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(IC 233321) FireLight Access - Single User Associated with  
Multiple Firms in One FireLight Organization 2.20 April

## FIRELIGHT BASE

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**(IC 233321) FIRELIGHT ACCESS - SINGLE USER ASSOCIATED WITH MULTIPLE  
FIRMS IN ONE FIRELIGHT ORGANIZATION 2.20 APRIL**

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## **iConnect 233321 Design Approach - (IC 233321)**

### **FireLight Access - Single User Associated with Multiple Firms in One FireLight Organization**

It is common for Advisers/Agents to be associated with multiple selling organizations or distributors. A single agent may be associated with a Broker-Dealer through which all securities products are sold, a BGA for all of their non-securities Life business, and one or more IMOs for annuity business.

In a situation where a carrier implements their own FireLight environment while utilizing FireLight Access as the means of authenticating users, the carrier would like to be able to associate that user with multiple firms/sales organizations. There are multiple reasons why carriers would want to differentiate by selling organization, including product availability, workflow, review, suitability, compensation, etc.

The successful implementation of this functionality will include the following:

- Organization will be able to enter/upload/manage FireLight users that are associated with more than one selling organization/FirmID.
  - FireLight Access will need to support multiple Firm IDs for a single user name(email address).
- When a user name/email address is associated with more than one Firm ID, there will be a dialog presented after authentication that will require the selection of a firm prior to entering FireLight. If the user name/email has only one Firm ID with which it is associated, the firm selection dialog will be hidden.
  - There will be no change to the current login page/dialog.
  - The login process will query the system to determine if the user is associated with more than one firm ID.
  - If the user is associated with more than one firm, a new dialog will be presented to allow for selection of the firm with which the user is submitting business for this session, else the dialog will not be shown.
    - The dropdown in the new dialog will need to display the name of the firm as the user will likely not know the firm ID.
- Confirm that FireLight Access supports sending multiple role codes for an Access user.
- With the added ability of the user to be able to create applications under multiple firm affiliations, the user will need to be aware if they open an activity/application that was created under a different firm than the one that is active for the current session.

### No Changes to the FL Access Login page



FireLight® Access  
by INSURANCE TECHNOLOGIES

**Login**

Email Address:

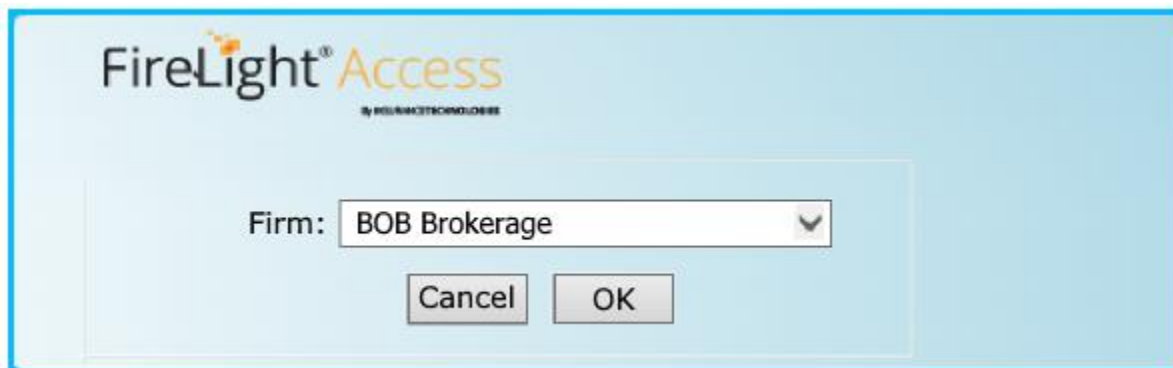
Password:

☐ Change password

☐ Change personal information

[Forgot Password?](#)

Access will have the ability to define a user as being associated with more than one firm. If the user is associated of more than one firm, the following dialog will be presented (new development). The user will select the appropriate firm from the dropdown; and select "OK" to enter FireLight. If the user selects "Cancel", they will be returned to the prior page/dialog.



FireLight® Access  
by INSURANCE TECHNOLOGIES

Firm:

## 1 Application: Verify FireLight Group/Role Provisions, Branding, etc.

This is essentially a verification of existing features in FireLight.

- With this functionality, the user will be entering FireLight with elements of the 1228 changing each time they login to the system based on selection of a different firm. It is important to verify that the behavior is consistent with the current 1228 definition and that prior credentials/codes are not retained.
- Critical to this implementation is assuring that Group/Role permissions, as defined by the User Role in the FireLight Admin Guide, are observed when they change frequently on various logins to FireLight

### 1.1 Verify: FireLight Access/FireLight Group/Role Functionality

Verify also that product availability varies by role code.

#### ***Acceptance Criteria***

- Set up a FireLight user that is associated with multiple firms and with different product availability by role code. Login to FireLight through FireLight Access selecting different firms and different role codes with different product availability. When you are in FireLight, assure that you have visibility of the correct products by group/role definition.

### 1.2 Copy Functionality When User Associated with Multiple Firms

When a user is associated with multiple firms, the user will have visibility and access to activities that were created under firms other than the firm for the current session. It is important that the copy feature for activities in FireLight behave in the following way and do so consistently.

Saved/Inflight activities will always be associated with the firm under which they were originally created; regardless of the firm ID associated with the current session. Different firms will likely have different sales agreements/product availability. For this reason, the following will be the behavior for “Copy As Is” and “Copy with Changes” functionality.

#### **Copy As Is**

- “Copy As Is” will copy the case and leverage the Firm ID information under which the case was originally created. This will assure that a case is not created under the firm for the current session as that firm may not have that product included in their sales agreement with the associated carrier.

### **“Copy with Changes”**

- “Copy with Changes” will allow the user to reuse common demographic in the newly created activity. The Firm ID and Role Codes associated with the current session will be used in the “Copy with Changes” scenario. As part of the “Copy with Changes” workflow, the user goes through the selection process for the new jurisdiction/product type/ product etc. and those options will be driven by the credentials for the current session.

#### ***Acceptance Criteria***

- “Copy As Is” creates activities under the same FirmID association as the case being copied.
- “Copy with Changes” will create a copy under the current session Firm ID, Role Code, Product Availability, credentials.

## **2 Add ability to notify user if application opened in session was created under a different firm**

With the added ability of the user to be able to create applications under multiple firm affiliations, the user will need to be aware if they open an activity/application that was created under a different firm than the one that is active for the current session.

The desired functionality will allow FireLight administrators to develop functionality to compare the current session Firm ID/Firm Name with the Firm ID/Firm Name if the in-flight application activity. If the current session Firm ID/Firm Name is not the same as the Firm ID/Firm Name if the in-flight application activity the system will be able to present a popup/toast message to the user stating "This application was created and will be submitted under firm XYZ and you are currently logged in under firm 123." The actual language will be determined by each client.

### **2.1 Store Firm Name from SSO in accessible data items**

With the added ability of the user to be able to create applications under multiple firm affiliations, the user will need to be aware if they open an activity/application that was created under a different firm than the one that is active for the current session.

Development to add the ability to store Firm Name under a common data item to be accessible from FireLight Application and in Application Data. Common Data Item tags

- FLI\_FIRM\_NAME => the firm name of the user when the activity was created
- FLI\_CURRENT\_FIRM\_NAME => the firm name of the currently logged in user

#### ***Acceptance Criteria***

- Verify that data items for active session and for inflight cases are available for presentation and comparison in application/activity

## 2.2 Modify Access SSO to include Firm Name

With the added ability of the user to be able to create applications under multiple firm affiliations, the user will need to be aware if they open an activity/application that was created under a different firm than the one that is active for the current session.

In order for the Firm Name to be included for presentation and comparison in the FireLight user interface, the Firm Name will need to be added to the FireLight Access 1228 message. Define the tag under which this data item will be passed in the 1228.

As part of this implementation, research usage of existing Firm ID tags may be used currently and that these additions/changes to the Access SSO message will have no negative impacts on current implementations.

### ***Acceptance Criteria***

Dev to verify/test the following

- Verify that the Firm Name is added to the FireLight Access SSO/1228 message
- Verify that tags used as part of this change will not break anything for existing FireLight or FireLight Access clients.

## 2.3 Add Ability to Display Activity Firm ID and Name

With the added ability of the user to be able to create applications under multiple firm affiliations, the user will need to be aware if they open an activity/application that was created under a different firm than the one that is active for the current session.

Modify application search items to be able to declare that a search item is visible in FireLight, that when set, includes the Description and data item value in the home/recent view, All Activities, and Summary views.

Users can leverage this feature to show an activity's FLI\_FIRM\_ID, FLI\_FIRM\_NAME, or other searchable data item labels/values within FireLight.

### ***Acceptance Criteria***

- When properly configured, data Firm Name/Firm ID data item are viewable in FireLight.



### 3 Admin: FL Access Enter/Upload/Manage Multiple Entries for Single User

FireLight Access admin tool will need to be updated to support the following:

- The csv/spreadsheet upload process will need to be reviewed and updated (if necessary) to assure that multiple entries for a single user name/email address are supported. Implementation of this functionality allows the same user to be affiliated with multiple Firm IDs.
- The system will need to be able to store and retrieve the Firm Name for use in the login process. A new page will be created to allow the admin user to manage Firm ID and Firm Name associations. Users will not be familiar with the Firm ID and will need to be able to select the firm from a dropdown list by the firm name. If no firm name has been entered, the Firm ID will be displayed in the dropdown.
- The FL Access admin tool will need to be reviewed and updated (if necessary) to assure that the admin user can manually add the same user multiple times and affiliate that user with different Firm IDs
  - Firm ID is not the only data item that may vary among the different entries. Group/Role code will need to be allowed to be different from record to record as that can be used to drive product availability. Different firms will likely have different product availability and that is driven by Group/Role code in FireLight.

#### 3.1 Add "Copy" Feature to Manual Update User Process in FireLight Access

Add "Save and Copy" button at the bottom of the "Add FireLight New User" and "Update User" page in FireLight Access.

- Selecting " Save and Copy" will save the existing user record and create a new user record with all fields identical to the original record, with the exception of User Role, Firm ID, and Branding ID.
  - Admin user will be required to enter new data for User Role, Firm ID and Branding ID, and modify other fields as necessary.
  - All fields are editable.

Add FireLight® New User

**Personal Info**

First Name \*  
Last Name \*  
Email \*  
Address Line 1  
Address Line 2  
City  
State AL  
ZIP Code  
User Role \*

**Identification Info**

SSN  
Confirm SSN  
CRD  
NPN

**Organization Info**

Branding  
Firm ID \*  
Brokerage CRD

Save Save and Copy Cancel

Update User Details

**Personal Info**

First Name Del \*  
Last Name Lang \*  
Email DLang@InsuranceTechnologies.com \*  
Address Line 1 2 South Cascade  
Address Line 2 Suite 200  
City Colorado Springs  
State CO  
ZIP Code 80123  
User Role FLA20 \*

**Identification Info**

SSN .....  
Confirm SSN .....  
CRD  
NPN

**Organization Info**

Branding 1  
Firm ID 1234 \*  
Brokerage CRD 89-999393

Save Save and Copy Cancel

[Disable Account](#) [Reset Password](#)

***Acceptance Criteria***

Selecting Save and Copy:

- Creates another user with the same email address/user name
- With the exception of User Role, Firm ID, and Branding ID, all fields are duplicated.
- All fields are editable
- All changes save

Selecting Save:

- Saves data and returns the user to the Manage Users page
- All changes save

**3.2 FL Access - Multi-Firm Data Requirements**

Make changes, if necessary, to allow multiple records to be created that have a single user name/email address, but different Firm IDs.

- All data items in the upload of users with the same email address/user name will be allowed to vary.
- Upload of records with duplicate Emails must be allowed and will result in separate records created in the FireLight Access admin tool.
  - Determine if there should be validation preventing upload if Firm ID is not differentiated in the Firm ID field for records with duplicate emails.

Verify that multiple role codes can be sent for a single record

- It is highly likely that client will need to differentiate product availability by firm. Product availability is defined using a role code. The organization will also want to manage functionality by role code.

***Acceptance Criteria***

- Records with identical emails upload without issue and create separate user records in the FireLight admin.
  - All data items other than email address/user name are allowed to vary
- When a record has multiple role codes, the limitations are applied for all role codes
- When new records are uploaded and there is more than one firm association for a single user ID/email address, report the first user added for a specific email address as an added record. For subsequent records added for the same email address, report those as an update.

### 3.3 Upload Users to FireLight Access

The csv/spreadsheet upload process will need to be reviewed and updated (if necessary) to assure that multiple entries for a single user name/email address are supported. Implementation of this functionality allows the same user to be affiliated with multiple Firm IDs.

#### Multiple user records can be created by uploading multiple rows in the CSV/Spreadsheet

Organization ID	Firm ID	Branding	Brokerage CRD	First Name	Last Name	Email	User Role	Address Line 1	Address Line 2	City	State	Zip	SSN	CRD	NPN
ORGID	2307	1	89-999393	John	Doe	jdoe@gmail.com	100	22 Main Street	PO Box 100	Denver	CO	80123	222-33-4444		
ORGID	2304	1	89-999393	Sally	Smith	ssmith@yahoo.com	101	5 Broadway		Denver	CO	80123	333-44-5555		
ORGID	2304	1	89-999393	John	Doe	jdoe@gmail.com	100	22 Main Street	PO Box 100	Denver	CO	80123	222-33-4444		

#### Acceptance Criteria

- Verify that the current CSV file format can be uploaded when the same email address/user name is used for multiple records
- Verify that it uploads without error
- Verify that multiple records are created for the same email address/user name

### 3.4 FireLight Access Admin Changes - Accounts View

#### User Accounts Grid Changes

- Add Firm ID to "FireLight Access User Account View"
- Add "Delete" control to each record.
  - Add confirmation dialog after deletion icon is selected
  - If only one record remains for a given email address, do not allow that record to be deleted.

FireLight® Access User Accounts (FL Access Carrier)

Prev

Next

Clear

Add

Import

Export

First Name	Last Name	Email	Firm ID	User Role	Status	Date Created	Last Updated	Last Login	
Access	Admin	sacosta@insurancetechnologies.com	—	—	Active	10/2/2017	10/2/2017	3/30/2020	
Access	Admin	Kdease@InsuranceTechnologies.com	—	—	Active	11/9/2017	11/9/2017	5/13/2019	
rchl	wang	rchlwang@yahoo.com	6666	FLA10	Active	1/29/2021	2/3/2021	2/4/2021	
Rachel4	Wang4	testwang@insurancetechnologies.com	6666	rolecode	Active	2/3/2021	2/3/2021	2/3/2021	
Jason	Tive	jtive@InsuranceTechnologies.com	6666	FLA10	Active	1/28/2021	2/3/2021	2/9/2021	
Access	Admin	DLang@InsuranceTechnologies.com	—	—	Active	9/19/2017	9/19/2017	2/10/2021	X
Del	Lang	DLang@InsuranceTechnologies.com	1234	FLA20	Active	1/12/2021	1/12/2021	2/10/2021	X
Del	Lang	DLang@InsuranceTechnologies.com	2304	FLA10	Active	1/12/2021	1/12/2021	2/10/2021	X
Del	Lang	DLang@InsuranceTechnologies.com	2307	FLA10	Active	1/12/2021	1/12/2021	2/10/2021	X
Del	Lang	DLang@InsuranceTechnologies.com	ABCD	FLA30	Active	1/12/2021	1/21/2021	2/10/2021	X
Rachel	Wang	rwang@insurancetechnologies.com	1234	FLA10	Active	7/24/2020	2/2/2021	2/9/2021	X
Rachel2	Wang	rwang@insurancetechnologies.com	5858	FLA10	Active	1/28/2021	2/2/2021	2/9/2021	X
Rachel3	Wang	rwang@insurancetechnologies.com	6666	FLA10	Active	2/2/2021	2/3/2021	2/9/2021	X

### Acceptance Criteria

- Verify that Firm ID column is present in "FireLight Access User Account View"
- Verify that Deletion control is present on each row.
  - Verify that no deletion icon appears on records when there is only one record with that email address.
- Verify confirmation dialog is triggered when deletion control is selected.

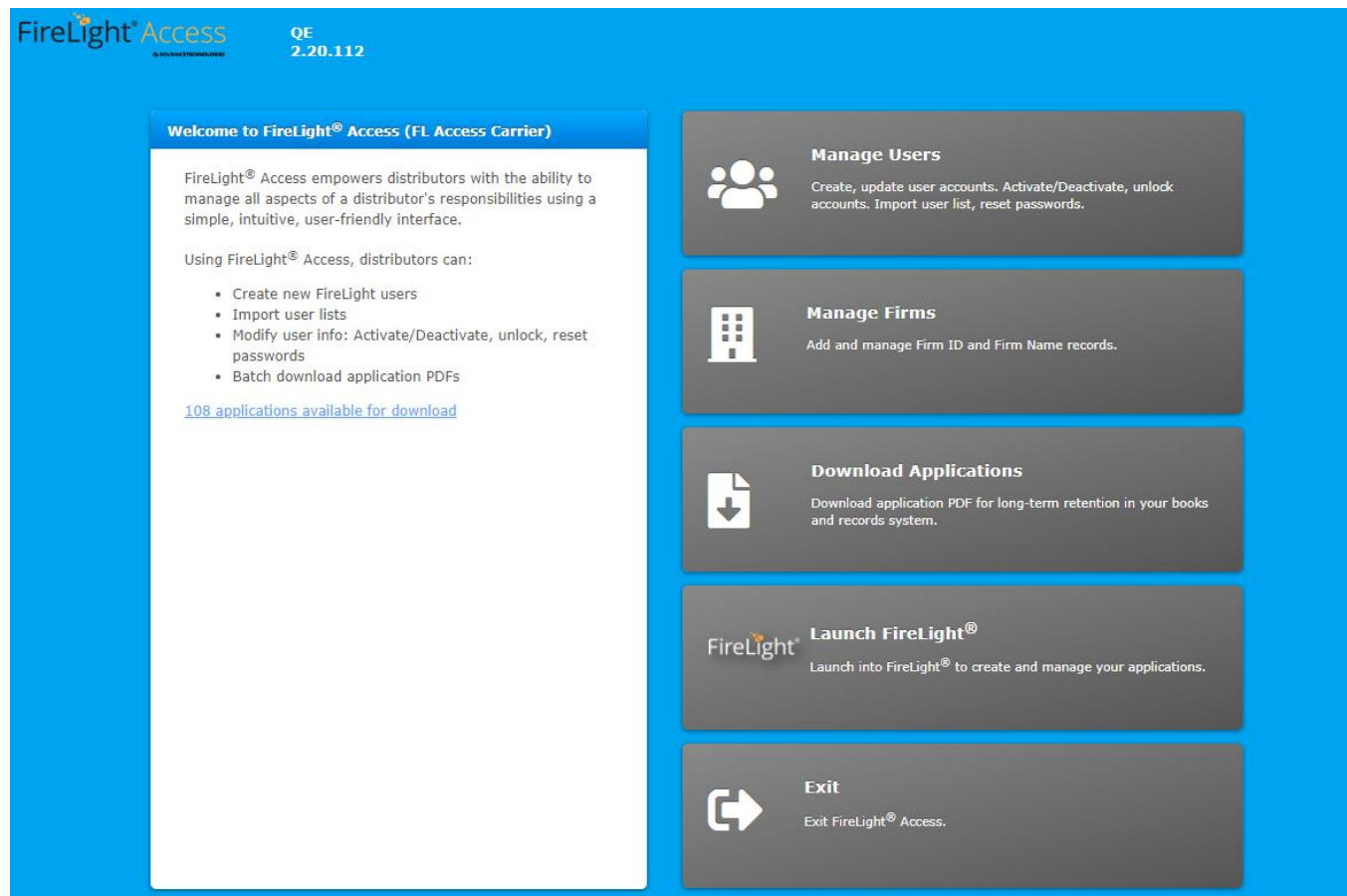
## 3.5 FireLight Access Login - Associate Firm Name with FirmID/Branding

### Association of Firm Name with Firm ID

- Add ability to store and manage Firm ID and Firm Name in FireLight Access

### Home Page Impact

- Additional Button below "Manage Users" for "Manage Firms"
  - Text on button is "Manage Firms"
  - Sub-Text is "Add and manage Firm ID and Firm Name records"
- Selecting "Manage Firms" takes the user to the "FireLight Access Manage Firms" page/tab



#### Add "FireLight Access Manage Firms" Page/Tab

- Add Manage Firms to Navigation/Tab bar between "Manage Users" and "Download Applications" tabs.
- Display "FireLight Access Manage Firms <Org>" at top of page in same format as currently done on "Manage Users" page
- Add editable table for maintenance of Firm Names associated with Firm ID
  - First Column: Header = None
    - Add an empty row below the last populated record that is editable.
  - Second Column: Header = Firm ID
    - Editable - Alphanumeric
    - When user records are uploaded to the system, automatically create a firm record for each unique Firm ID in the uploaded file.
  - Third Column: Header = Firm Name
    - Editable - Alphanumeric inclusive of special characters
    - Firm Name is not part of the uploaded data, therefore it will remain blank and must be entered by the admin user.
  - Fourth Column: Header = None
    - Add "-" button for each populated record to allow for deletion of that record
      - Add confirmation dialog
        - If there are no user records associated with the selected Firm ID...
- "Are you sure you want to delete this record?"... OK/Cancel buttons
  - If there are user records associated with the Firm ID present the following
    - "Are you sure? There are user records associated with this Firm ID. If deleted, the Firm ID and not the Firm Name will be presented when the user logs into the system. OK/Cancel buttons

FireLight® Access Manage Firms (FL Access Carrier)		
Firm ID	Firm Name	
1111		X
1234	Junior's Brokerage	X
2304	Bubba's BGA	X
2307	Imagene's Investments	X
2424	QE Test C	X
4321	Rachel1	X
5858	Rachel2	X
6666	Rachel3	X
ABCD	ABC Insurance	X
BR146	Floyd's BGA	X
firmid	default	X

**Save**

### Acceptance Criteria

#### Home Page

- Verify "Manage Firms" button is added to the Home Page
  - icon same as on "Manage Users" button
  - Main label - Manage Firms
  - Subtext - Add and manage Firm ID and Firm Name records
  - Verify selecting "Manage Firms" button navigates to the Manage Firms page/tab

#### New "Manage Firms" Page

- Verify Manage Users is present in the navigation bar
- Verify page header "FireLight(r) Access Manage Firms <Org>"
- Verify user is able to enter/edit FirmID and Firm Name fields
- Verify a new editable row is automatically available after new Firm record created
- Verify selecting "-" removes/deletes the firm from the list
- Verify that firm information is saved

## 4 Application: FireLight Access Login - Select Firm

When a FireLight Access user is associated with multiple firms, the login page will be modified to accommodate selection of the appropriate firm for use in the FireLight session about to be initiated.

- If the user logging into FireLight is associated with more than one firm, the login page will present the user with a field for selection of the appropriate firm to use in the upcoming FireLight session.

- Though mocked up as being presented last, firm could be the first field presented. If there is a usability reason to relocate the field for selection of firm, that is fine.
- The field will present the available firm by firm name.
- Selection of firm is required
- If the user name/email has only one Firm ID with which it is associated, the Firm dropdown will be hidden.

#### 4.1 FireLight Access Login Dialog Change: Firm Selection

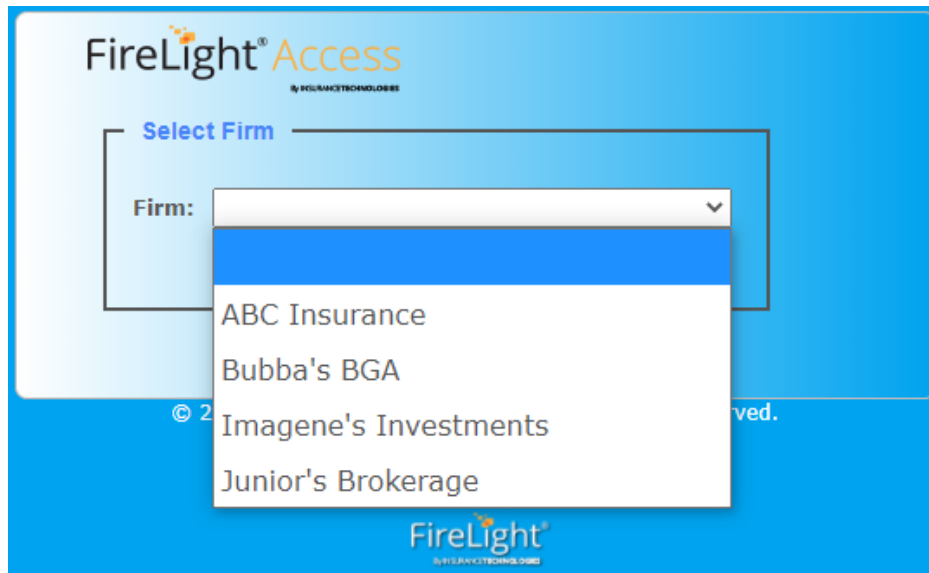
When a FireLight Access user is associated with multiple firms, an additional dialogue will be presented to allow selection of the appropriate firm for use in the FireLight session about to be initiated. If the user name/email has only one Firm ID with which it is associated, the Firm selection dialog will not be shown.

There are no changes to the Login page/dialog.



If the user logging into FireLight is associated with more than one firm, the firm selection dialog will be presented after authentication, else the firm selection dialog will not be shown, and the user will be taken directly into FireLight.





- Firm selection will be made by firm name.
- If no firm name is available, the firm ID will be presented in the dropdown.
- Selection of firm is required

### ***Acceptance Criteria***

- If user is associated with more than one firm, then the firm selection dialog appears, else it does not appear.
- Firm Name appears in the dropdown, not the Firm ID.
- If no firm name is defined, then the firm ID will appear in the dropdown.