PRODUCER PORTAL LOGIN TROUBLESHOOTING

Having trouble logging in? These steps should get you going in no time.

1. Clear existing bookmarks. Our URL has changed, so your old bookmarks won’t be working anymore. It’s time to create new bookmarks!
2. Confirm your browser is supported. Our supported browsers are IE 10, IE 11, Google Chrome, Mozilla Firefox, Safari 7 and Safari 8.
3. Clear your cache. Your browser stores information to load websites faster. Right now, it’s storing info for our old site, so clear your cache to get fresh new info in!
   * A quick easy way to clear your cache is holding down the ‘Ctrl, Shift, and Delete’ keys on your keyboard and follow the prompts.
   * If you are still having issues clearing your cache, a quick Google search of “how to clear cache in (your browser)” will give you a step-by-step guide to clearing your cache.

**If you are still having difficulty and need help, please contact 206-528-2323**

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| **Common Questions** | **Answers** |
| Why am I getting an email when I register or change my account information? | Our new security functionality requires a second element to verify your identity at initial registration or when changing account elements. This is called Two Factor Authentication. |
| Will I have the same group permissions I did before the portal/website update? | Yes, we have migrated your permissions that existed for Online Enrollment and Online Reporting. Go to My account to review your current permissions. |
| Can I get help from the same people I contacted for the old portal/website? | Yes, for the producer portal please contact the DDWA producer licensing specialist. You can find the contact information on the Dashboard of the new portal. |
| Where will I access the forms you had on the old portal/website? | The Forms link will appear in the header section of the page, this is the same location as the old portal. |
| Why don’t I see rates, commissions or documents for certain groups? | For some groups, rate and commission information, along with official documents, are maintained by third party administrators. You can get that information on their website. |
| Can I request documents be placed in my Document Repository? | At this time we are not able to place documents on demand in the repository. We would like your input for future requested documents you wish to see. |
| Who can update or change my account information? | You are able to change your password and phone number directly on the website. All other changes must be requested by calling our producer licensing specialist. |
| What if I have a suggestion for the updated portal/website? | You should see a survey pop up periodically on the portal, this is where you can give feedback. Please tell us what you would like and what other suggestions you have for the portal. |