

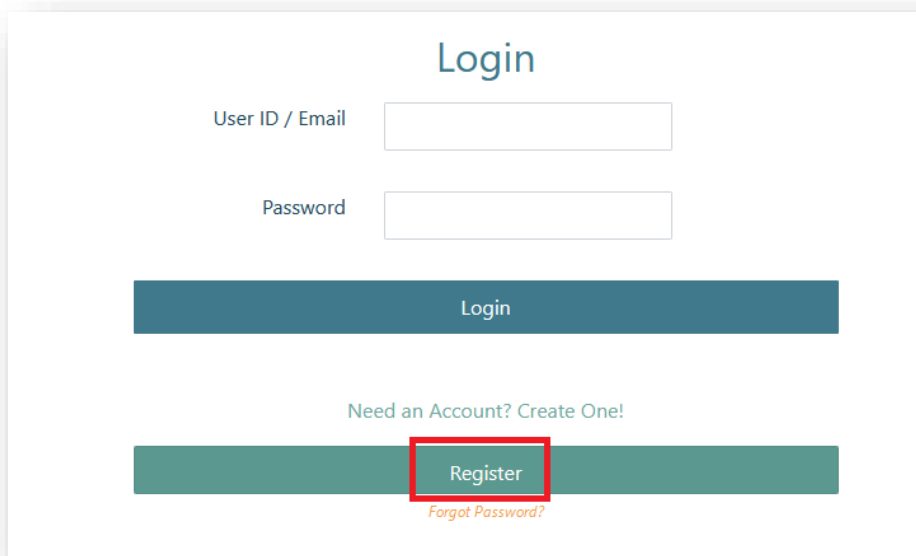
AGENT PORTAL

USER GUIDE

1. How to access the site – Enter the following URL in your browser’s address bar: <https://infopassage.com/mhc>

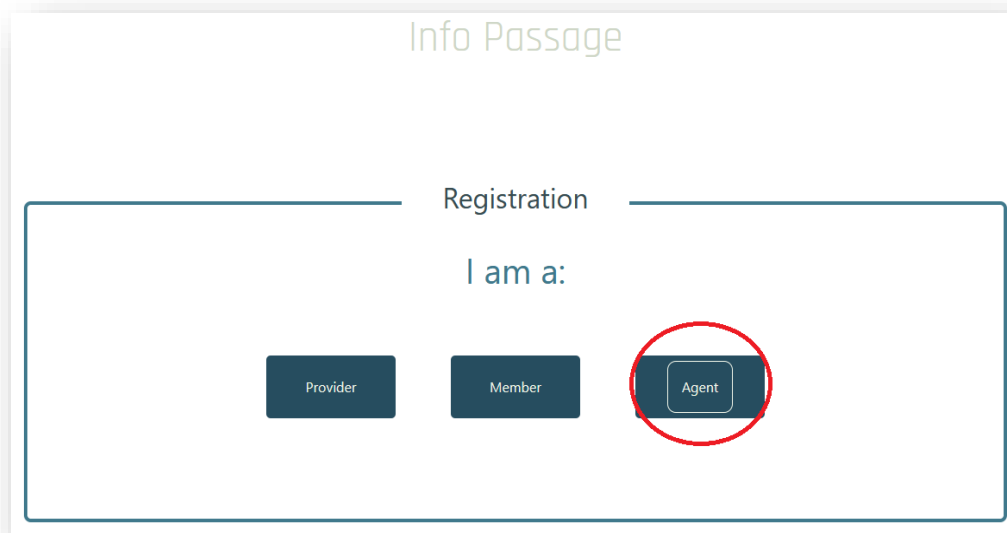
Note: The Agent Portal requires a modern browser such as Chrome, Firefox, or current generation Microsoft Edge. Older browsers do not support the latest encryption protocols and the site will not operate correctly in most older browsers.

2. Registration Process
 - a. From the landing page, select the Registration link:



The screenshot shows the 'Login' page of the Agent Portal. It features a title 'Login' at the top. Below the title are two input fields: 'User ID / Email' and 'Password'. A dark teal 'Login' button is positioned below the input fields. Underneath the 'Login' button is the text 'Need an Account? Create One!'. Below this text is a dark green bar containing a 'Register' button, which is highlighted with a red square. A link for 'Forgot Password?' is located below the 'Register' button.

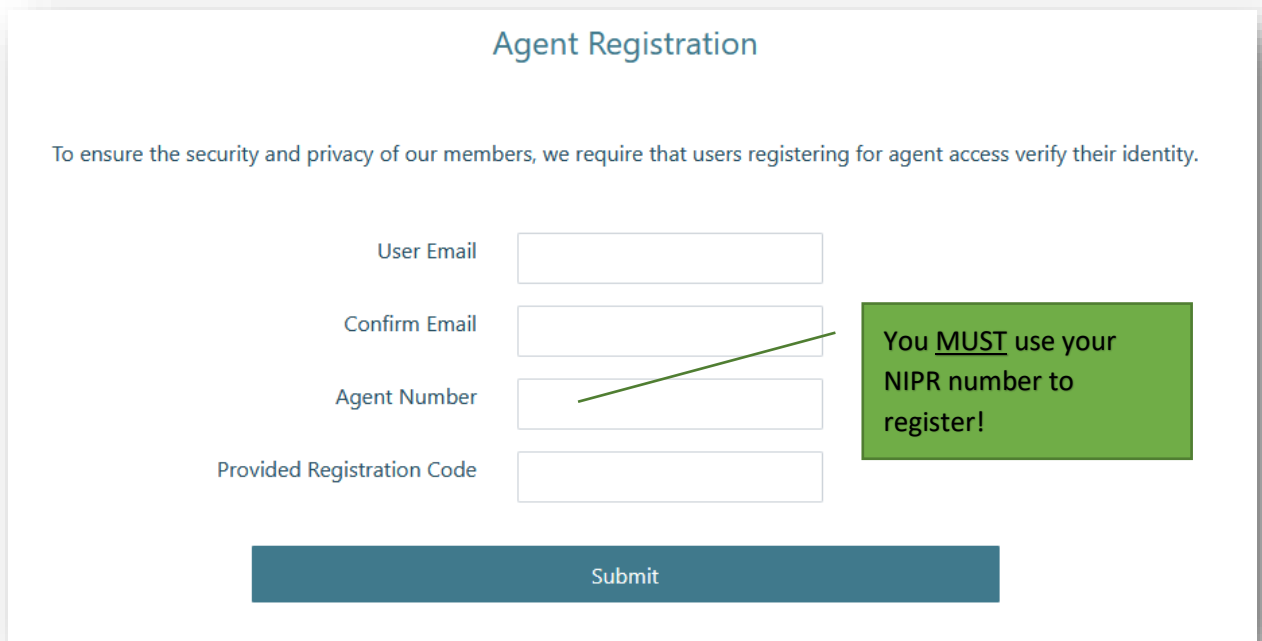
- b. Select Agent



The screenshot shows the 'Registration' page of the Agent Portal. The title 'Info Passage' is at the top. Below the title is the word 'Registration'. Underneath is the text 'I am a:'. Below this text are three buttons: 'Provider', 'Member', and 'Agent'. The 'Agent' button is highlighted with a red circle.

c. User Credentials

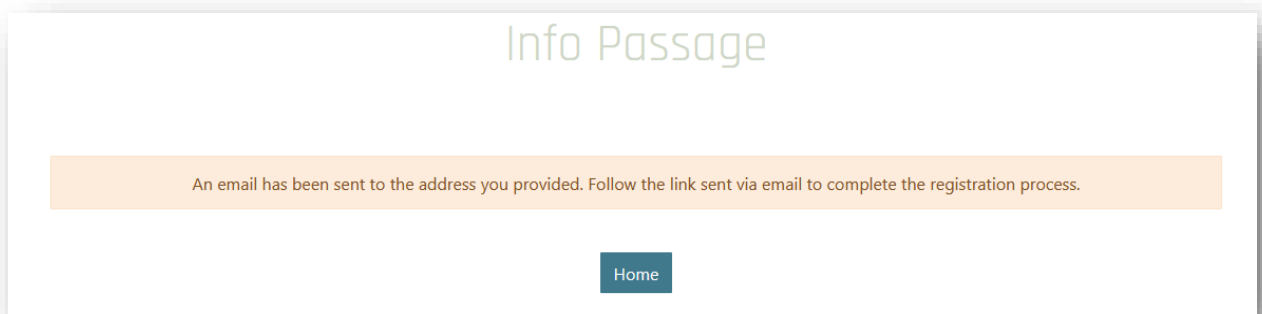
You will be presented with the following form to fill out:



The image shows a web form titled "Agent Registration". At the top, it states: "To ensure the security and privacy of our members, we require that users registering for agent access verify their identity." Below this are four input fields: "User Email", "Confirm Email", "Agent Number", and "Provided Registration Code". A green callout box on the right side of the form contains the text: "You **MUST** use your NIPR number to register!". A blue "Submit" button is located at the bottom center of the form.

- i. User Email: Enter the Email address you wish to register with. (Note: Your Email Address will be your User ID.)
- ii. Confirm Email Address
- iii. Agent Number: **your NIPR agent number**
- iv. Provided Registration Code: contact agency@uflic.com or call 800-580-7211 to get the code.

If everything was entered correctly, you should see the following message:



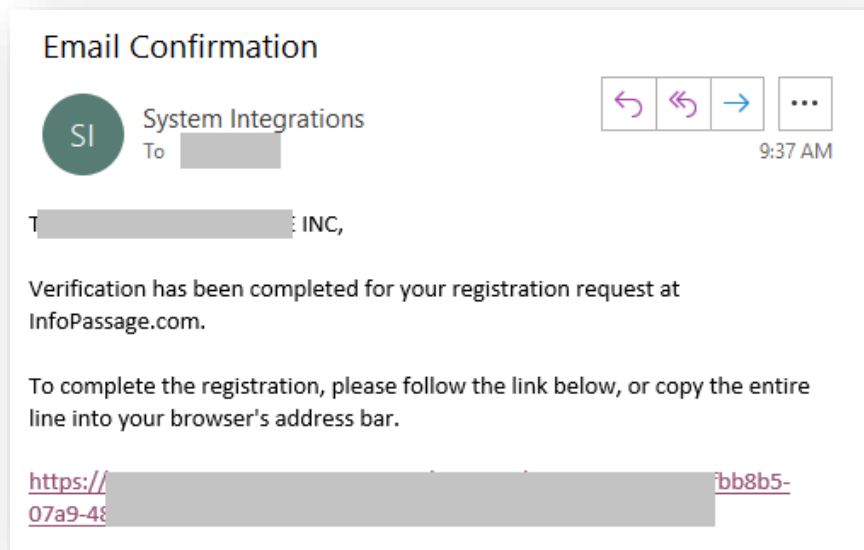
The image shows a message box titled "Info Passage". The message text reads: "An email has been sent to the address you provided. Follow the link sent via email to complete the registration process." Below the message is a blue "Home" button.

If you do not see this message, you should receive an error message. Verify that you are entering a proper Agent Number and Registration code.

NOTE: If you do not receive an email within ten minutes or so, you may want to check your spam or junk email folder.

d. Email Verification

You will receive an email with a link that will allow you to complete the registration process.



- i. Click the link or copy the link text and paste into your browser's address bar

e. Create Password


You will then be asked to create a password. The password must:

1. Have at least one uppercase letter
2. Have at least one numeric character
3. Have at least one special character (\$, #, %, etc.)

A registration form titled 'Registration'. The form is titled 'Password Creation. Please create a password.' and contains three input fields: 'User Email' (with a pre-filled value of [redacted]@uflic.com), 'Create Password', and 'Confirm Password'. A 'Continue' button is located at the bottom of the form.

f. Logging In

You may now log in normally by going to the following URL: <https://infopassage.com/mhc>

 MOUNTAIN
HEALTH CO-OP

Login

User ID / Email

Password

Login

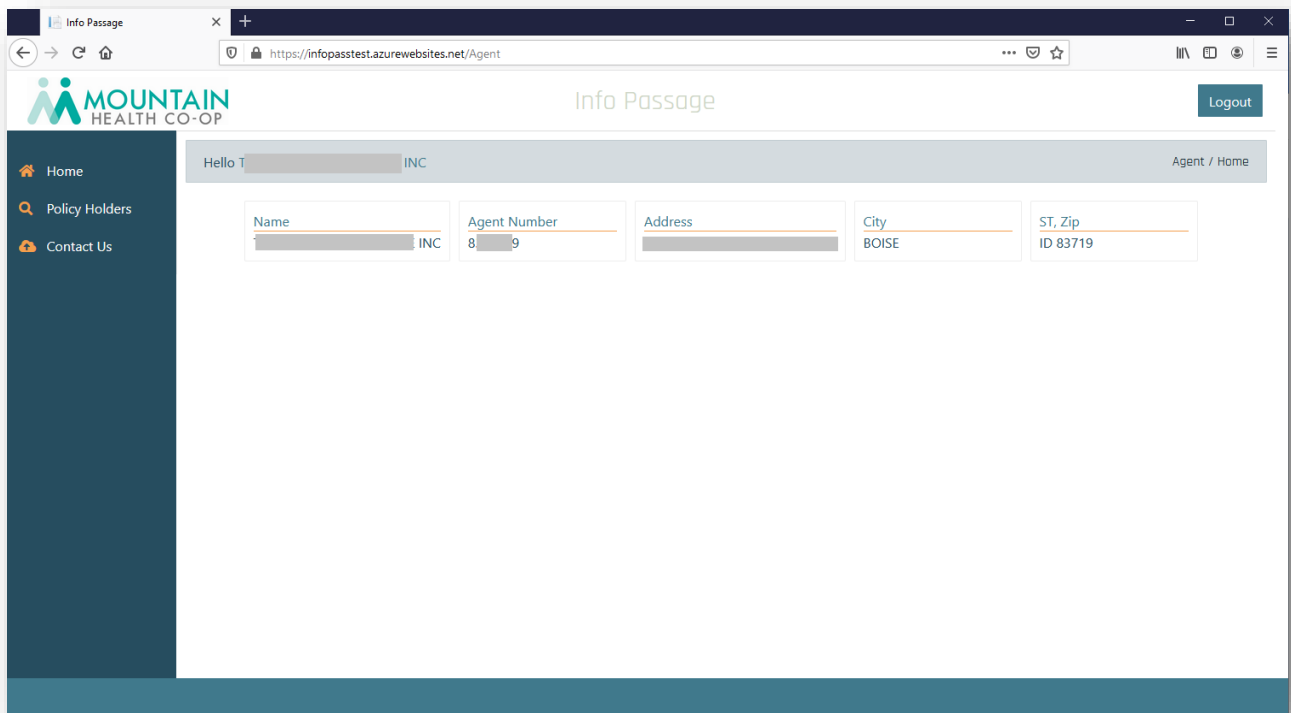
Need an Account? Create One!

Register

[Forgot Password?](#)

- g. Password Reset – if you forget your password, click the Forgot Password link from the login page and follow the directions.

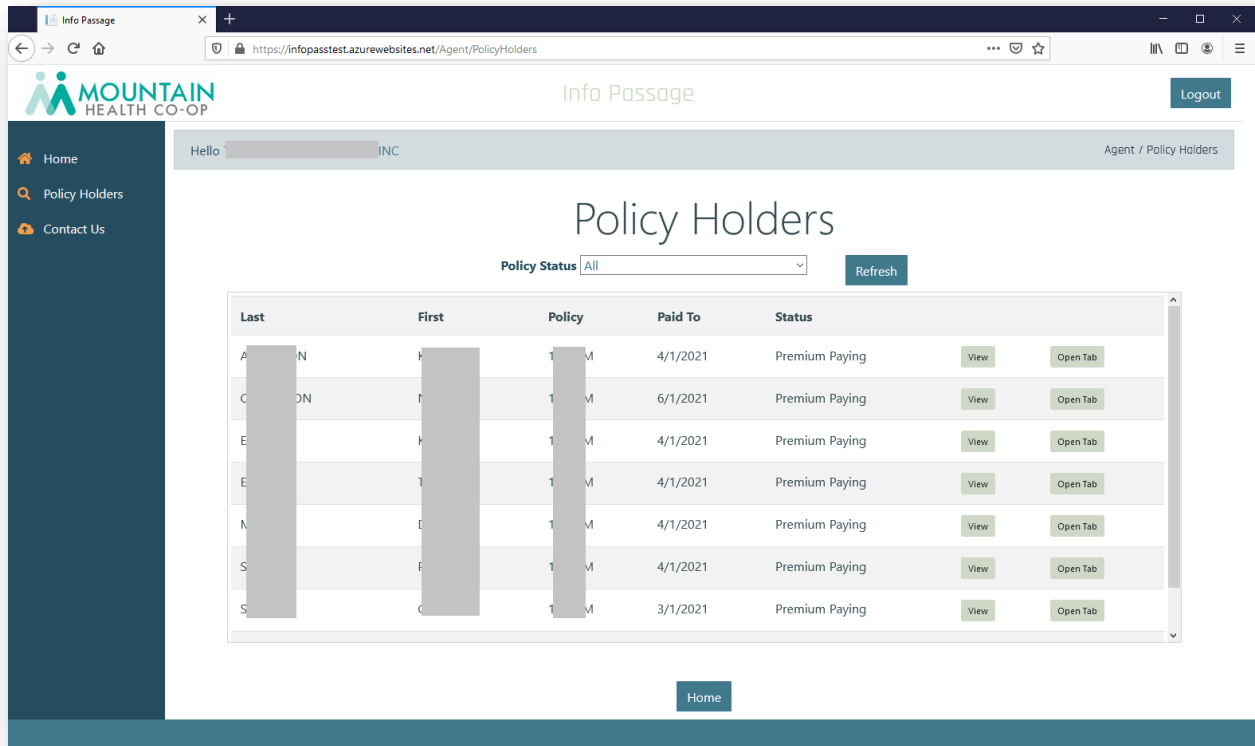
3. Main (Home) View



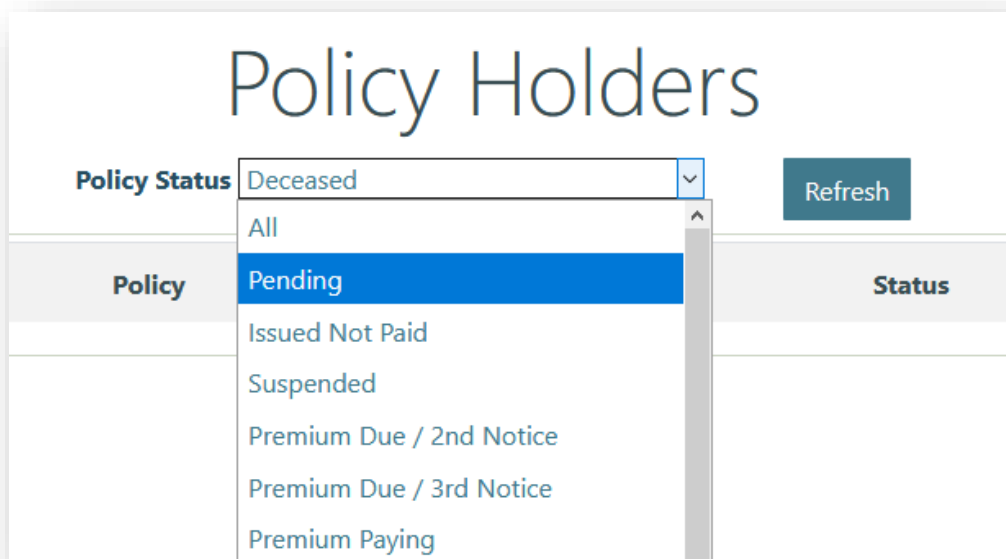
- The Home view will display basic agent data
- Navigation is on the left pane
- To log out, click the Log Out button in the upper right

4. Policy Holders View

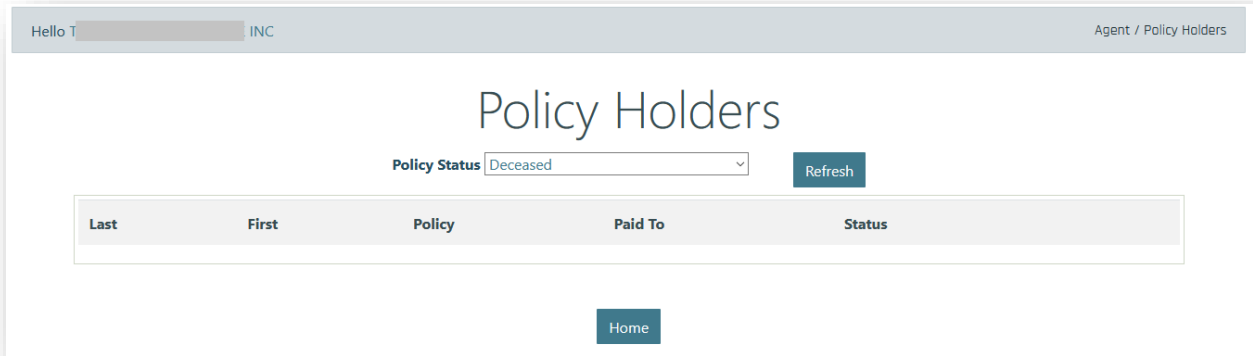
a. The Policy Holders View will present a list of policy holders associated with agent logged in



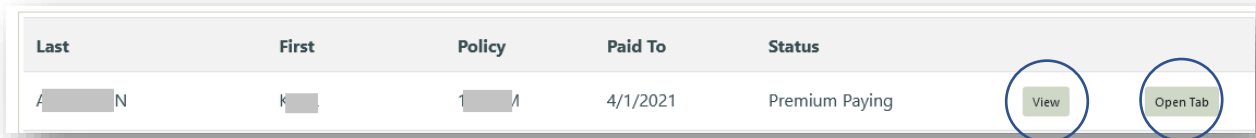
b. You can filter the results by specifying a value in the Policy Status drop down selection and clicking Refresh



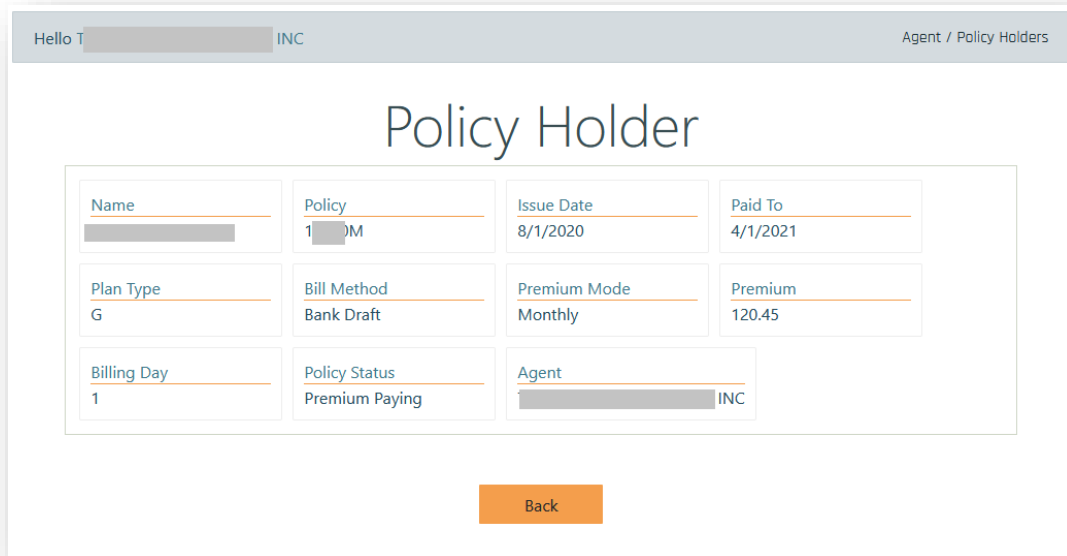
- c. Selecting a specific Policy Status will restrict the view to policy holders with that status
- d. If no records are found using the supplied filter value, there will be no results



- e. Individual Policy Holder – you can view an individual policy holder record by clicking View or Open Tab



- i. View – this will open the view in the current browser window



- ii. Open Tab – this will open the view in a separate browser tab

5. Contact Us View

The screenshot shows the 'Contact Us' form within the Mountain Health Co-Op portal. The page header includes the Mountain Health Co-Op logo, 'Info Passage', and a 'Logout' button. A navigation sidebar on the left contains 'Home', 'Policy Holders', and 'Contact Us'. The main content area displays the 'Contact Us' title and a form with the following fields:

- Recipient:** A dropdown menu with 'Select...' as the current selection.
- Insured Name/Policy:** A text input field containing the word 'optional'.
- Message:** A large text area with the label 'Message (Maximum of 1000 characters.)'.
- Buttons:** An orange 'Cancel' button and a blue 'Submit' button.

- a. Recipient – you must select where to direct the message
 - i. Agency - Problems with portal or questions about commission or bonus
 - ii. New Business - Questions/changes involving pending applications
 - iii. Underwriting - Questions specific to underwriting/risk assessment
 - iv. Policy Owner Services - Question related to issued policies
 - b. Insured Name / Policy Number – optional field to identify policy holder by name or policy number
6. If Encountering Trouble with Portal
- a. If you encounter a problem, you can contact us via email at agency@uflic.com
 - b. Please include your NIPR agent number and User ID / Email address (if contacting us from a different email address)
 - c. Include a brief description of what you were trying to do (e.g., view policy holder 12345M) and the error you experienced