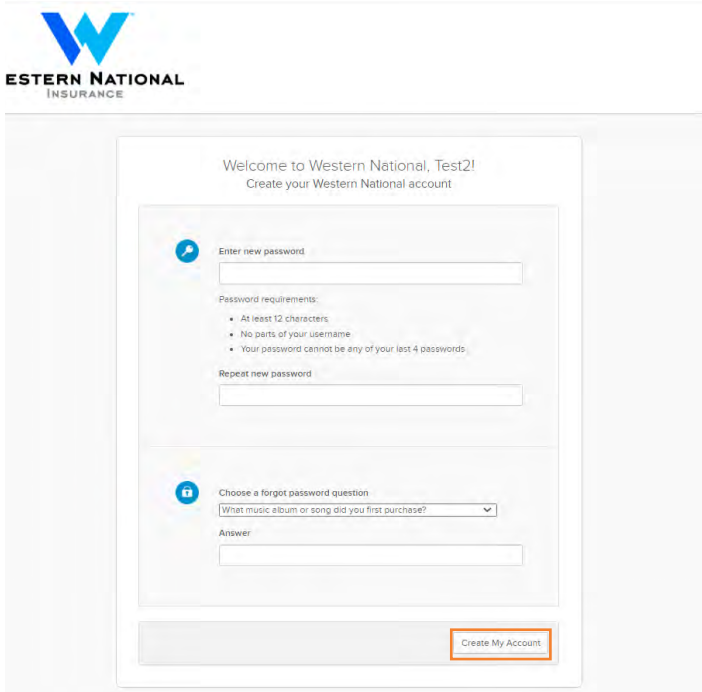


1. As part of our recent upgrade to a single sign-on and authentication system for *AgentsOnline*, each user in your agency will receive an email to create a new *AgentsOnline* account.

This email will come from **noreply@wnins.com** and it will include a new username and a link to activate the account.

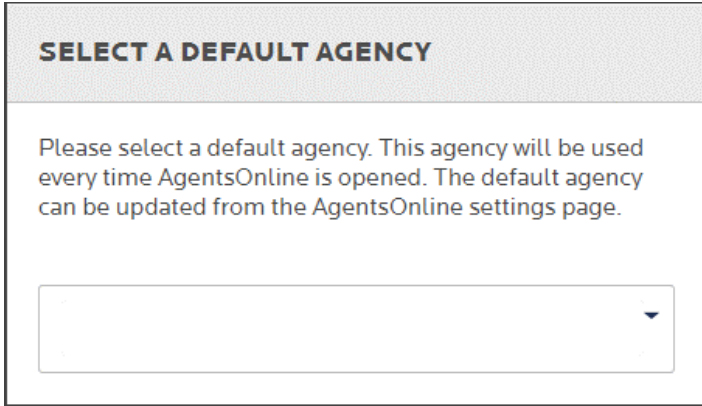
Please be sure to check your spam and trash folders if you do not see the email in your inbox. If you are unable to find the email in either your spam or trash folders, please contact the Customer Relationship Center at (800) 352-2772 to request a new email.

Please note, the URL for *AgentsOnline* has changed! Please bookmark (or update existing bookmarks) the following URL: portal.wnins.com

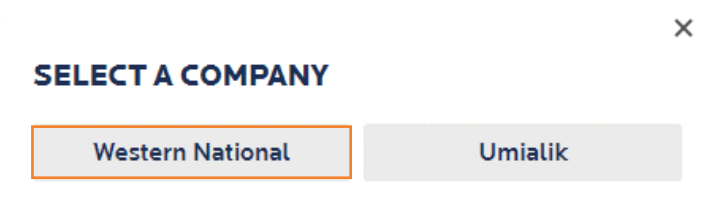


2. Once you click on the “**Activate Account**” button seen above, you will be brought to a web page where you will be asked to set a new password for your account (Please note: the actual screen that you see will differ slightly from this screen).

When creating your password, please avoid using special characters (e.g. %\$#!).



3. On this initial log in, you will be asked to set your default agency code via a drop-down menu. This process will be required on your initial log in only and retained for future use. The ability to access other agencies you are associated with will remain as it is today, even if you have access to multiple agency codes.

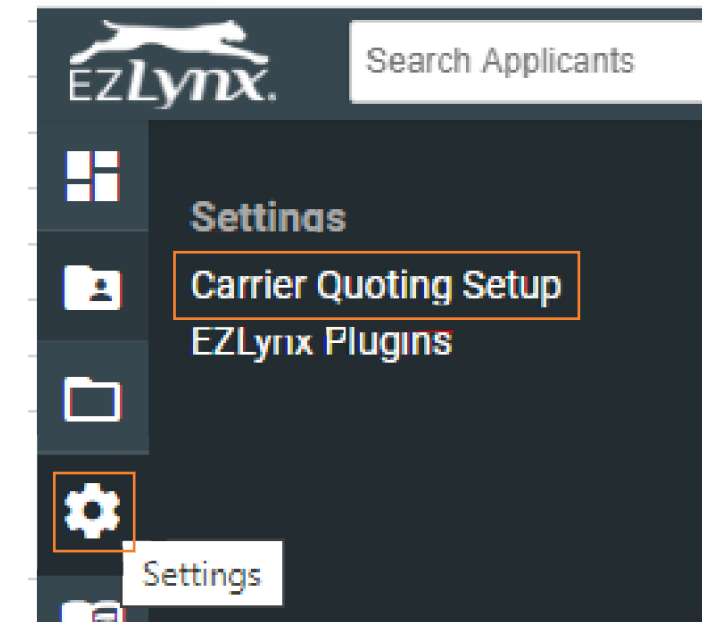


4. Additionally, you will be asked to select your default company in a pop-up window (Umialik is for Alaska agencies only). This selection will be required only on this initial log in and will be retained for future use

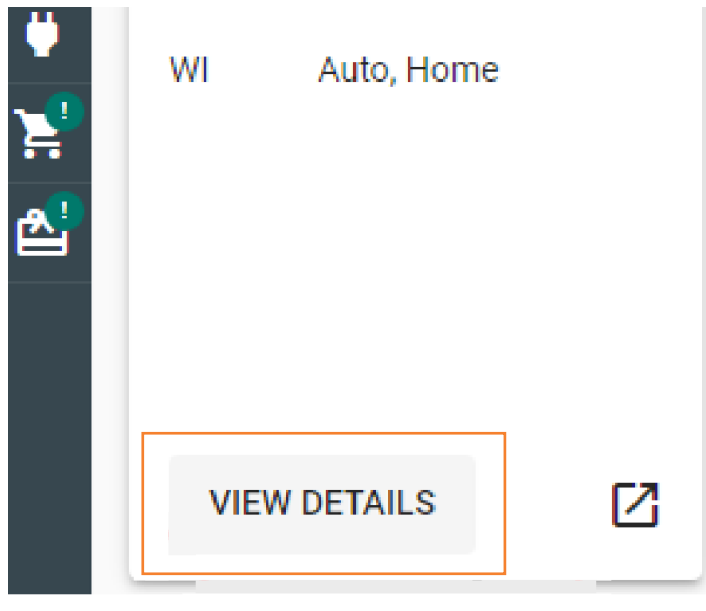
After these selections are made, your *AgentsOnline* experience will be the same as it was prior to the credential updates.

Your comparative rater account must also be updated to reflect the credential changes made with Western National. To do so, please log in to your comparative rater(s) and update your log in information. **This will be your username (email address) and your newly created password.**

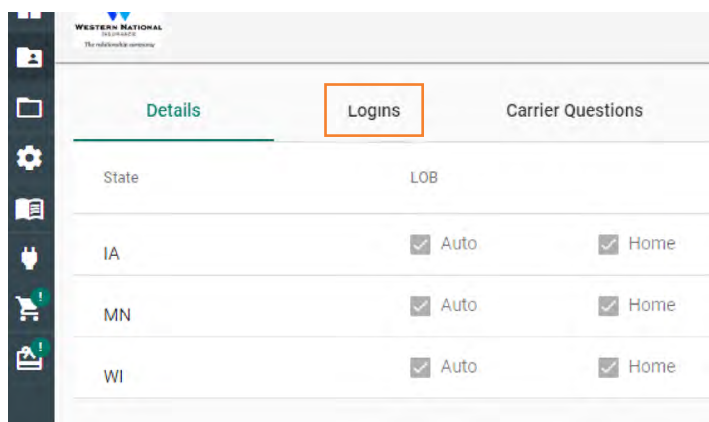
Personal Lines Rating from EZLynx



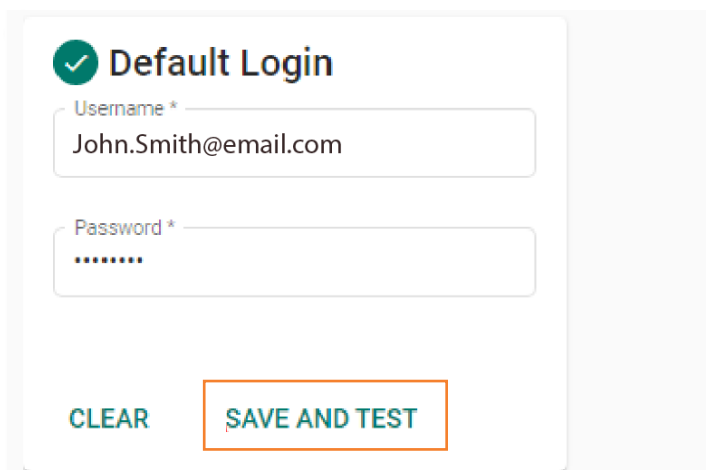
1. Go to "Settings" and select "Carrier Quoting Setup".



2. Select "VIEW DETAILS".

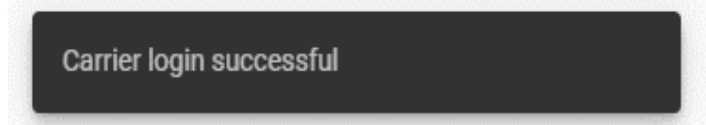


3. Select "Logins".



4. On the Logins page, enter your new Western National login information (your email address and new password).

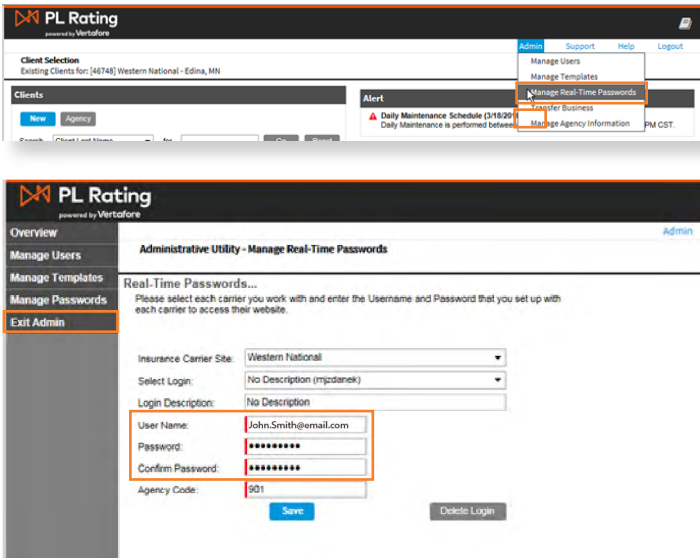
5. Select "SAVE AND TEST".



This message will be displayed on the bottom of the screen after "SAVE AND TEST".

PL Rating™ from Vertafore®

Classic Credential Manager



1. Go to “Admin” and select “Manage Real-Time Passwords”.

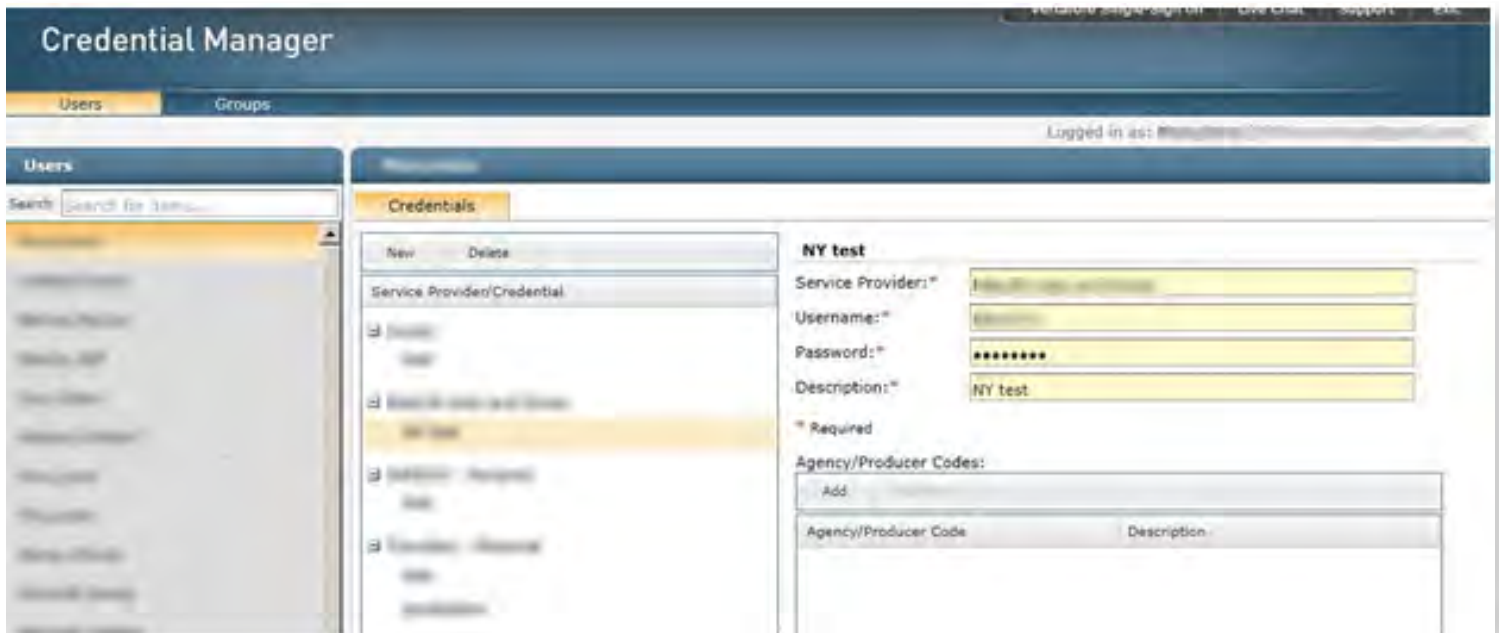
2. Once in “Manage Real-Time Passwords” enter Western National login information with your email address as your “User Name” and then your new password in the “Password” and “Confirm Password” fields, and then click “Save”.

3. Select “Exit Admin”.

As part of this new login process, when you are quoting with Vertafore PL Rating, you will now be required to sign into Western National when bridging from Vertafore PL Rating.

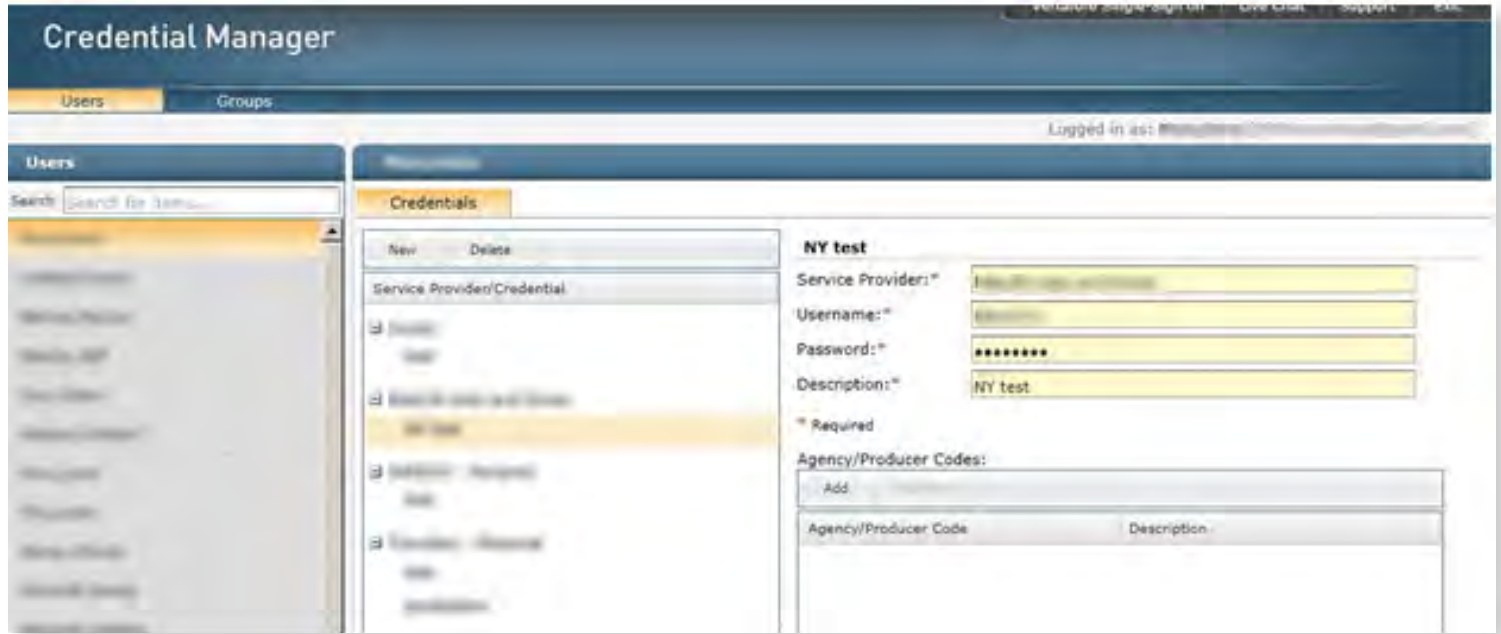
VSSO Credential Manager

For VSSO users of PL Rating, carrier credentials are stored in Credential Manager (cloud storage). This feature allows you to log on to PL Rating from any workstation and use your credentials.



In some cases, your VSSO Admin may need to enter your credentials, or provide you access to enter your own credentials.

1. To add credentials, from the Admin menu in PL Rating, click Manage Real-Time Passwords. The Credential Manager page appears.



Credential information for carriers must be entered by each individual user at their own workstation.

1. Select the appropriate carrier from the Insurance Carrier Site drop-down list.
2. Enter the required information.
3. Click Save.
4. Repeat for any additional carriers.

As part of this new login process, when you are quoting with Vertafore PL Rating, you will now be required to sign into Western National when bridging from Vertafore PL Rating.