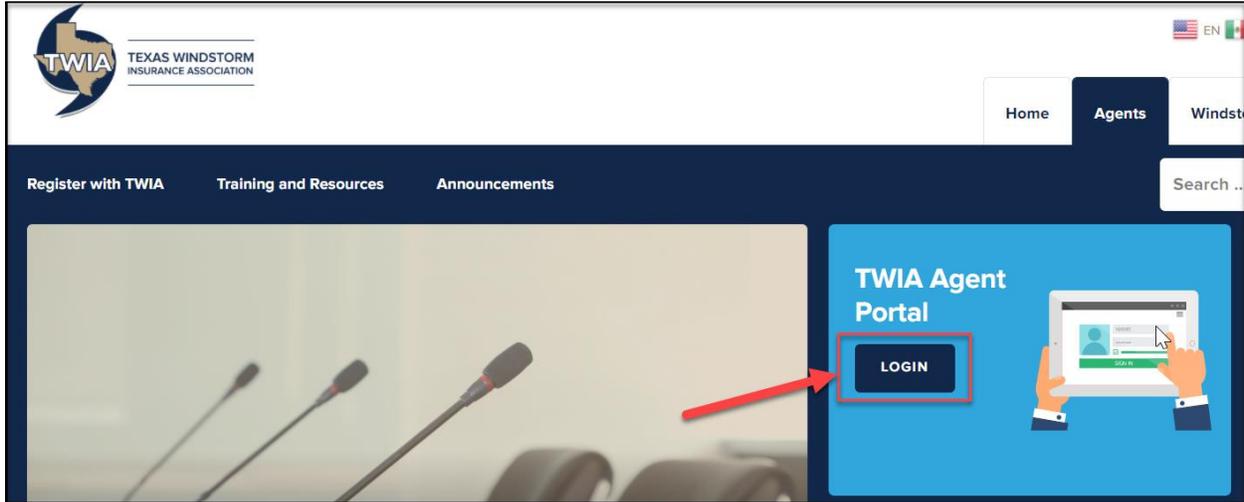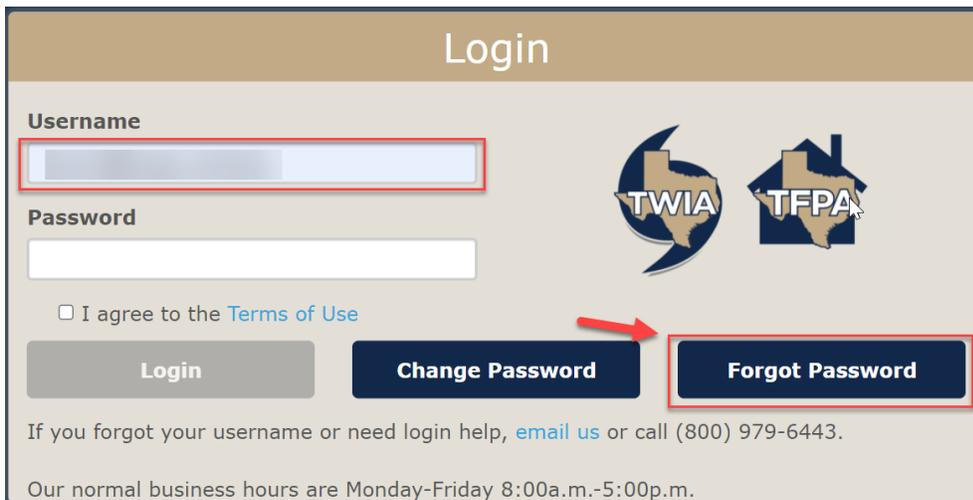# Logging in to the TWIA Agent Portal

TWIA now has a more streamlined log in experience for agents. When you log in to the Agent Portal, you can access Policy Center, Claims Center, and the Training & Resources center from the same landing page.

 1. The TWIA Agent Login page has changed. Please navigate to www.twia.org, click on "Agents" and then select "Login" to start the process.

2. You will need to change your password the first time you log in. Enter your Username and then select, "Forgot Password."

3. You will receive an email (see sample below) with a temporary password. Please enter your Username and Temporary Password where indicated and then select "Continue."

Temporary Password

A temporary password was sent to the email registered to your username. If you do not see the email, please allow a few minutes for it to be delivered and check your spam/junk folders.

Do not close this screen until you have entered your Temporary Password.
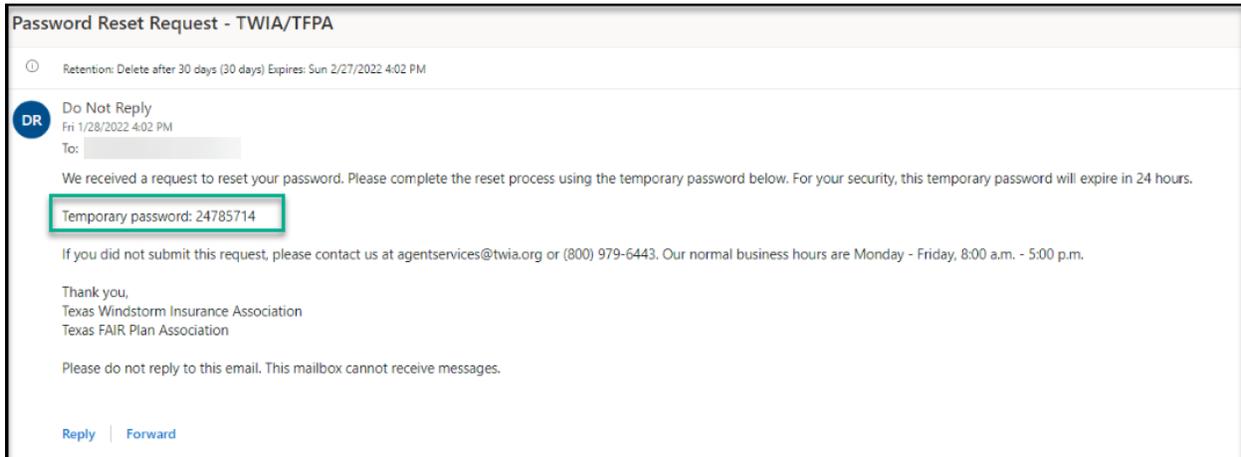
Username

Temporary Password

Click here for help logging in.

| Continue | Cancel |

Password Reset Request - TWIA/TFPA

ⓘ   Retention: Delete after 30 days (30 days) Expires: Sun 2/27/2022 4:02 PM

DR   Do Not Reply
Fri 1/28/2022 4:02 PM
To:

We received a request to reset your password. Please complete the reset process using the temporary password below. For your security, this temporary password will expire in 24 hours.

Temporary password: 24785714

If you did not submit this request, please contact us at agentservices@twia.org or (800) 979-6443. Our normal business hours are Monday - Friday, 8:00 a.m. - 5:00 p.m.

Thank you,
Texas Windstorm Insurance Association
Texas FAIR Plan Association

Please do not reply to this email. This mailbox cannot receive messages.

Reply | Forward

4. You will be prompted to change your password. Please enter your Username and New Password where indicated and then select "Continue."

5. Please enter your Username and New Password on the next screen and then select "Continue."
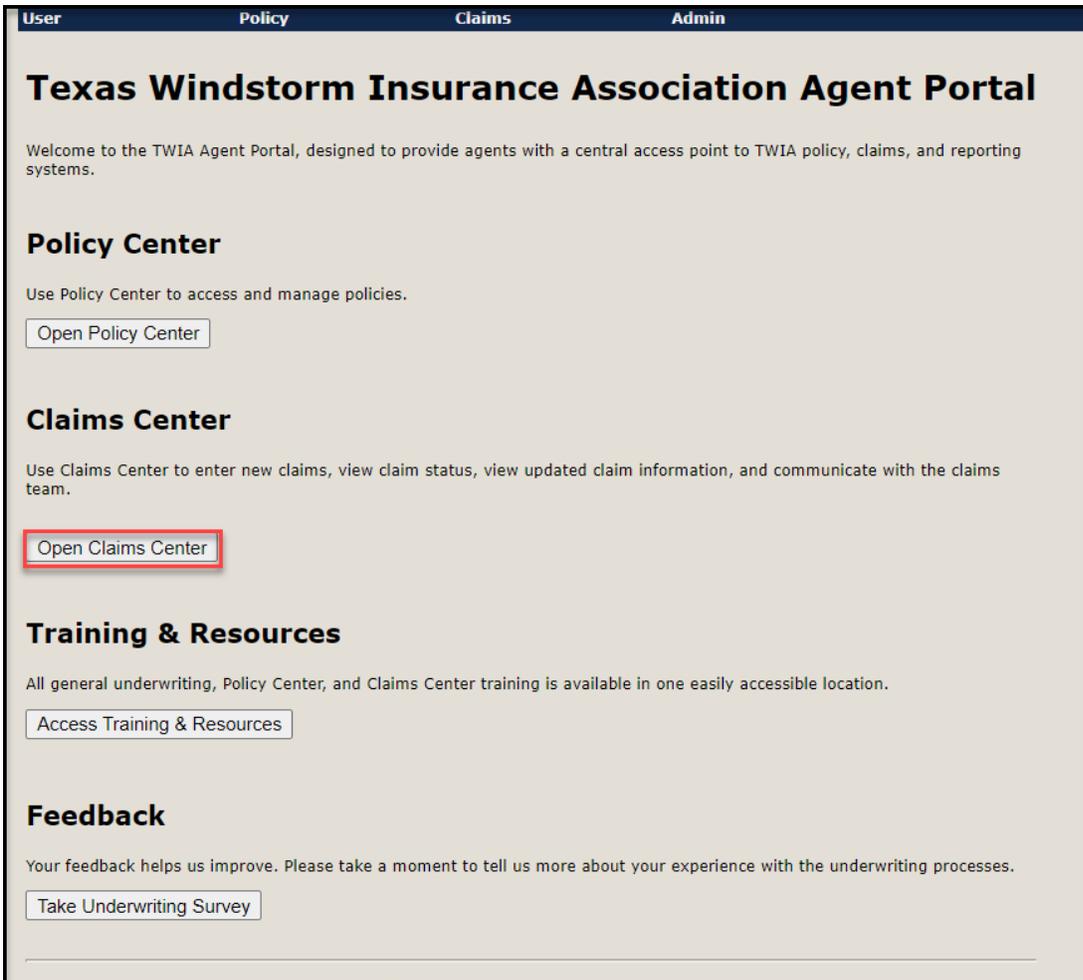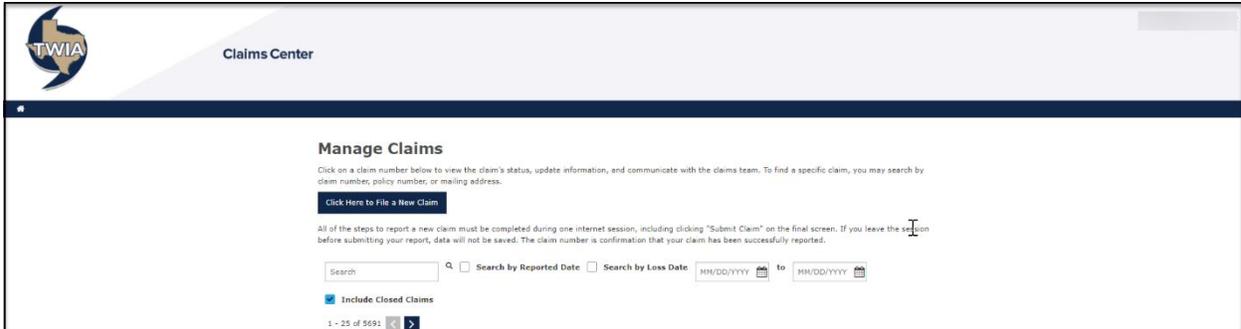
6. Next, log in to the Agent Portal by selecting "Click here."
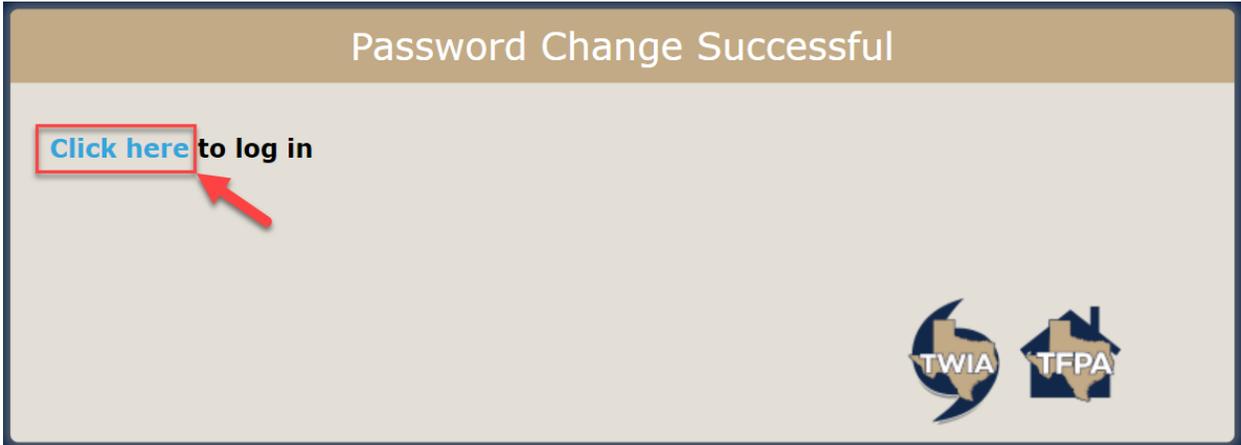
7. When you log in to the Agent Portal, you can access Policy Center, Claims Center, and the Training & Resources center from the same landing page.

8. Clicking on "Claims Center" will now log you in automatically. From this screen you can manage the claims for your agency.