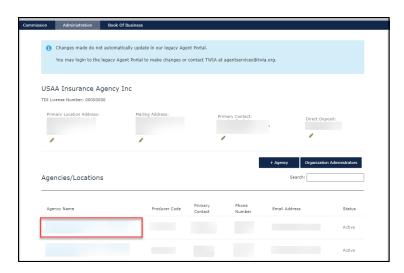
Adding Agency Users in the new TWIA Agent Portal

This job aid demonstrates how to add users in the new TWIA Agent Portal.

1. You must be an Agency Administrator to add an agency user to the TWIA system. To start, click on the Administration tab from the Agent Dashboard.



2. Select the Agency that is receiving the additional user. If you are an Agency Administrator, that agency will automatically appear on your screen under Agencies/ Locations. Select the agency where the new user will be added.



3. Next, select +User.





4. Enter the email address of the user you would like to add. Next, click Search to search for the user.

Search User		
Email Address *	csr1@test.com	
Search		

5. If the user is not found in the system, you will get a message that says, "No user with matching email address found", and you may proceed with adding the user. Enter the requested information in the fields with an *, select the role(s) you want the user to have in the agency and then click Submit. ****If you are unable to add the user, please contact agentservices@twia.org for assistance.

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2	EFT Enabled	Permission to make EFT Payment		newal, Policy Change, Policy Change etc.	
	EFT Enabled Agency User	Permission to make EFT Payment	insactions like New Submission, Re	newal, Policy Change, Policy Change etc.	



6. The new user has been added to the agency. The new user will receive an email from TWIA so they can finalize their set up. The message in blue lets you know you may need to add the user in the older TWIA Agent Portal if you have not already done so. Until all of the renewing TWIA policies move over to the new Agent Portal, you may still need access to the older Agent Portal.

