

Activities in Policy Center

Activities are notifications from TWIA in Policy Center.
This job aid demonstrates how to reassign, review, and complete activities.

Depending on your Work Queue preferences setup, activities will either be in 'My Activities' or 'My Queues'. However, activities can only be worked from 'My Activities'. To view and update your preferences for activity assignment in Policy Center, refer to the [Work Queue Preferences Job Aid](#).

Reassigning Activities

Use the steps below to move activities from 'My Queues' to 'My Activities'.

Due Date	Create Date	Priority	Category	Subject	Item Count	Policy #	Transaction #	Transaction Type	Primary
05/29/2016	05/29/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
05/29/2016	05/29/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
05/29/2016	05/29/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
05/30/2016	05/30/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
05/30/2016	05/30/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
05/31/2016	05/31/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	

1. Click on 'My Queues'
2. Check the boxes next to Activities to assign yourself
3. Click Assign Selected to Me

These Activities will now appear in 'My Activities' for review.

Reviewing Activities

Once Activities are in the 'My Activities' section, you may review them.

Activities with a Due Date:

- Action must be taken by the due date
- Examples of an activity with a due date
 - Certain policy changes (for example, adding a repair date, correct policy data)
 - Respond to UW question
 - Upload requested documentation

Activities without a Due Date:

- Possible action required or informational
- Examples of an activity without a due date
 - Renewal Generated
 - Inspection Ordered

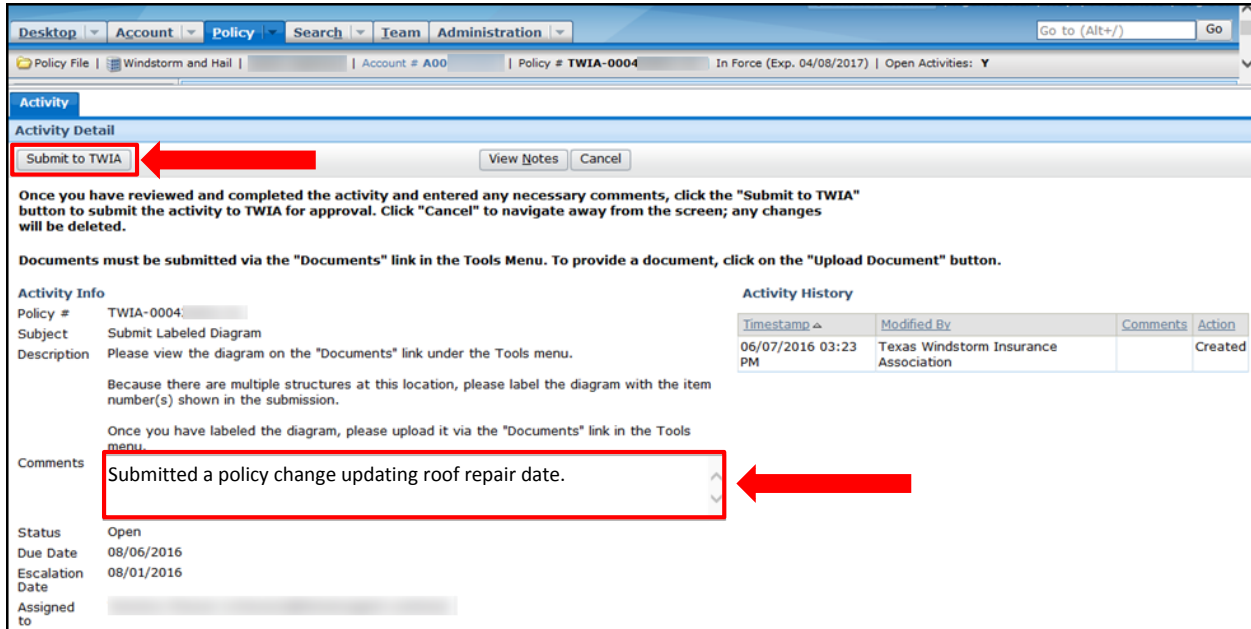
Due Date
01/05/2017



Completing Activities

Activities with a Due Date:

First, take action, such as submitting a policy change or uploading documentation. Second, enter a response in the Comments section and then click the Submit to TWIA button on the activity to properly complete it.



By clicking Submit to TWIA, you are responding directly to Underwriting. There is no need to contact TWIA, unless you have additional questions.

Activities without a Due Date:

First, see if action needs to be taken on the activity, such as submitting a renewal. Second, click the Accept & Close button on the activity to properly complete it.

