Access auto, commercial, home and life solutions from a single entry point.
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Overview

Introduction
LexisNexis® Insurance Solutions Portal allows agents, brokers, and underwriters access to life, auto, home, and commercial lines of products offered by LexisNexis through a single online portal.

URL: https://insurancesolutions.lexisnexis.com

Supported Operating Systems (OS) and Browsers
The following is a list of supported browsers on their respective operating systems.

<table>
<thead>
<tr>
<th>Browsers</th>
<th>Operating Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>IE11</td>
<td>SUPPORTED</td>
</tr>
<tr>
<td>Firefox</td>
<td>SUPPORTED</td>
</tr>
<tr>
<td>Chrome</td>
<td>SUPPORTED</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Windows 7</th>
<th>Windows 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>IE11</td>
<td>SUPPORTED</td>
<td>NOT SUPPORTED AT THIS TIME</td>
</tr>
<tr>
<td>Firefox</td>
<td>SUPPORTED</td>
<td>NOT SUPPORTED AT THIS TIME</td>
</tr>
<tr>
<td>Chrome</td>
<td>SUPPORTED</td>
<td>NOT SUPPORTED AT THIS TIME</td>
</tr>
</tbody>
</table>
Setup

Login

- Initial Setup

  o Each user will receive a welcome package via email containing his/her User ID and URL to the site and another email with a temporary login password.

  o During the initial setup you will create your password, security Q&A, and select a security image.
Login Process

Step-1 of 2

Enter the User ID provided to you within the welcome letter, then click the “Next” button.

Step-2 of 2

Verify that both the security image and security image name match those you previously assigned during the initial setup process. Enter your password in the field provided to complete the login process.

Note: Image selection is part of the initial user setup to ensure that you enter the User ID/Password on the LexisNexis Insurance Solutions web-portal.
Optional

If you enter an incorrect user name or password, you will be directed to a different page and required to enter a series of verification characters, in order to enter your password.

Password

Forgot Password

In the event you forget your password, please use the “Forgot Password” feature/link available on the second login page to reset your password. You will be asked to answer the security questions you set up during the initial login process.

Note: Multiple incorrect login attempts will lead to an access lock. Please contact Customer Support to unlock your access.
Password Expiration

You will be required to change your password every 60 days. LexisNexis will notify you in advance so you can use the “My Account” feature of the site to change or update the password.

Following is a sample e-mail sent by: insurancesolutionssupport@lexisnexisrisk.com

User Name,
You are receiving this message because your password to access LexisNexis® Insurance Solutions web-portal will expire on mm/dd/yyyy.

You may change your password using the steps below:
1. Login to https://insurancesolutions.lexisnexis.com (copy and paste the url in the browser)
2. Click on ‘My Account’ link at the top right side of the page and follow instructions to change your password.

Thank You,
Insurance Solutions Support
**Session**

**Inactive Session Timeout:**

After *30 minutes* of inactivity your session will expire and you will be required to login again in order to use the system.

**Concurrent Session**

Concurrent sessions are *not supported* by the system. A new session will end the previous session.

**Note:** Users are prohibited from sharing their assigned login credentials with other individuals.

![Login Screen Screenshot]

*This user ID is currently in use due to one of the reasons listed below:
- Your login session of Insurance Solutions portal is still active on another computer. Click “Continue” to login to Insurance Solutions portal on this computer and terminate your session on the other computer.
- Your User ID is being shared by multiple users. Per the user access agreement, a User ID should not be shared. Click “Continue” to proceed with the login; this will log out the other user.
- Your User ID and password are being used by someone else. Please change your password immediately.*
Home Page

A successful login will bring you to the home page of the respective vertical (Life, Personal Auto/Home, or Commercial) based on the account number(s) associated with your User ID.

Each home page provides access to Support Options, Case Results, Notifications, FAQs, Dashboard, Most Recent Cases, and the functionality to start a new case or continue a Saved case.

My Account

“My Account” is used to verify your contact information as well as to change or update the security settings on your account.

• **Change Password**: Allows you to create a new password. Password requirements are listed on the page.
• **Change Security Q&A**: Allows you to change or update your security questions and/or answers.
• **Change Security Image**: Allows you to change or update the selected security image and the given name of that image.
Customer Support

- **Support Site:** The support site provides answers to the most Frequently Asked Questions (FAQs). You can also review the How-To-Read documents for each supported product.
- **Training Site:** The training site lists online training available to each user. Access online training titled *LexisNexis® Insurance Solutions web-portal.*
- **Live Chat:** During the listed support hours you can initiate live chat with LexisNexis customer support staff.

### Support Hours

**Live Chat and e-mail Support (Eastern Time):**

- Mon – Thurs 9:00AM – 6:00PM
- Friday 9:00AM – 4:00PM
- Closed Sat/Sun

**Phone Support (Eastern Time):**

- Mon – Thurs 8:00AM – 7:00PM then after hours Support
- Friday 8:00AM – 6:00PM then after hours Support
- Sat/Sun – after hours Support

### Case Results

Lists all the cases that you have ordered which have not been purged.
Dashboard

“Case Status Dashboard” shows the overall count of cases including cases that will be deleted soon. Additionally, the dashboard provides the option to download the user access log for CA MVRs, as is required by the system every 30 days from the day you have placed the order.

Most Recent Cases

Lists the most recent cases you have ordered.
**Start or Continue a Case**

- **Start a New Case**: Clicking on “Start a New Case” will take you to the report selection page, where you will be able to select the report(s) that you want to order for that particular case.
- **Continue a Case**: Clicking on “Continue” allows you to select a previously saved case and continue.

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**Important Regulatory Update - FCRA**

Due to recent regulatory changes applicable to the Consumer Financial Protection Bureau regulations resulting in updates to its existing regulations, the updated Notice to Consumers is effective January 1, 2013.

- **Notice To Consumers** – Summary of rights
- **Notice To Furnishers** – Obligations of user
- **Notice To Users** – Obligations of use
Order and View Report(s)

Order Report(s)

Step 1 of 5 (Click “Start a New Case”)  
The interactive/online report ordering process begins by clicking the “Start a New Case” button.

Step 2 of 5 (Enter “Case Information”)  
- **Node/Location**: Select from the list of available locations set up for your User ID.  
- **Account/Sponsor**: Select from the list of available accounts associated with the selected location.  
- **CaseID/Quoteback**: Enter a unique identifier that can be used for reference purposes. This CaseID will appear on reports and also on invoices.  
  
  **Note**: “Location” and “Account” are pre-selected for single-location and single-sponsored accounts.

Step 3 of 5 (Reports Selection)  
To order one or more reports, select the reports from the provided list. Available reports will depend on the selected account number.
Step 4 of 5 (Data Entry)

Enter all available information for the subject/applicant. Each selected report has a data entry page where required fields are marked by an asterisk.

On a subsequent data entry page, you can copy the previously entered data by clicking on “Add previously entered personal information”.

Step 5 of 5 (Save or Submit Order)

Clicking on the “Submit Order” button will send the inquiry to the selected product system(s). The option is available to save the work and continue later, if desired.
Review Result

Case Summary

Submitting an order request will bring you to the “Case Summary” page. This page will list the reports that you have ordered. Click on the report’s name to view the report.

**Note:** If you have only ordered a single report, the system will open the report for you, by default. The Case Summary page will not be displayed.

The Case Summary page also provides functionality to edit the case to order more reports as well as an option to start a new case using information from the current case or enter new data.
Report Layout and Retention Rules

Each report/result will have a consistent look and feel and a standard header.

**Available Options:** You can download and save either a PDF or TIFF version of the report or print it. The How-To-Read document provides more detailed information about each specific section or the report and its related data elements.

**Data Retention:** It is your responsibility to download the reports immediately in order to save a copy. LexisNexis purges the reports in accordance with the specific data retention guidelines associated with each supported product and the product’s respective data providers.

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**C.L.U.E® Comprehensive Underwriting Exchange Auto Report**

**Report for Shawn**

Case ID: 13347F86P201205519  
Quoteback: 13347F86P201205519  
Account: 33384-2Y0

Node/Location: PROP20120  
Reference Number: 1334817600001  
Processing Status: Processing Complete - with claim Information

**General Information**

RECAP

Subject 1: 0 Claim(s) Reported  
Subject 2: No Claim(s) Reported  
Vehicle 2: 1 Claim(s) Reported  
PRC 999: 4 Claim(s) Reported

**Messages**

AGENT REPORT

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**Search Information**

Subject 1

Search Information
Case Management

Find Cases

Enter the Case ID or the subject’s name to search for cases. A list of cases that are not purged will be returned under “Case Results”.

Advanced Find (Find Cases)

“Advanced Find” provides the option to look for cases using various, additional search parameters. A user has the option to find cases within specific date ranges, to get a list of results for a product, or to use the additional search parameters to find cases.
Case Results

- **Filter Options to List Cases**: Use the available filter options to list the cases as needed.
- **Print or Download results**: Print or download PDF or TIFF versions of the report(s) by selecting the appropriate check box.
- **Review a Case**: Click the “Case ID” to review the case summary.
- **Review a Product Result**: Click the name of the report to review the result.
For More Information
Contact insurancesolutionssupport@lexisnexisrisk.com, call 800.456.6432, or visit www.lexisnexis.com/risk.

About LexisNexis Risk Solutions
LexisNexis Risk Solutions (www.lexisnexis.com/risk) is a leader in providing essential information that helps customers across all industries and government predict, assess and manage risk. Combining cutting-edge technology, unique data and advanced scoring analytics, we provide products and services that address evolving client needs in the risk sector while upholding the highest standards of security and privacy. LexisNexis Risk Solutions is part of Reed Elsevier, a leading publisher and information provider that serves customers in more than 100 countries with more than 30,000 employees worldwide.