MWCIA Web Membership User Guide

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1. Introduction

The MWCIA Web Membership system allows insurance carriers and agents to manage their user accounts for MWCIA web products.

1.1. MWCIA Products

Web Membership currently provides access to the following products:

- ACCEDE: Provides access to financial calls. For carriers only. Individual user access to ACCEDE is granted by the carrier Group Administrator.

- ARROW: Provides access to a customized actuarial reports interface. Statewide data is public. Insurer-specific data is for carriers only. Individual user access to ARROW is granted by the carrier Group Administrator.

- Carrier Data Quality Report: Provides access to the annual Carrier Data Quality Report. For carriers only. Individual user access to the Carrier Data Quality Report is granted by the carrier Group Administrator.

- Experience Mod History: Provides access to experience modification history and ratesheets. Experience modification history is public. Ratesheets are for carriers and registered agents only. Individual user access to Experience Mod History is granted by the carrier Group Administrator and provided by default to all registered Agency users.

- Group Dashboard: Provides access to Group Dashboard reports providing group-specific and statewide metrics (premium distributions, loss frequency, and severity) for the carrier group. For carriers only. Individual user access to the Group Dashboard is provided by default to all carrier users.

- ERM-14: Provides access to complete, submit and track ERM-14 change of ownership forms online. For employers, carriers and agents. Individual user access to the ERM-14 web application is provided by default to all carrier users and registered Agency users. Employers and agents who do not have a Web Membership account may also register to have an ERM-14 web application user account.

- Manage Policy System: Provides access to policy data. For carriers only. Individual user access to Manage Policy is granted by the carrier Group Administrator.

- Manage USR: Provides access to unit statistical reports. For carriers only. Individual user access to Manage USR is granted by the carrier Group Administrator.

- Pure Premium Base Rates: Provides access to pure premium base rates and rating values for all classes. For carriers and registered Platinum agents only. Individual user access to Pure Premium Base Rates is provided by default to all carrier users and registered Platinum agency users.

- Ratemaking Report: Provides access to the Ratemaking Report. For carriers only. Individual user access to the Ratemaking Report is provided by default to all carrier users.

1.2. Types of Accounts

Web Membership includes different user account types for insurance carriers and agents.

1.2.1. Carrier Accounts

The following types of carrier user accounts are available:

- **Product User**: A Product User is any individual who has been assigned access to the Web Membership system. A product user may have access to one or more products. If the Product User belongs to a carrier group with multiple carriers, then the Product User may be assigned access to the data for only some of the carriers in the group.

- **Product Administrator**: A Product Administrator has authority to maintain user account information for a particular product or set of products only. He can create new user accounts or manage product access for existing user accounts. If the Product Administrator belongs to a carrier group with multiple carriers, then the Product Administrator may be assigned to manage access for only some of the carriers in the group.

- **Group Administrator**: A primary Group Administrator is required for each carrier group. The Group Administrator has authority to maintain all user accounts within the carrier group. The Group Administrator may create Product Users and Product Administrators as well as additional Group Administrators. To become a primary Group Administrator, an individual must complete a Group Administrator Web Membership Application Form and be approved by the MWCIA. For more information regarding Web Membership registration and the application form, please see section 5, Group Administrator Application Form.

  o Additional Group Administrator: The Group Administrator may set up additional Group Administrator accounts to allow for back-up responsibilities. An additional Group Administrator has the same privileges as the primary Group Administrator, except an additional Group Administrator cannot inactivate the account for a primary Group Administrator.

  o By default, a Group Administrator or additional Group Administrator has full access to all products available to the carrier group.

Note: The system requires each user to have a separate user account. Group Administrators are responsible for ensuring that each user has a unique Username and Password to access the site.

1.2.2. Agency Accounts

Agency registration requires purchase of one of two levels of accounts. The Platinum level provides unlimited downloads of experience modification ratesheets for one year. The Silver level

provides 20 ratesheet downloads. Additional sets of 20 downloads may be purchased for the Silver level as needed. Once registered, the following types of agency user accounts are available in Web Membership:

- **Primary Agency User**: A Primary Agency User is required for each agency account. The primary Agency User has authority to maintain all user accounts within the agency account, and may create Secondary Agency Users. To become a Primary Agency User, an individual must complete an Agency Registration form and submit the completed form with appropriate payment to the MWCIA. For more information regarding the Agency registration form, please see section 6, Agency Registration Application Form.

- **Secondary Agency User**: A Secondary Agency User is any individual who has been assigned access to the Web Membership system by the Primary Agency User.

Note: The system requires each user to have a separate user account. Primary Agency Users are responsible for ensuring that each user has a unique Username and Password to access the site.

2. Logins

2.1. Logging In

To use the Web Membership system, you must log in with a valid username and password. Once you log in, the system will display the User Products screen. This screen displays the user products to which you have been assigned access. Web Membership functions will be displayed as options in the menu bar on the left side of the screen.

2.2. Logging Out

When you have completed your work in the Web Membership system, please click the Log Out link in the left menu bar.

2.3. Timing Out

If your Web Membership session remains inactive for too long, you will be logged out of Web Membership. Similarly, if you use Web Membership to access a web product and do not return to Web Membership for an extended period of time, you will be logged out of Web Membership. In this case, you may continue to use the web product for as long as you like, unless that session also becomes inactive.

3. Carrier Account Functions

When you log into Web Membership, the available Web Membership functions will be displayed as options on the menu bar on the left side of the screen. The functions available to you will vary depending upon the type of carrier account you have – Group Administrator, Product Administrator or Product User.

3.1. Membership Home

If you click on the Membership Home option, the system will display the User Products screen. The User Products screen lists the MWCIA products to which you have been assigned, and gives you access to product-specific news and notifications. Clicking on the gear icon to the right of each product name gives you the option to view the carriers to which you have access for that specific product.

Click the plus sign to the right of the product name to expand the product area for any of the products listed and see your current notifications for that product. Click the clock icon next to a notification to mark it as read, or click the gear icon and select Mark All. The number next to the gear icon shows you the number of new notifications available.

To use a product, click on the product name. The current window will be refreshed with the selected product. To return to Web Membership from the product, click on the link in that product to "Log out" or "Return to Web Membership."

If you are viewing a different Web Membership screen and wish to return to the User Products screen, click on the Membership Home option.

3.2. Manage Profile

Clicking on the Manage Profile option will display the Profile Detail screen. This screen allows you to view or update the profile information for your account.

Some profile options described below are available to Group Administrators only – other users will not see these options. Additionally, some changes require MWCIA approval. For those changes, clicking Submit will submit your request to the MWCIA for approval. When the MWCIA approves the change, an email will be sent to the requestor and the change will be accepted in Web Membership.

3.2.1. Contact Information

The topmost section of the Profile Detail screen includes basic identification and contact information. To save any changes you've made to this section of the screen, click Submit. Note: If you are the primary Group Administrator for a carrier group, then any change to first name, last name, username, or email address requires MWCIA approval. To submit the change request, click Submit.

3.2.2. Email Subscription

Below the Contact Information, the Profile Detail screen includes email subscription preferences. To save any changes you've made to this section of the screen, click Submit.

3.2.3. Request Change to Carriers in Group

The next section of the Profile Detail screen is available to primary Group Administrators only. This section allows Group Administrators to request a change to the carriers within your group. Example: If a new carrier has been added to your group, you may specify the NCCI carrier ID and name of the new carrier you'd like to have added to the group. A change in this section requires MWCIA approval. To submit the change request, click Submit.

3.2.4. Request Change to Group Name

The last section of the Profile Detail screen is available to primary Group Administrators only. This section allows Group Administrators to request a change to their group name. Please enter the desired name. A change in this section requires MWCIA approval. To submit the change request, click Submit.

3.3. Manage Product Users

The Manage Product Users option is available to Group and Product Administrators. It allows Administrators to search for, view, and/or update existing user accounts or add a new user account.

When you click on the Manage Product Users option, the Product Users List screen is displayed. By default, the system displays all Product Users for your group. You may scroll forward and backward through the list.

3.3.1. Search

At the top of the Product Users List screen, text boxes are provided for searching. To search for an existing Product User, enter the desired search criteria in the text boxes then click on the Search button. The search results will be displayed on the lower half of the screen.

3.3.2. Add, Edit, Delete, Reset Password

Several functions are available to help you manage Product Users.

Add User: To create a new product user account, click on the Add User button, and choose to either Create a New User or to Create from an existing Group Admin. If you choose to create a new user, the Product User Detail screen will be displayed. For more information, see section 3.4, Product User Detail. If you choose to create a user from an existing Group Administrator, the Group Admin List screen will be displayed, showing all Group Administrators for your group. You may choose one to change to a Product User. For more information, see section 3.5.3, Change Group Admin User Type.

Edit: To view the detail for a user account, click on the row action drop-down to the far right of the desired row and select Edit. The Product User screen will be displayed. For more information on this screen, see section 3.4, Product User Detail.

Delete: To delete an existing user account, click on the row action drop-down to the far right of the desired row and select Delete.

Reset Password: To reset the password for an existing user account, click on the row action drop-down to the far right of the desired row and select Reset Password.

3.3.3. Change Product User Type

You can choose to change an existing Product User into an Additional Group Administrator. Click on the row action drop-down to the far right of the desired user account row, select Change User Type and then select To Additional Group Admin.

3.3.4. Report Options

Several reporting options are available for the Product Users List. Current report options include:

Consolidated Account View: Report of Product Users matching your search criteria, showing User name, Email, Name and Address, products and carriers to which each are assigned as well as their Web Membership login history for each product.

User and Products: Report of Product Users matching your search criteria, showing User name, Email, Name and Address, and products and carriers to which each are assigned.

User List: Report of Product Users matching your search criteria, showing User Name, Email, Name and Address for each.

To view and print reports, select the desired report type from the drop-down list box located next to the Printer icon on the right side of the screen, and click the Printer icon. You may open, save or print the PDF report as needed. You may choose to report only on specific users by clicking the checkboxes next to those users in the far-left column of the search results list. If no checkboxes are checked, the report will display information for all Product Users in your search results.

3.4. Product User Detail

The Product User Detail screen is available to Group and Product Administrators. It allows Administrators to maintain information for a specific user. To view the Product User Detail screen, click on the row action drop-down to the far right of the desired user on the Product User List screen and select Edit or click on the Add User button on the Product User List screen.

3.4.1. Contact Information

The Product User Detail screen contains identification and contact information for a specific user account. You may enter or update name, address, phone, job title, and other attributes of the account.

3.4.2. Product Permissions

The Product User Detail screen also specifies the MWCIA products the user can access as well as the permissions assigned for the products. Please see section 1.1, MWCIA Products, for details on each of the available products. Certain products are available by default to all carrier users.

A Group Administrator may update product permissions for all products. A Product Administrator may update product permissions for those products to which she or he has been assigned that role. A Product User may not update product permissions.

To assign a user account access to a particular product, click on the checkbox beside the desired product. A checkmark indicates the product has been selected. To deselect a product, click on the checkbox again.

Once you have clicked on a product, then product-level permissions for that product will be displayed on the screen. The product-level permissions will vary by product and may include:

- The specific carriers to which the user should have access for that product: If the carrier group includes multiple carriers and the administrator has access to them, then the administrator can assign the Product User to one or more of those carriers.
- The specific Custom Groups to which the user should have access. Custom groups apply only to the ACCEDE product.
- Product Administrator status: The administrator can specify whether the particular user account includes Product Administrator rights for the product.
- Roles: The administrator can specify the permissions that apply to the user account. Roles will vary by product.

  Note: Manage Policy roles include: View Coverage; View Transactions; Add/Change Transactions. The roles are cumulative. For example, Add/Change Transactions automatically includes permissions to View Coverage and View Transactions.

To save any changes you have made, click Submit. To exit the screen without saving changes, click Cancel.

3.4.3. Activate/Deactivate

From the Product User Detail screen, you may also deactivate an active Product User or activate an inactive Product User by clicking the Activate/Deactivate button at the bottom of the screen. An inactive Product User will no longer be able to log in to Web Membership or access Web Membership products.

3.5. Manage Group Admin

The Manage Group Admin option is available to Group Administrators (and additional Group Administrators) only. It allows Group Administrators to search for, view, and/or update additional Group Administrator accounts or add a new additional Group Administrator account.

When you click on the Manage Group Admin option, the Group Admin List screen is displayed. By default, the system displays all Group Administrators for your group. You may scroll forward and backward through the list.

3.5.1. Search

At the top of the Group Admin List screen, text boxes are provided for searching. To search for an existing Group Administrator, enter the desired search criteria in the text boxes then click on the Search button. The search results will be displayed on the lower half of the screen.

3.5.2. Add, Edit, Delete

Several functions are available to help you manage Group Administrators.

Add Group Admin: To create a new Group Administrator account, click on the Add Group Admin button and select to either Create new Additional Group Admin or Create from an existing User. If you select Create new Additional Group Admin, the Group Admin Detail screen will be displayed. For more information, see section 3.6, Group Admin Detail. If you select Create from existing User, the Product User List screen will be displayed, showing all Product Users for your group. You may choose one to change to a Group Admin. For more information, see section 3.3.3, Change Product User Type.

Edit: To view the detail for a Group Administrator account, click on the row action drop-down to the far right of the desired row and select Edit. The Group Admin Detail screen will be displayed. For more information, see section 3.6, Group Admin Detail.

Delete: To delete an existing Group Administrator account, click on the row action drop-down to the far right of the desired row and select Delete.

3.5.3. Change Group Admin User Type

You can choose to change an existing Group Admin into a Product User. Click on the row action drop-down to the far right of the desired user account row, select Change User Type and then select To Product User. The Product User Detail screen will open, to allow you to change the user's product permissions if necessary.

3.6. Group Admin Detail

The Group Admin Detail screen is available to Group Administrators only. It allows Group Administrators to maintain information for additional Group Administrators. To view the Group Admin Detail screen, click on the row action drop-down to the far right of the desired user on the Group Admin List screen and select Edit or click on the Add User button on the Group Admin List screen.

The Group Admin Detail screen contains identification and contact information for all Group Administrator accounts in the carrier group. You may enter or update name, address, phone, job title, and other attributes of the account.

To save any changes and exit the screen, click Submit. To leave the screen without saving any changes, click Cancel.

3.6.1. Activate/Deactivate

From the Group Admin Detail screen, you may also deactivate an active additional Group Administrator or activate an inactive additional Group Administrator by clicking the Activate/Deactivate button at the bottom of the screen. An inactive Group Administrator will no longer be able to log in to Web Membership or access Web Membership products.

3.7. Change Password

The Change Password option allows you to change the password for your account. To view the Change Password screen, click on the Change Password option.

To change the password, you must provide the old password and the new password and then confirm the new password. Every six months you will be required to update your password. The following password rules apply:

- Password must be at least 10 characters in length.
- Password must contain one or more of each of the following:
    - Upper-case letter(s)
    - Lower-case letter(s)
    - Number(s)
    - Special character(s) – i.e. !@#$%^&}{[]
- Password may not contain the username.
- Password may not be the same as either of the previous two passwords.

3.8. Manage Custom Group

The Manage Custom Group option is available to Group and Product Administrators. It allows Group Administrators to search for, view, and/or update existing Custom Groups or add new Custom Groups. Product Administrators may only search for and view Custom Groups. Custom Groups are currently used only in the ACCEDE product (Financial Data Reporting Groups).

When you click on the Manage Custom Group option, the Manage Custom Groups screen is displayed. By default, the system displays all Custom Groups for your carrier group. You may scroll forward and backward through the list.

3.8.1. Search

At the top of the Manage Custom Groups screen, several drop-downs and text boxes are provided for searching. To search for an existing Custom Group, enter the desired search criteria in the fields then click on the Search button. The search results will be displayed on the lower half of the screen. When searching for a Custom Group, the Product must be selected in order to see the list of Custom Group IDs and Carriers for which to search. Currently, the only MWCIA product using Custom Groups is ACCEDE.

3.8.2. Add, Edit, Delete Custom Groups

Several functions are available to help you manage Custom Groups.

Add Custom Group: To create a new Custom Group, click on the Add Custom Group button. The Custom Group Detail screen will be displayed. For more information, see section 3.9, Custom Group Detail. Only Group Administrators may add Custom Groups.

Edit: To view or edit an existing Custom Group, click on the row action drop-down to the far right of the desired row and select Edit. The Custom Group Detail screen will be displayed. For more information on this screen, see section 3.9, Custom Group Detail. Only Group Administrators may edit Custom Groups.

Delete: To delete an existing Custom Group, click on the row action drop-down to the far right of the desired row and select Delete. Only Group Administrators may delete Custom Groups.

3.9. Custom Group Detail

The Custom Group Detail screen is available to Group and Product Administrators. It allows Administrators to view and/or maintain information for a specific Custom Group. To view the Custom Group Detail screen, click on the row action drop-down to the far right of the desired group on the Manage Custom Groups screen and select Edit or click on the Add Custom Group button.

3.9.1. Custom Group Product, Group ID and Name Information

The Custom Group Detail screen specifies the MWCIA product, Custom Group ID and Custom Group Name assigned to the group. When adding a new Custom Group, ensure the Product is selected, then select one of the Custom Group IDs. Once the Custom Group ID is selected, enter the name to assign to the group.

3.9.2. Custom Group Carrier Information

A carrier group may have multiple Custom Groups defined for it. A single Custom Group may contain multiple carriers; however, the same carrier may not belong to more than one Custom Group at the same time.

When adding a new Custom Group or editing an existing Custom Group, ensure the Product is selected, then click the Carriers drop-down in order to change the carriers assigned to that Custom Group. A checkmark next to the carrier indicates the carrier is included in the Custom Group. To deselect a carrier, click on the checkbox again.

To save any changes you have made, click Save. To exit the screen without saving changes, click Cancel.

3.10. FTP Setup

The FTP Setup option is available to Group Administrators. It allows Group Administrators to enable, set up and view File Transfer Protocol (FTP) credentials for transmitting WCSTAT and WCPOLS files directly to MWCIA via FTP. You must have access to an FTP Client to send files to MWCIA via FTP; please contact your carrier group IT department for information. Secure FTP (SFTP) is the only protocol supported.

When you click on the FTP Setup option, the FTP Setup screen is displayed.

3.10.1. Enable FTP

At the top of the FTP Setup screen, you can enable FTP and set your FTP password. Click the Enable FTP drop-down and select Yes to enable FTP functionality for your carrier group. Select No to disable FTP functionality for your carrier group.

If FTP is enabled, a password must be entered in the Password field. FTP passwords can be generated randomly by the system, or a password of your choice may be entered. Passwords must be at least 10 characters, and should contain the following elements:

- Upper-case letters

- Lower-case letters

- Numbers

- One or more special characters – i.e. !@#$%^&}{[]

Click Save to save your changes. To discard your changes, click Cancel.

3.10.2. FTP Products

The Web Membership products to which FTP functionality applies are listed below the Enable FTP field. When selecting to enable or disable FTP, that choice applies to all of the products listed.

Host Name: The FTP Host Name is displayed for each product listed.

Notifications: A Notifications checkbox and Email Address field is displayed for each product listed.

For each product listed, click the Notifications checkbox in order to receive email correspondence regarding the files sent via FTP. If the Notifications checkbox is checked, you must enter an email address in the field provided. This email address will receive email confirmation that files were received by MWCIA as well as any notification emails generated by the product regarding the files sent via FTP, such as submission completed notifications.

3.10.3. FTP Credentials

Once FTP is enabled, the FTP credentials for each product are summarized at the bottom of the FTP Setup screen. Use this information with your carrier group's FTP client to log in and send your files to MWCIA.

When you have logged in to the product FTP server with your FTP client, there will be two folder options available: Import or ImportSubmit. Choose Import to upload the data to MWCIA, but not submit it. The data may be accessed within the Web Membership product in order to edit and submit as needed. Choose ImportSubmit to import, validate, and submit your data to MWCIA. Data validation requirements for the specific Web Membership product will apply. See the applicable product User Guide for more information.

3.11. Web Services Setup

The Web Services Setup option is available to Group Administrators. It allows Group Administrators to enable, set up and view Web Services authentication keys. These authentication keys would primarily be used by software developers interested in creating a client application to interact with MWCIA Web Services.

When you click on the Web Services Setup option, the Web Services Setup screen is displayed.

3.11.1. User Authentication Key

At the top of the Web Services Setup screen, a User Authentication Key is displayed. This key is used in conjunction with a specific Product Authentication Key in order to interact with any MWCIA Web Services product.

3.11.2. Product Authentication Key

The Product area displays Product Authentication Keys for each of MWCIA's current Web Services product offerings. Each MWCIA Web Services product requires a different Product Authentication Key. These keys are randomly generated and can be regenerated at any time by clicking Regenerate. After regenerating a product authentication key, the associated software application must also be revised to use the new product authentication key. Please see the implementation guide for the applicable Web Services product for more information.

4. Agency Account Functions

When you log into Web Membership, the available Web Membership functions will be displayed as options on the menu bar on the left side of the screen. The functions available to you will vary depending upon the type of agency account you have – Primary Agency User or Secondary Agency User.

4.1. *Membership Home*

If you click on the Membership Home option, the system will display the User Products screen. The User Products screen lists the MWCIA products to which you have been assigned and gives you access to product-specific news and notifications.

Click the plus sign to the right of the product name to expand the product area for any of the products listed and see any current notifications for that product. Click the clock icon next to a notification to mark it as read, or click the gear icon and select Mark All. The number next to the gear icon shows you the number of new notifications available.

To use a product, click on the product name. The current window will be refreshed with the selected product. To return to Web Membership from the product, click on the link in that product to "Log out" or "Return to Web Membership."

If you are viewing a different Web Membership screen and wish to return to the User Products screen, click on the Membership Home option.

4.2. *Manage Profile*

Clicking on the Manage Profile option will display the Profile Detail screen. This screen allows you to view or update the profile information for your account.

The Profile Detail screen includes basic identification and contact information. To save any changes you've made to this section of the screen, click Submit.

4.3. *Agency Users List*

The Agency Users List option is available to Primary Agency Users only. It allows Primary Agency Users to search for, view, and/or update existing Secondary Agency User accounts or add new Secondary Agency users.

When you click on the Agency Users List option, the Agency User List screen is displayed. By default, the system displays all Agency Users for your group. You may scroll forward and backward through the list.

4.3.1. Search

At the top of the Agency User List screen, text boxes are provided for searching. To search for an existing Agency User, enter the desired search criteria in the text boxes then click on the Search button. The search results will be displayed on the lower half of the screen.

4.3.2. Add, Edit, Delete, Reset Password

Several functions are available to help you manage Agency Users.

Add User: To create a new user account, click on the Add User button. The Agency User Detail screen will be displayed. For more information, see section 4.4, Agency User Detail.

Edit: To view the detail for a user account, click on the row action drop-down to the far right of the desired row and select Edit. The Agency User Detail screen will be displayed. For more information on this screen, see section 4.4, Agency User Detail

Delete: To delete an existing user account, click on the row action drop-down to the far right of the desired row and select Delete.

Reset Password: To reset the password for an existing user account, click on the row action drop-down to the far right of the desired row and select Reset Password.

4.3.3. Report Options

Several reporting options are available for the Agency Users List. Current report options include:

Consolidated Account View: Report of Agency Users matching your search criteria, showing User name, Email, Name and Address, as well as their Web Membership login history.

User and Products: Report of Agency Users matching your search criteria, showing User name, Email, Name and Address for each.

User List: Report of Agency Users matching your search criteria, showing User Name, Email, Name and Address for each.

To view and print reports, select the desired report type from the drop-down list box located next to the Printer icon on the right side of the screen, and click the Printer icon. You may open, save or print the PDF report as needed. You may choose to report only on specific users by clicking the checkboxes next to those users in the far-left column of the search results list. If no checkboxes are checked, the report will display information for all Agency Users in your search results.

4.4. Agency User Detail

The Agency User Detail screen is available to Primary Agency Users only. It allows Primary Agency Users to maintain information for a specific user. To view the Agency User Detail screen, click on the row action drop-down to the far right of the desired user on the Agency User List screen and select Edit or click on the Add User button on the Agency User List screen.

The Agency User Detail screen contains identification and contact information for a specific user account. You may enter or update name, address, phone, job title, and other attributes of the account.

To save any changes and exit the screen, click Save. To leave the screen without saving any changes, click Cancel.

4.4.1. Activate/Deactivate

From the Agency User Detail screen, you may also deactivate an active user or activate an inactive user by clicking the Activate/Deactivate button at the bottom of the screen. An inactive user will no longer be able to log in to Web Membership or access Web Membership products.

4.5. Change Password

To change the password, you must provide the old password and the new password and then confirm the new password. Every six months you will be required to update your password. The following password rules apply:

- Password must be at least 10 characters in length.
- Password must contain one or more of each of the following:
  - Upper-case letter(s)
  - Lower-case letter(s)
  - Number(s)
  - Special character(s) – i.e. !@#$%^&}{[]
- Password may not contain the username.
- Password may not be the same as either of the previous two passwords.

5. Group Administrator Application Form

To become a Group Administrator for a carrier group, you may request that the primary Group Administrator for your carrier group create an account for you. However, if your carrier group is new or a primary Group Administrator is no longer active or needs to be changed for your carrier group, then you must submit a Group Administrator Web Membership application.

5.1. Application Instructions

If you are a new Web Membership user and are applying to be a new primary Group Administrator for your organization:

- Select New Application as your Registration Type.
- Complete the entire application, and then click Submit to submit the form to the MWCIA.
- You will then receive an email with a printable version of your application. The application must be printed and signed both by the Group Administrator applicant and the authorizing officer. The authorizing officer of the Group Administrator must be the president, owner, or a chief officer of the organization. It is required that a business card,

or a copy of a business card, of the authorizing officer be included with the submitted application for verification purposes. The printed application can be mailed or faxed to the MWCIA, as specified on the application.

If you are applying to replace the existing primary Group Administrator:

- Select Change Existing Primary Group Admin as your Registration Type.
- If you are already a Web Membership user, enter your current Web Membership User ID. If you are not a Web Membership user, create a User ID you would like to use.
- Complete the entire application, and then click Submit to submit the form to the MWCIA.
- If you are already a Web Membership additional Group Administrator, you will be notified when your account type change is approved.
- For other Web Membership user types and new Web Membership users, you will receive an email with a printable version of your application. The application must be printed and signed both by the Group Administrator applicant and the authorizing officer. The authorizing officer of the Group Administrator must be the president, owner, or a chief officer of the organization. It is required that a business card, or a copy of a business card, of the authorizing officer be included with the submitted application for verification purposes. The printed application can be mailed or faxed to the MWCIA, as specified on the application.

Once your application has been received and/or your account created/activated, you will receive an email containing Web Membership login information.

6. Agency Registration Application Form

To become an Agency User for a registered insurance agency, you may request that the Primary Agency User for your agency create a user account for you. However, if your agency has not yet registered for Web Membership and purchased an account, you must submit an Agency Registration application.

The application form must be filled out in its entirety and must be mailed with appropriate payment to the MWCIA using the mailing address noted on the Agency Registration application form.

Once payment has been received and the account has been created, the applicant will receive an email notification that the account has been established. A temporary password is included in the email.

7. Contact Information

If you have questions or concerns not addressed by this guide, please email WebMembership@mwcia.org or call the MWCIA at 952-897-1737.