



Navigator Overview

Commercial Lines

Log In
To access your Western National Account

[I am a customer](#) [I am an agent](#)

Email: Password:

[Continue](#)

Don't have an account? [Sign up](#)

[Report a claim](#) [Find an agent](#)

1. To register for Navigator, the customer will begin by clicking on the “Customer Login” link in the upper right corner of our website. The customer should make sure the “I am a Customer” button is selected before choosing “Sign up”.

Verify Your Policy

Policy number:

Zip code:

[Continue](#)

Already have an account? [Log in](#)

2. The customer will then be prompted to enter a policy number and zip code.

Create Your Profile

Email:

First Name:

Last Name:

[Continue](#)

Already have an account? [Log in](#)

Set Your Password

New Password:

Confirm Password:

[Continue](#)

Already have an account? [Log in](#)

3. The customer will then enter an email address and name. On the next prompt screen, the customer will enter a password for their account.

Getting Started

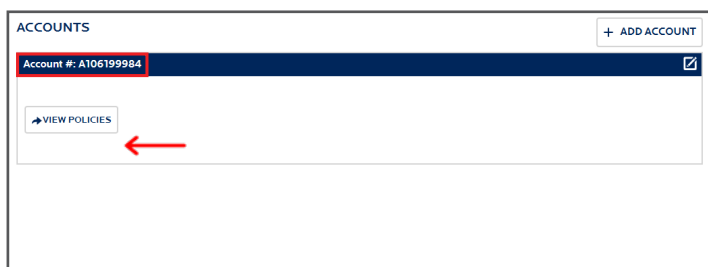
Thank you **Regina Phalange** for registering your account with Western National.
Click continue to proceed with the remaining registration steps.

[Continue](#)

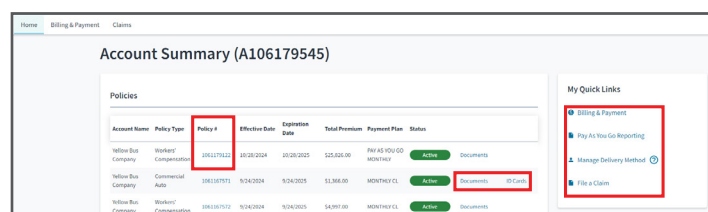
Progress bar:
- Getting Started (highlighted)
- Verify Email
- Register Phone
- Accept Terms and Conditions

4. Next, the system will guide the customer through email and phone number verification before they can accept the terms and conditions. They will move through each page to complete the registration.



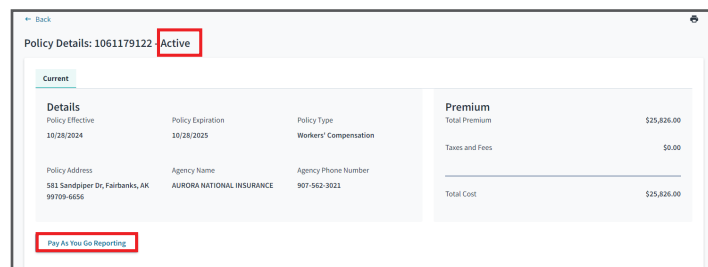


- Finally, the customer will see the page as shown to the left. If they are an existing customer and have used MyAccount, there will be a section specific to that account. For new customers or existing customers who have not used MyAccount, they should look for the section that shows an account number that starts with the letter "A". Then they can choose "View Policies", and that will bring them into Navigator.



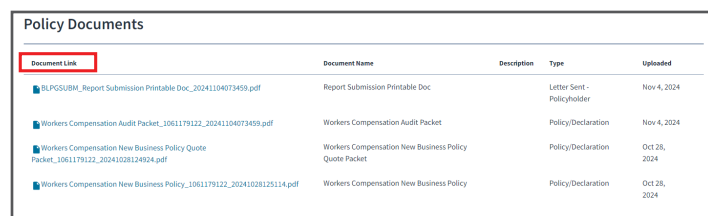
Account Summary

- On the "Home" Page of Navigator, there are a few ways for the customer to maneuver. They can choose anything under "My Quick Links" to quickly hop into those sections.
- The clickable links include:
 - Account number – takes them to the account information screen
 - Policy Number – takes them into the active policy screen
 - Documents – takes them into the active policy screen (same as above)
 - ID Cards – lets them download their ID card to print or view.
- Please note: all of the screens have a back button in the upper left corner that will take the customer back to the previous screen.

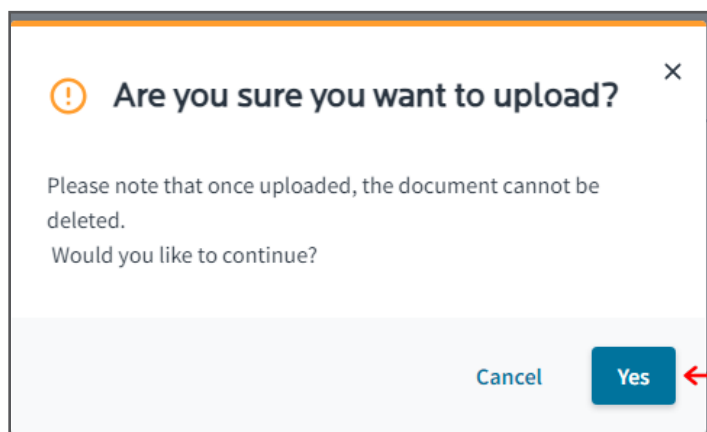


Policy Details

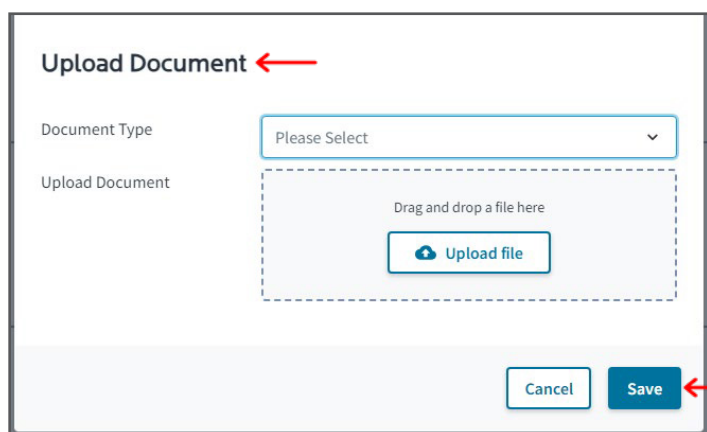
- On the "Policy Details" page, the customer can see the effective date, agency, and premium. There is also a "Print" icon they can use to print everything on this page.
- They can also access Pay As You Go Reporting in the My Quick Links section on the home page.



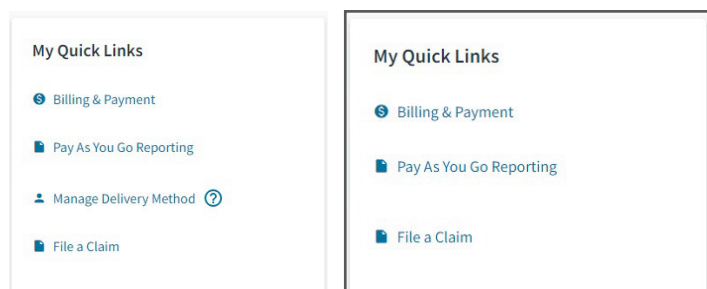
- The last sections are the "Policy Documents" and "Policy Contacts" sections. The customer will be able to view all internally generated documents here, including quote packets. They will also be able to upload any documents by choosing "Upload File".



4. After choosing "Upload File", the customer will see the pop-up to the side telling them any documents uploaded cannot be deleted. They can choose "Yes" to continue.



5. Then they will need to choose a "Document Type" using the dropdown menu and choose "Upload File" to select a file from their device. Then they can choose "Save".



Changing Print Preference



1. My Quick Links are shortcuts to two of the tabs located in the upper left corner.
2. Pay As You Go Reporting is accessible on the Policy Details page and within My Quick Links.
3. Manage Delivery Method is only available in My Quick Links, and it disappears when the customer selects electronic delivery.
4. If the customer has print / mail as their print preference, they will have an option to switch to electronic delivery. To switch, they should choose the "Manage Delivery Method" hyperlink under "My Quick Links".
5. At the bottom of the screen is the "Delivery Method". The current delivery method is shown as "Print/Mail Delivery". To change this, they can choose "Edit".

Delivery Method

If you would like to update this delivery email, please click the Edit button above.

Account Documents

Print/Mail Delivery **Electronic/Portal Delivery**

Email

Email Verified ☐

Do you agree to the Terms & Conditions?
(Click the link to view and agree.) ☐

Pay As You Go Email (All documents will be sent electronically.)

Email For General Liability 1061177014 and Workers' Compensation 1061179122

6. The customer should then select “**Electronic/Portal Delivery**” and enter an email address to receive all documents. Then they should agree to the terms and conditions and choose “**Save.**”

Please enter your email verification code.

Check your inbox! You should have received an email with a verification code included.
Please enter the code below to verify your email and update your document delivery method.

7. The customer will receive the notification shown to the left to finalize the switch to electronic delivery.

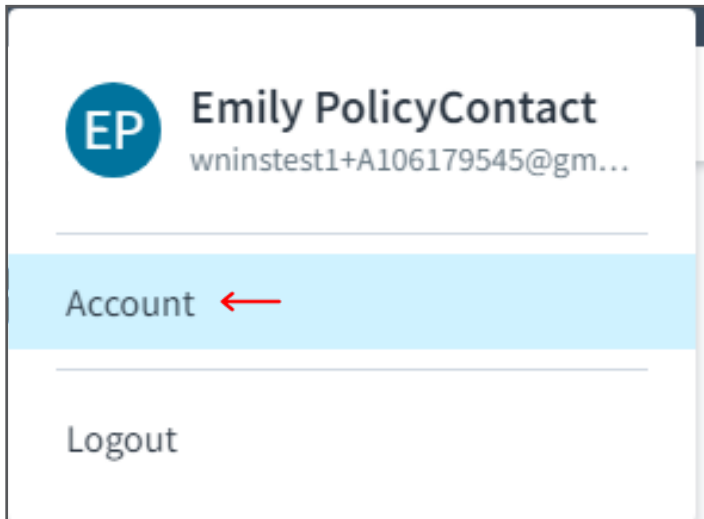
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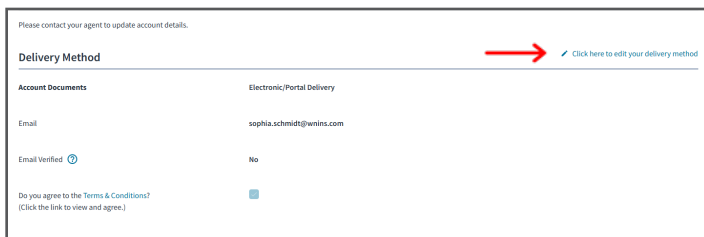
My Quick Links

- Billing & Payment
- Pay As You Go Reporting
- File a Claim

8. If the customer wants to change their print preference back to Print/Mail Delivery, they will need to click on their profile icon in the top right corner.



9. Then they should choose “**Account**” to open the Account Details page.



10. The customer can scroll down and choose the “**Click here to edit your delivery method**” link and change the print preference back to “Print/Mail Delivery”.