile**

My Profile: [Agency Dashboard](#) [Farmers.com](#) [Sign Out](#)

**Search** Full Name  That Contains  [Start Search](#) [Advanced](#)

**User Profile**

[Person](#) [Contacts](#) [Office](#) [Agency](#) [Corporate](#) [Sign-In](#) [Home](#) [CRM](#) [Dashboard](#) [HOD](#) [e-Agent](#) [eCLMz](#)

**Alicia Silvas**

<b>Full Name</b>	Alicia Silvas
<b>Mr./Mrs.</b>	
<b>First Name</b>	Alicia
<b>Last Name</b>	Silvas
<b>Middle Initials</b>	
<b>Suffix (Sr/Jr/Esq..)</b>	
<b>Work Telephone</b>	707-546-2010
<b>Work Telephone Extension</b>	
<b>Manager</b>	<a href="#">Robert J Stroud</a>
<b>Professional Designations</b>	
<b>Language Code</b>	
<b>Direct Reports</b>	

[View As Page](#) [Modify](#)

10. Select Sign In

**Farmers Dashboard**  
**User Administration**

**My Profile**

My Profile: [Agency Dashboard](#) [Farmers.com](#) [Sign Out](#)

**Search** Full Name  That Contains  [Start Search](#) [Advanced](#)

**User Profile**

[Person](#) [Contacts](#) [Office](#) [Agency](#) [Corporate](#) [Sign-In](#) [Home](#) [CRM](#) [Dashboard](#) [HOD](#) [e-Agent](#) [eCLMz](#)

**Alicia Silvas**

11. It will take you to the callers sign in information.

The screenshot shows the 'Farmers Dashboard User Administration' interface. The 'My Profile' section is highlighted in green. Below it, there's a search bar and a navigation menu. The user profile for 'Alicia Silvas' is displayed with the following details:

Sign-In Name	silv244
SSN	608705255
Account Status	Active
Password Hint	
RACF ID	A960516
CLS ID	A5042
Type	Agent Employee
Corporate Roles	
LifeNet Roles	
CRN Roles	
Cofiniti Roles	
Password	<a href="#">Change Password</a>
Enable Password Policy	Yes
IA Portal ID	

At the bottom, there are links for 'View As Page' and 'Modify', and a copyright notice: 'Copyright © 2008 Farmers Insurance Group | Revision Number: rev. 3283 | shap101'.

12. Before you can change their password you need to verify the following:

- User Name, also known as User ID or Sign-In Name
- Last 4 of SSN
- Account Status must be "Active"
- Account Type cannot be "**Pending Agent**" since Pending Agents should not have dashboard access and as such, will not show a 'Change Password' link"

This screenshot is identical to the previous one but includes red annotations to highlight the verification requirements for changing a password:

- A red arrow points to the 'Sign-In Name' field (silv244) with the text 'MUST BE ACTIVE'.
- A red arrow points to the 'SSN' field (608705255) with the text 'LAST 4 OF SOCIAL'.
- A red arrow points to the 'Account Status' field (Active) with the text 'MUST BE ACTIVE'.
- A red arrow points to the 'Type' field (Agent Employee) with the text 'NOT PENDING'.

The 'Change Password' link is visible in the 'Password' field, indicating that the user is not a pending agent.



13.Account Status of '**DISABLED**', or '**ADMIN DISABLED**' status **CANNOT** be reset.

\*They will need to contact Agency Services at (913) 564-6400. **Refer caller to Agency Services, do not transfer.**

\*An agent can also be referred to Agency Services if they need their contact information updated (this does not include SSN updating).

The screenshot shows the 'User Administration' section of the 'Farmers Dashboard'. Under 'My Profile', there is a search bar and a 'User Profile' section for 'Alicia Silvas'. The profile details include: Sign-In Name (sil244), SSN (608705255), Account Status (Disabled or Admin Disabled), Password Hint (A960516), RACF ID (A5042), CLS ID (Agent Employee), Type (Agent Employee), Corporate Roles, LifeNet Roles, CRN Roles, Cofiniti Roles, Password (Change Password), Enable Password Policy (Yes), and IA Portal ID. A red arrow points to the 'Disabled or Admin Disabled' status.

14.Account Type '**Pending Agent**' **CANNOT** be reset since Pending Agents should not have dashboard access and as such, will not show a 'Change Password' link".

\*They will need to contact Agency Services at (913) 564-6400. **Refer caller to Agency Services, do not transfer.**

The screenshot shows the 'User Administration' section of the 'Farmers Dashboard'. Under 'My Profile', there is a search bar and a 'User Profile' section for 'Alicia Silvas'. The profile details include: Sign-In Name (sil244), SSN (608705255), Account Status (Active), Password Hint (A960516), RACF ID (A5042), CLS ID (Pending Agent), Type (Pending Agent), Corporate Roles, LifeNet Roles, CRN Roles, Cofiniti Roles, Password (Change Password), Enable Password Policy (Yes), and IA Portal ID. A red arrow points to the 'Pending Agent' status.



15. An agent calling in to reset a staff's User ID can either verify the last 4 of the staff member's SSN, or the last 4 of the agent's SSN.

**\* An agent can reset their password and their agent staff password.**

**An agent staff member CAN reset an agent's password if they verify the Agent's last 4 of SSN.**

Farmers Dashboard  
**User Administration**

**My Profile**

My Profile Agency Dashboard Farmers.com Sign Out

Search Full Name That Contains Start Search Advanced

**User Profile**

Person Contacts Office Agency Corporate Sign-In Home CRN Dashboard MOD e-Agent eCLBit

Robert J Stroud

Full Name Robert J Stroud **AGENT**

Mr./Mrs.

First Name Robert

Last Name Stroud

Middle Initials J

Suffix (Sr/Jr/Esq..)

Work Telephone 707-546-2010

Work Telephone Extension

Manager Max M Amoroso

Professional Designations

Language Code

Direct Reports Alicia Silvas andrew candason kim Chitwood **AGENT STAFF**

View As Page Modify

16. CLICK on 'Change Password'

Farmers Dashboard  
**User Administration**

**My Profile**

My Profile Agency Dashboard Farmers.com Sign Out

Search Full Name That Contains Start Search Advanced

**User Profile**

Person Contacts Office Agency Corporate Sign-In Home CRN Dashboard MOD e-Agent eCLBit

Alicia Silvas

Sign-In Name silv244

SSN 608705255

Account Status Active

Password Hint

RACF ID A960516

CLS ID A5042

Type Agent Employee

Corporate Roles

LifeNet Roles

CRN Roles

Cofiniti Roles

Password Change Password **CLICK**

Enable Password Policy Yes

IA Portal ID

View As Page Modify

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## 17. Password Reset Guidelines

- Must contain at least two letters (one capital letter and one lower case letter) and one number (Examples Blue1234, Straight1)
- Password may not have 3 consecutive letters (Example: aaa14jd5)
- Do not use simple sequences or patterns (i.e. abc1234, password456, farmers1)
- Reminder passwords are case sensitive.*
- Is recommended that the password should NOT contain the individual's name (or names of friends or relatives), DOB, SS#, or any other information that can be easily guessed.
- If the agent wants a specific password, it is OK to set that as the password. IRAM will reject any password that does not meet the minimum requirements.
- User cannot use the last 8 passwords previously used.

**\* IRAM User Administration Password Requirements has not been updated to reflect the guidelines a – g listed directly above.**

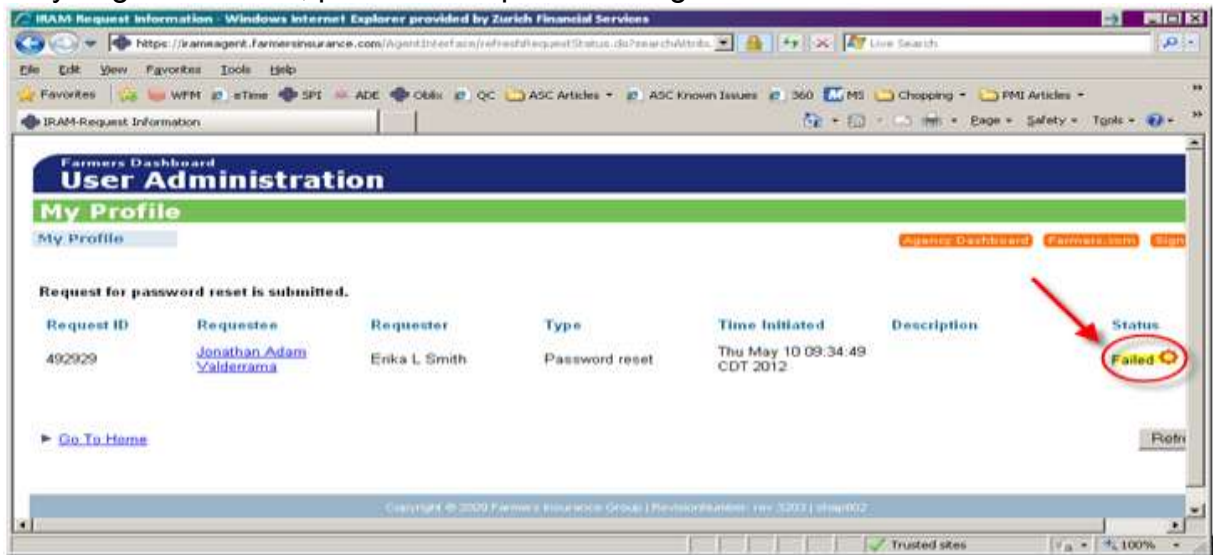
The screenshot shows the 'Farmers Dashboard' header with 'User Administration' and 'My Profile' tabs. On the right, there are links for 'Agency Dashboard', 'Farmers.com', and 'Sign Out'. The 'New Password' and 'Confirm Password' fields both contain 'winter2012'. Below these fields are 'Save' and 'Cancel' buttons. To the right, a 'Password Requirements' box lists the following criteria, each with a green checkmark: Minimum length: 8, Maximum length: 14, Maximum repeating characters: 2, Must contain at least: 1 letter and 1 digit, and Minimum number of password re-use: Last 8 passwords.

## 18. Click on Save

This screenshot is identical to the previous one, but with a red arrow pointing to the 'Save' button, which is circled in red. The 'Password Requirements' box is still visible on the right.

## 19. Wait for the Success message on the Status Screen to confirm that the password has been successfully changed.

20. If you get a “Failed”, please attempt to reset again.



21. If you continue to receive a “Failed” status, use the LDAP tool to reset the password.

22. Do not disconnect with the caller until you verify they successfully logged in with their new password.

23. If the caller is still having issues logging in after you have successfully changed the password, instruct them to close all their browsers and try again. You should also offer the following trouble shooting steps...

In their Internet Explorer Browser Menu Bar have them go to

- a. Tools
- b. Internet Options
- c. General
- d. Delete temporary files, history, cookies, saved passwords, and web form information. “Delete”
- e. Apply
- f. Ok

## Section 2 – IRAM Unlock a Locked or Max Login Failed Account

1. Follow sets 1 – 10 from section IRAM Password Reset steps listed above.
2. Click on Modify button.

**Farmers Dashboard**  
**User Administration**

**My Profile**

My Profile Agency Dashboard Farmers.com Sign Out

Search Full Name That Contains Start Search Advanced

**User Profile**

Person Contacts Office Agency Corporate Sign-In Home CRN Dashboard HOD e-Agent eCLIR

Alicia Silvas

Sign-In Name sih244  
SSN 608705255  
Account Status Active  
Password Hint  
RACF ID A960516  
CLS ID A5042  
Type Agent Employee  
Corporate Roles  
LifeNet Roles  
CRN Roles  
Cofiniti Roles  
Password Change Password  
Enable Password Policy Yes  
IA Portal ID

View As Page **Modify**

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3. Select the 'Active' radio button

**Farmers Dashboard**  
**User Administration**

**My Profile**

My Profile Agency Dashboard Farmers.com Sign Out

Search Full Name That Contains Start Search Advanced

**User Profile**

Person Contacts Office Agency Corporate Sign-In Home CRN Dashboard HOD e-Agent eCLIR

**TEST AGENT**

Sign-In Name test102  
Account Status ☒ Active ☐ Disabled ☐ Locked ☐ Must Change ☐ Admin Disabled ☐ Max. Login  
Failed ☐ Disabled - Inactivity ☐ Disabled - Password Expired  
RACF ID ZZZZZZZ  
CLS ID AM5K0  
Type Agent Employee  
Corporate Roles  
LifeNet Roles  
CRN Roles  
Cofiniti Roles  
Enable Password Policy Yes  
IA Portal ID

Save Cancel View As Page

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4. Click Save

The screenshot shows the 'Farmers Dashboard User Administration' interface. At the top, there's a blue header with 'Farmers Dashboard' and 'User Administration'. Below this is a green bar with 'My Profile'. A navigation bar contains links: 'My Profile', 'Agency Dashboard', 'Farmers.com', and 'Sign Out'. A search section includes a dropdown for 'Full Name', a dropdown for 'That Contains', and buttons for 'Start Search' and 'Advanced'. Below the search is a 'User Profile' section with a row of buttons: 'Person', 'Contacts', 'Office', 'Agency', 'Corporate', 'Sign-In', 'Home', 'CRN', 'Dashboard', 'HOD', 'e-Agent', and 'eCLBiz'. The main content area is titled 'TEST AGENT' and contains the following fields and options:

- Sign-In Name:** test102
- Account Status:** ☒ Active ☐ Disabled ☐ Locked ☐ Must Change ☐ Admin Disabled ☐ Max. Login Failed ☐ Disabled - Inactivity ☐ Disabled - Password Expired
- RACF ID:** Z222222
- CLS ID:** AM5K0
- Type:** Agent Employee
- Corporate Roles:**
- LifeNet Roles:**
- CRN Roles:**
- Cofiniti Roles:**
- Enable Password Policy:** Yes
- IA Portal ID:**

At the bottom left of the form, there are three buttons: 'Save', 'Cancel', and 'View As Page'. A red arrow points to the 'Save' button. The footer of the page contains the text: 'Copyright © 2009 Farmers Insurance Group | RevisionNumber: rev.3203 | shapf02'.

8. Click on OK, when window pops-up

9. Wait for the Success message on the Status Screen

10. UserID has now been 'unlocked'

## Section 3 – “Must Change” Password

1. An Agent can change their password the same way using the same screens that CSG would use. In IRAM, on the sign-in tab, the user would click on Change Password for themselves. However, we can set a temporary password so the agent doesn't have to navigate to the User Administration screen to reset. CSG has the option to ensure the caller resets their password by changing the password, then click Modify in the bottom left (third blue button on the bottom). Then change the radio button to “Must Change” then click on “save”.

**Farmers Dashboard**  
**User Administration**

**My Profile**  
My Profile | New Hire

**Search** Full Name [v] That Contains [v] [ ]

**User Profile**  
Person | Contacts | Office | Agency | Corporate | **Sign-In** | Home | CRN | Dashboard | HOD | e-Agent | eCLBiz

**Jerome Farrell**

Sign-In Name: farr794  
SSN: 999999999  
Account Status: Active  
Password Hint: A07TT01  
RACF ID: A07TT01  
CLS ID: [ ]  
Type: Agent Employee  
Corporate Roles: [ ]  
LifeNet Roles: [ ]  
CRN Roles: [ ]  
Cofiniti Roles: [ ]  
Password: [ ]  
Enable Password Policy: Yes  
IA Portal ID: [ ]

[Change Password](#)

View As Page | Deactivate | **Modify**

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**Farmers Dashboard**  
**User Administration**

**My Profile**  
My Profile | New Hire

**Search** Full Name [v] That Contains [v] [ ]

**User Profile**  
Person | Contacts | Office | Agency | Corporate | **Sign-In** | Home | CRN | Dashboard | HOD | e-Agent | eCLBiz

**Jerome Farrell**

Sign-In Name: farr794  
Account Status: ☐ Active ☐ Disabled ☐ Locked ☒ **Must Change** ☐ Admin Disabled ☐ Max. Login Failed ☐ Disabled - Inactivity ☐ Disabled - Password Expired  
RACF ID: A07TT01  
CLS ID: [ ]  
Type: Agent Employee [v]  
Corporate Roles: [ ]  
LifeNet Roles: [ ]  
CRN Roles: [ ]  
Cofiniti Roles: [ ]  
Enable Password Policy: Yes  
IA Portal ID: [ ]

**Save** | **Cancel** | View As Page

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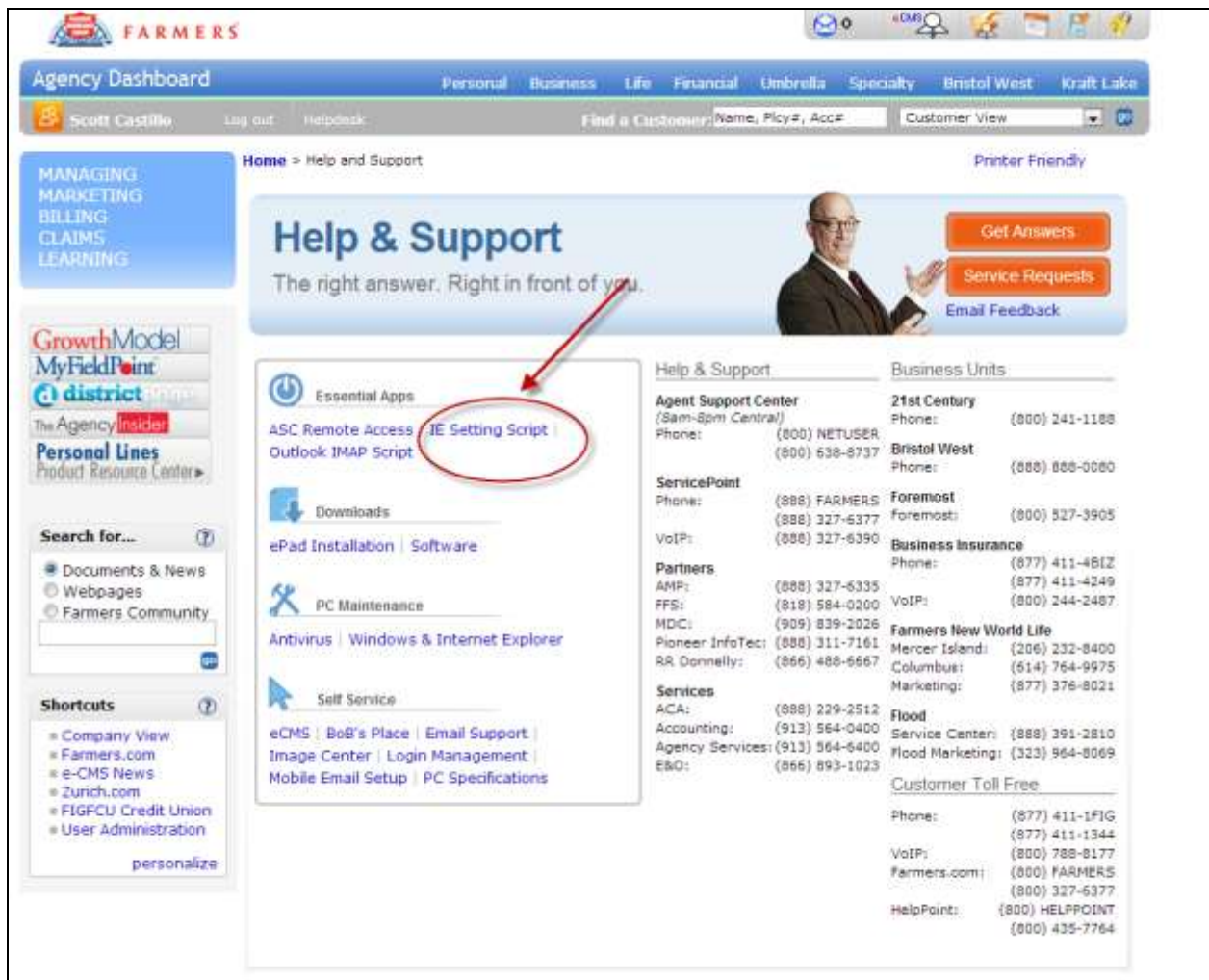
## Section 4 – Emergency IRAM Issues

**Issue:** When navigating in IRAM or attempting to reset a password, I receive 'An error has occurred'. Please retry your request.

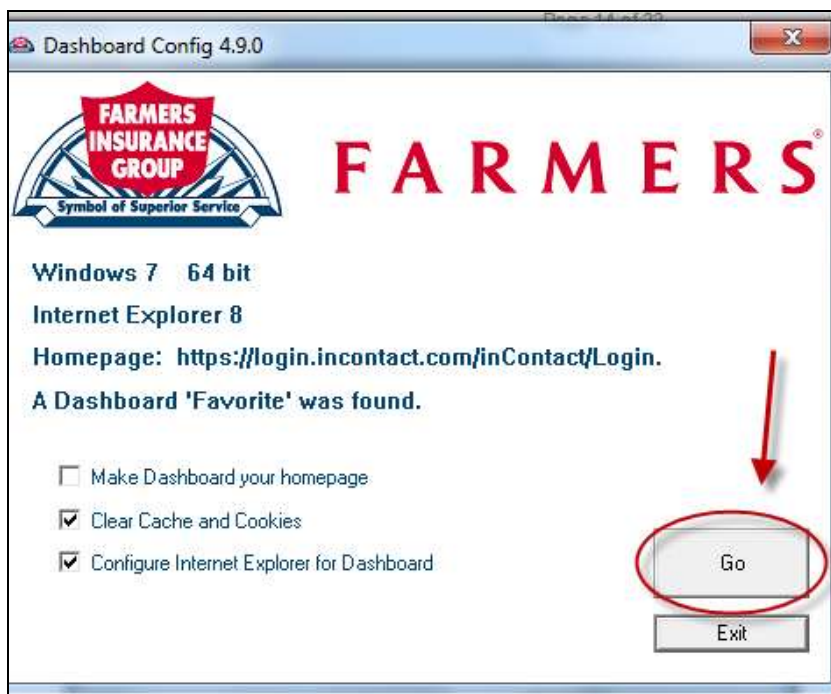
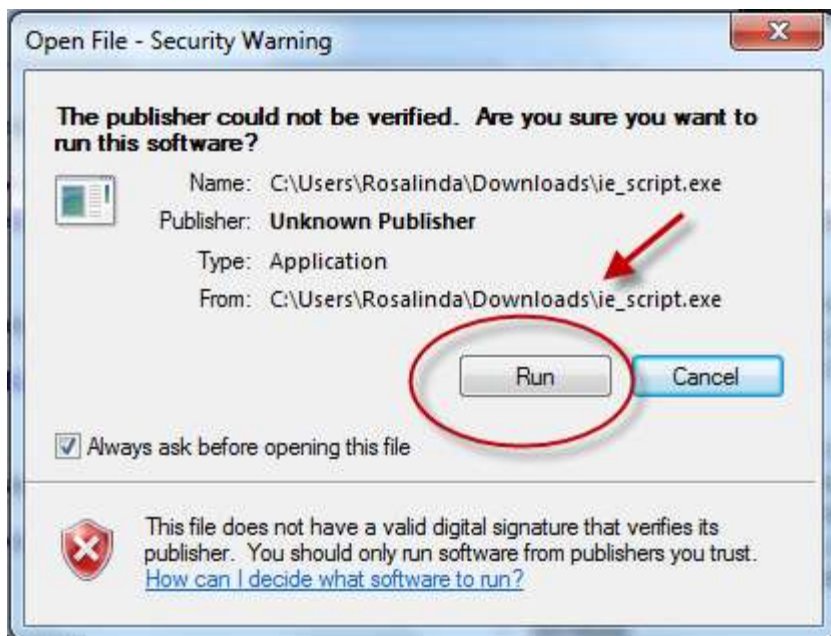
An error has occurred. Please retry your request.

If you continue to experience problems please contact the Agent Help Desk. Exclusive agents - 1-800-NET-1

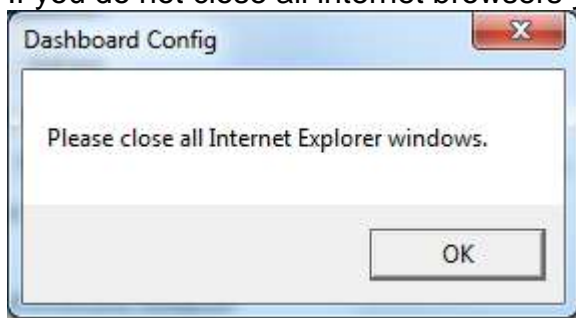
**Solution:** Go to helpdesk and run the ie\_script then re-launch. See screenshots below.







If you do not close all internet browsers you will get this error.



Once all steps are complete, you should be able to re-launch internet explorer and login back into Dashboard and IRAM.

---

**Issue:** When trying to reset a password or navigating in IRAM, I am experiencing significant slow response or clocking.

**Solution:** Try closing out of IRAM and retrying. If the issue persists, let the ASC know as there may be a problem with the IRAM application or servers. An ASC Level 2 team member will contact the IRAM support team to report the issue. You may be instructed to use the LDAP Password Reset tool.

**Important Note:** *If you are having IRAM issues it should be reported to a CSG Supervisor immediately.*

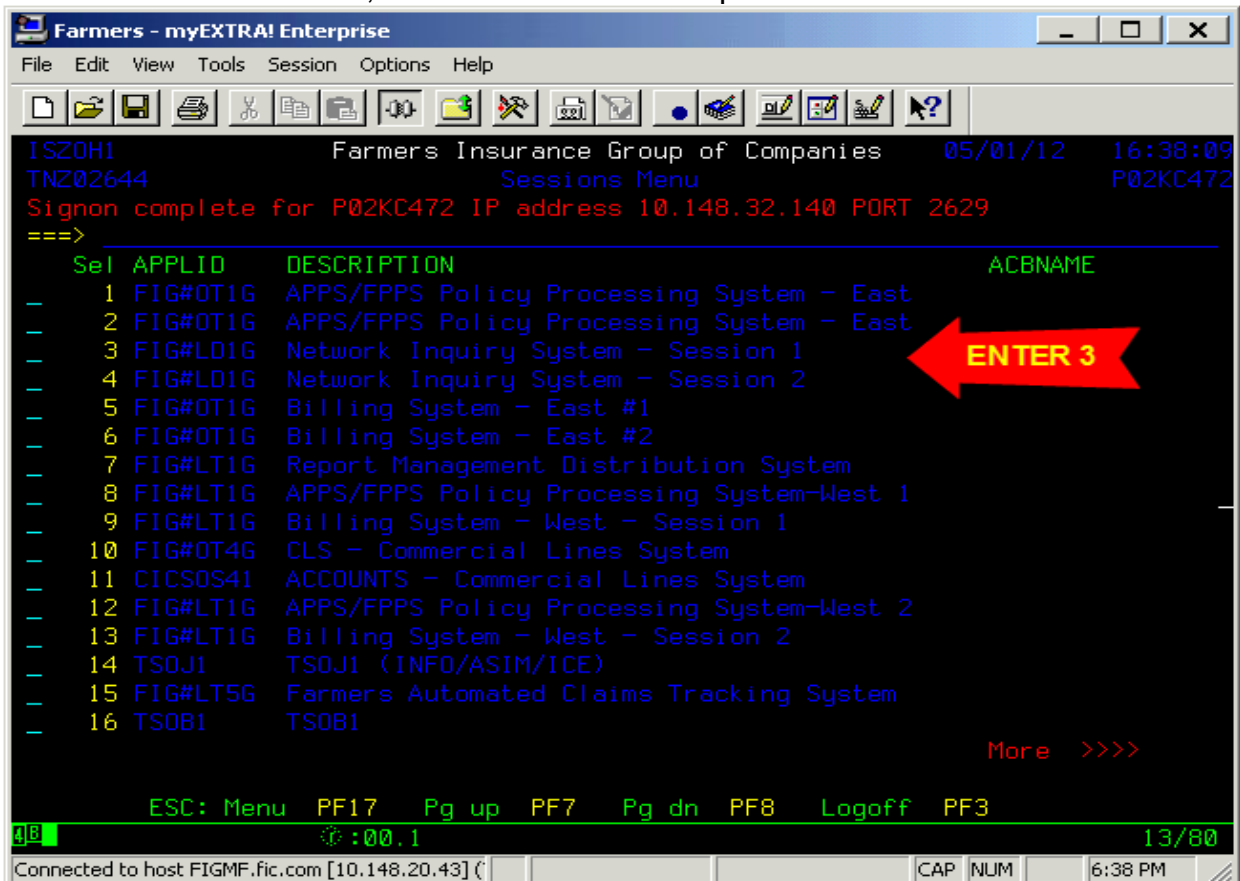
## Section 5 – Emergency IRAM Outage Procedures

1. If IRAM should happen to be unavailable you should use the LDAP Password Reset Tool.
2. In order to verify the user's information, you will need to use the 62 agent information screen via green screen.

**Important Note:** You will only be able to verify an Agent's last 4 of SSN.

Unfortunately, you will not be able to verify an agent's staff member last 4 of SSN in green screen.

3. From the sessions menu, choose CICS/LD12 or Option 3 or 4 from the sessions menu



The screenshot shows a terminal window titled "Farmers - myEXTRA! Enterprise". The window displays a "Sessions Menu" with a list of 16 options. A red arrow points to option 3, "FIG#LD1G Network Inquiry System - Session 1". The terminal also shows a signon complete message for user P02KC472 and a status bar at the bottom with various function keys and a connection status.

```
ISZ0H1 Farmers Insurance Group of Companies 05/01/12 16:38:09
TNZ02644 Sessions Menu P02KC472
Signon complete for P02KC472 IP address 10.148.32.140 PORT 2629
===>
Sel APPLID DESCRIPTION ACBNAME
- 1 FIG#DT1G APPS/FPPS Policy Processing System - East
- 2 FIG#DT1G APPS/FPPS Policy Processing System - East
- 3 FIG#LD1G Network Inquiry System - Session 1
- 4 FIG#LD1G Network Inquiry System - Session 2
- 5 FIG#DT1G Billing System - East #1
- 6 FIG#DT1G Billing System - East #2
- 7 FIG#LT1G Report Management Distribution System
- 8 FIG#LT1G APPS/FPPS Policy Processing System-West 1
- 9 FIG#LT1G Billing System - West - Session 1
- 10 FIG#DT4G CLS - Commercial Lines System
- 11 CICS0S41 ACCOUNTS - Commercial Lines System
- 12 FIG#LT1G APPS/FPPS Policy Processing System-West 2
- 13 FIG#LT1G Billing System - West - Session 2
- 14 TSQJ1 TSQJ1 (INFO/ASIM/ICE)
- 15 FIG#LT5G Farmers Automated Claims Tracking System
- 16 TSQB1 TSQB1
More >>>>
ESC: Menu PF17 Pg up PF7 Pg dn PF8 Logoff PF3
4B :00.1 13/80
Connected to host FIGMF.fic.com [10.148.20.43] CAP NUM 6:38 PM
```

4. On the Network screen, type in 62 in the ENTER INQ CD field. Next to the POL/ACT field, enter the Agent's number.

MSG-NO 101 PF1 FOR FULL MENU

AS400 TRANSMISSION SCHEDULE

MON 01/09 TUE 01/10 WED 01/11 THUR 01/12 FRI 01/13

AS/400 AS/400 AS/400 AS/400 AS/400

=====

RESIDUALS FROM LAST WEEK WILL CONTINUE THIS WEEK.

ENTER INQ-CD 62 POL/ACC #: ST (OPT)  
087 14:02/006 OR NAME: ADDR ZIP

Type '62' Enter the agent number here

5. After you enter the agent code you might get this screen just enter the number 1 for agent summary

Farmers - myEXTRA! Enterprise

File Edit View Tools Session Options Help

Regional Office Agents Screen CSP077B  
Main Menu

0 - P.C. Matrix Nomination Form Data Entry  
1 - Agent Summary  
2 - Marketing Direct Input  
3 - Commercially Qualified Agent (CQA/GCA) AND  
Advanced Life & Financial Services (ALFS)  
4 - Income Advice - Regional Accounting  
5 - Terminated Agent Label Order  
6 - Policy Allocation Listing Request  
7 - Agency Online Deferred Profitability Bonus

Enter Your Selection: 1  
Password: \_

SUMMARY FILE UPDATED ON 05/03/12  
F3=Network Menu

48 :00.1 17/38

Connected to host FIGMF.fic.com [10.148.20.43] NUM 4:25 PM

Enter

- If a staff member is calling in for a password reset, they will need to verify the agent's last 4 of SSN#. If they cannot verify, the password **cannot** be reset.

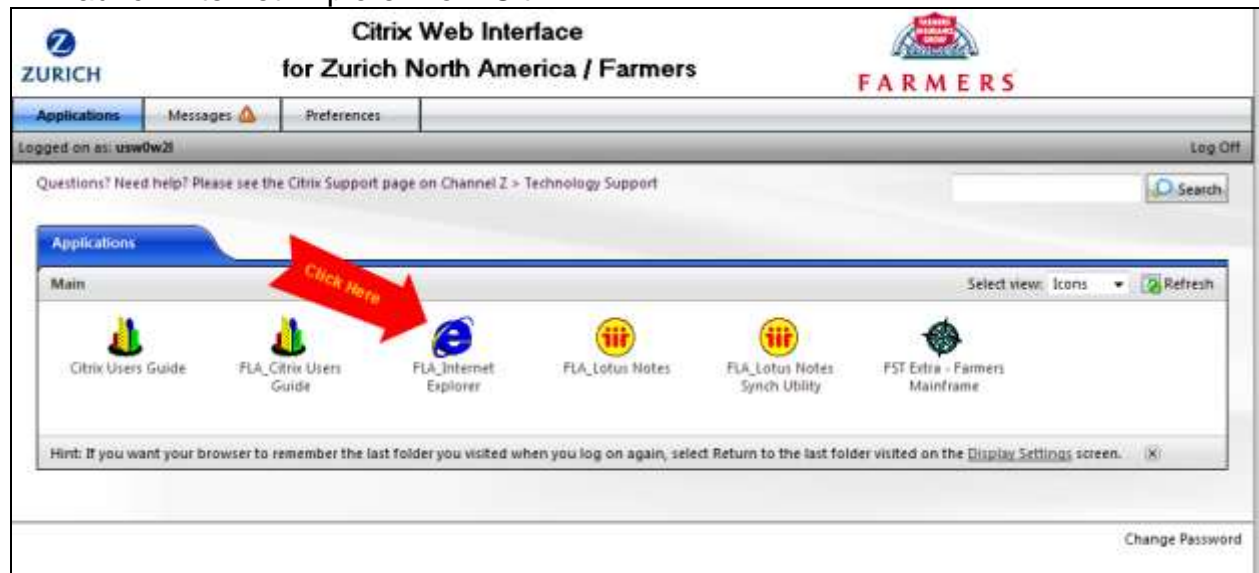
```

UPDATED AS OF 02-23-12      AGENTS RECORD SUMMARY      CSP51B1
REGION 08    DIVISION 03    AGENT NO 22-22-22    TYPE CONTRACT/YEAR 06-
NAME COREY    DIVIETRO    TYPE AGENT/DATE 04 02-16-12
ORAL FLUIDS: N    AUTO/LIFE APP:    PHONE (630) 701-3818    ALFS: N
SSN 358-66-0917    TIN: -    APP DATE 09-11-09    ANN DATE 09-11-09

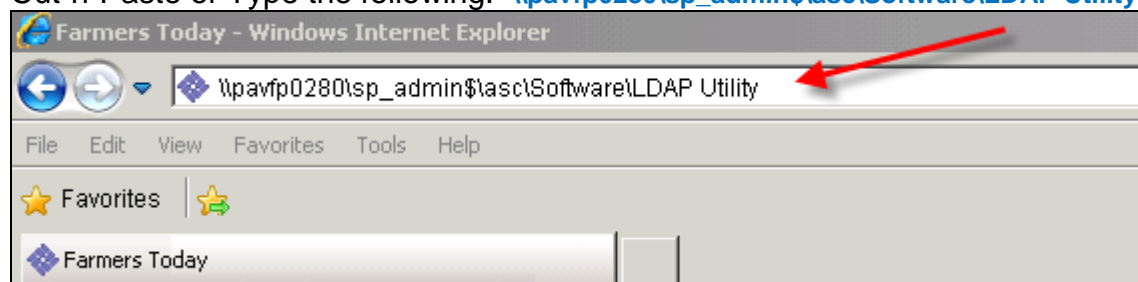
ADDRESS      NUMBER & STREET      CITY/STATE/ZIP
-----
BUSINESS    29 S WEBSTER ST #260    NAPERVILLE    IL 60540
HOME        104 ALEXANDER CT    OSWEGO    IL 60543
MAILING     29 S WEBSTER ST #260    NAPERVILLE    IL 60540
-----

F3=R0 Menu    F10=SCREEN #3    F9=SCREEN #1    F11=PAGE BCKWRD    F12=PAGE FWRD
PAGE 01 OF 03
ENTER INQ CD 62    POL/ACT# 222222    CO ST XX    PF1=MENU
R035            OR NAME            ADDR            ZIP
  
```

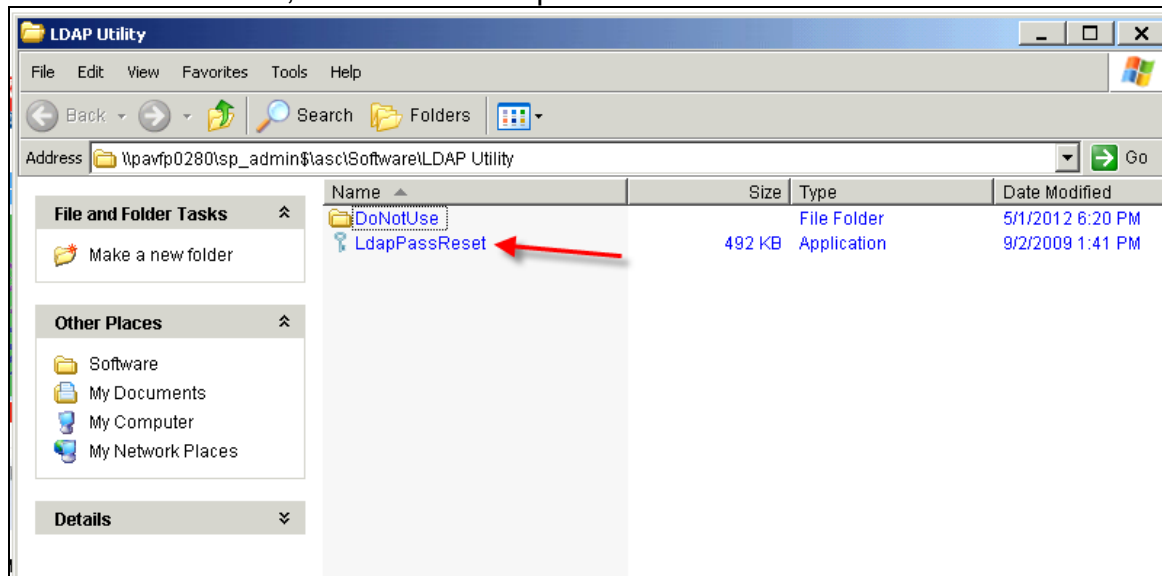
- Launch Internet Explorer from Citrix.



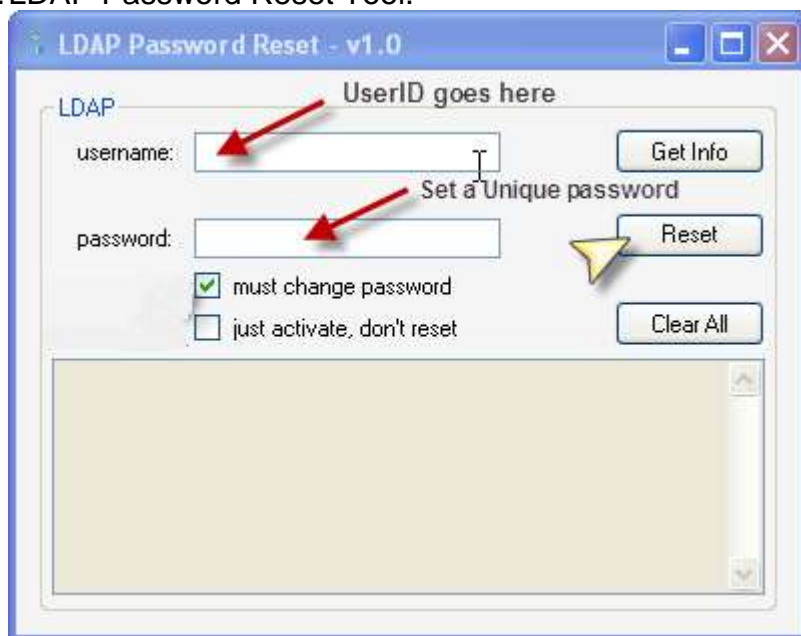
- Cut-n-Paste or Type the following: `\\pavfp0280\sp_admin$\asc\Software\LDAP Utility`



9. This box will launch, click on the “LdapPassReset”



10. LDAP Password Reset Tool.



11. Do not disconnect with the caller until you verify they successfully logged in with their new password.

12. If the caller is still having issues logging in after you have successfully changed the password, instruct them to close all their browsers and try again. You should also offer the following trouble shooting steps...

In the Internet Explorer Browser Menu Bar have them go to

- g. Tools
- h. Internet Options
- i. General
- j. Delete temporary files, history, cookies, saved passwords, and web form information. “Delete”
- k. Apply
- l. Ok

## Section 6 – Independent Agents

1. You will rarely take a call from an independent agent.
2. Independent Agents sell insurance for other companies not just Farmers.
3. Independent Agents logins CANNOT be reset by us.
4. Agent Number is formatted SSDDAA

For SS if they fall into this list, you can transfer to the IA Helpdesk  
800-597-2548 Option 2

01	Michigan (MI)
02	California (CA)
03	Pennsylvania (PA)
17	Missouri (MO)
20	Ohio (OH)
31	Georgia (GA)
26	Pennsylvania (PA)
27	Maryland (MD)
38	New York (NY)
55	Georgia (GA)
56	Kentucky (KY)
57	Louisiana (LA)
62	Mississippi (MS)
63	North Carolina (NC)
74	Maine (ME)
78	New Hampshire (NH)
80	Connecticut (CT)
86	Vermont (VT)



## Section 7 – Miscellaneous Information

1. Request to reset email passwords should be transferred back to the ASC Helpdesk. *Caller may also refer to email as IMAP, webmail or Outlook.*
2. Request to reset Flood passwords should be transferred back to the ASC Helpdesk.
3. Request for any printing request should be transferred back to the ASC Helpdesk.
4. Never cold transfer to the ASC Helpdesk or Independent Helpdesk. Please follow the Farmers Transfer Procedures.
5. **DO NOT** transfer to Agency Services. Please provide the number to caller.
6. If a user is requesting to change their user ID, please refer them to Agency Services at (913) 564-6400.