Policy Center Job Aid
Work Queue Preferences

TWIA Texas Windstorm Insurance Association

This job aid will show you how to update your Work Queue Preferences in Policy Center.

Only your Agency Administrator has the authority to adjust these settings.

From the Administration Tab, click on the Agency Name, and then click on Edit.
Once your preferences have been chosen, click Update to save your selections.

This option will route incoming activities to either the Producer/User assigned to the policy or to the general queue, "My Queues."

This option will route Migrated Renewals and incoming activities that are assigned to an Inactive User to either the general queue, "My Queues" or the Primary Contact for your agency.

If the Administrator sets either preference to the general queue, "My Queues", located on the Desktop, review this section to retrieve work.