This job aid demonstrates how to deactivate agency users in the TWIA Agent Portal.

1. You must be an Agency Administrator ("Organization Administrator" role) to deactivate an agency user to the TWIA system. To start, click on the Administration tab from the Agent Dashboard. <u>Please note that users cannot actually be DELETED from the system.</u>

ivities Commission	Administration Book	Of Business					
Dashboar	Everything		~				
OPEN QUOTES	OPEN POLICY CHANGES 16	OPEN CANCELLATIONS	OPEN RENEWALS				
Your Open Activities							

2. Select the Agency Name that the user is listed under. If you are an Agency Administrator, that agency will automatically appear on your screen under Agencies/ Locations. Select the agency where the user will be deactivated.

ssion	Administration	Book Of Business					
0	Changes made do not	automatically update i	in our legacy Ag	ent Portal.			
	You may login to the l	legacy Agent Portal to r	make changes o	r contact TWIA at	agentservices@tv	via.org.	
TRUE	ente Number: 0000000						
101 00	ense rauniver i vovvov	~					
Prim	ary Location Address:	Mailing	Address:	Pri	mary Contact:	Dire	ect Deposit:
/		1			,	-	
						+ Agency Orga	anization Administrators
Ager	ncies/Locations	5				Search:	
Ager	icy Name		Producer Code	Primary Contact	Phone Number	Email Address	Status
							Active



3. Next, select the user you want to deactivate by clicking on the hyperlinked email address as shown below.

Agency/Location:	Agency Inc - PRODL	JCER GROUP			
Mailing Address	Primary Contact	Status Active	EFT Payments:		
Users		Phone	+ U Search:	User	
Name Name	Username	Number Email Address	iS	Enabled	Status
	A@allstate.comtwia			No	Active

4. Next, select "Deactivate" where indicated.

Agency/Location: roducer Code 1651715W00	Agency Inc - PRODUCE	R GROUP	
Mailing Address	00	Status Active	EFT Payments:
User Name)LA@allstate.comtwia	Status	Edit Deactivete
First Name		Last Name	
Email Address	LA@allstate.comtwia	Phone Number	
Roles			
Name Des	cription		
Agency User Per	mission to perform policy transactions like New Submiss	sion, Renewal, Policy Change, Policy	Change etc.



Agency/Location:	Agency Inc - PRODUCER GR	OUP	
Producer Code			
Mailing Address	Primary Contact	Status Active	EFT Payments: Inactive
	ø		U"
Deactivate User			
Reason *	no longer works at agency		
			Cancel Save
User Name	LA@allstate.comtwia	Status	Active
First Name		Last Name	
Email Address	LA@allstate.comtwia	Phone Number	
Roles			
Name Description			

5. Enter the reason for deactivating the user in the field indicated and then select "Save."

6. To verify the user has been deactivated, click on the agency name below.

Agency, Inc			
I License Number:			
Primary Location Address: J	Mailing Address:	Primary Contact:	Direct Deposit:
ø	ø	ø	Ø
			+ Agency Organization Administrators
gencies/Locations			Search:
gencies/Locations	Producer Code	Primary Phone Contact Number	Search:
gencies/Locations Agency Name Agency Inc - PRODUCER	Producer Code	Primary Phone Contact Number	Email Address Status



7. The agency user now shows suspended and the can no longer log in, or access the agency's information.

					+ User	
Users				Search:		
First Name	Last Name	Username	Phone Number	Email Address	EFT Enabled	Status
		Jallstate.comtwia			No	Active
		LA@allstate.comtwia			No	Suspended

