

Admin eSuite

Log In Instructions

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Logging on to Admin eSuite

The instructions on the following pages show how to log onto the Admin eSuite website.

First Time User

You must be set up as a user by an Admin eSuite Administrator to register on to the site. After you have been set up, you will need to go to the following website, www.insurad.com.

The screenshot shows the Admin eSuite website interface. At the top, there is a blue header with the text "Admin eSuite" and a "Help" link. Below the header, the main content area features a "User Login" form. The form includes a title bar "User Login", a sub-header "Registered User Log In here. Be sure to protect your password.", and two input fields: "User ID" and "Password". A "Login" button is positioned below the password field. To the right of the password field is a link "Forgot Your Password?". Below the form, there is a message: "First Time Users Sign up here! It only takes a minute." with a link "Security Policy Information". At the bottom of the page, there is a footer with the text "Contact Us".

Admin eSuite

Help

User Login

Registered User Log In here. Be sure to protect your password.

User ID

Password [Forgot Your Password?](#)

First Time Users [Sign up here!](#) It only takes a minute.
[Security Policy Information](#)

Server Time: 9:39:36 PM
Your Time: 8:39:38 PM
Difference: 2 sec

Contact Us

If this is your first time on this site, click on the [Sign up here!](#) link.

The screen on the following page will appear.

The screenshot shows the Admin eSuite website interface for user registration. At the top, there is a blue header with the text "User Registration" and a "Help" link. Below the header, the main content area features a "New User" registration form. The form includes a title bar "New User", and several input fields: "User ID", "Account ID", "Create Password (Min. 6 Max 30 letters, 1 number, must start with letter)", "Confirm Password", "What question should we ask you to confirm your identity?" (a dropdown menu with "-select-" selected), and "Your Answer". A "Register" button is positioned below the form. At the bottom of the page, there is a footer with the text "Contact Us".

Help

User Registration

New User

User ID

Account ID

Create Password
(Min. 6 Max 30
letters, 1 number,
must start with letter)

Confirm Password

What question should we
ask you to confirm your
identity?

Your Answer

Contact Us

Enter your **User ID** (this will be your e-mail address at your financial institution). Enter in the financial institution's **Account ID** number. Create a password that contains a minimum of 6 characters and enter it in the **Create Password** and **Confirm Password** fields. Select a question from the drop down box that you will be asked to confirm your identity should you forget your password. Your choices are as follows:

- Pet's Name?
- Favorite Food?
- Favorite Restaurant?
- Favorite Sport?
- Place of Birth?

Once you have selected a question, type the answer in the **Your Answer** field. **NOTE:** All fields on this screen are case sensitive.

Click on the **Register** button and you will be logged onto the Admin eSuite site.

Click on the task that you want to perform and a corresponding screen will appear as you complete each step.

Search | Change Password | User Admin | Change Account | Contact Info | I

Admin eSuite for TEST ACCOUNT (CHBNYMD)
Logged in as: Test User

[Home](#) | [Claims](#) | [SP Refunds](#) | [SP Reconcile](#) | [Remittance](#) | [Mortgage](#) | [Reports](#) | [Administrative Forms](#) | [XFer](#) | [GAP](#) | [Debt Protection](#)

Welcome Georgia Taylor

You last logged in on 3/21/2013 9:44:11 PM

You Can Complete the Following Tasks Here

- Quote a Refund
- View Reports
- You can initiate claims for this account
- Reconcile refunds and remittance for the month
- export reconciliation reports to excel
- Create a refund
- You can add users and edit existing user's privileges
- Work with the GAP insurance product
- Display System Source ID
- Administrative Forms
- Transfer to Admin eSuite for Debt Protection

Contact Us Privacy S

Set Up on the System – Not Registered

If you have ever requested access to Admin eSuite site but have not registered, you will need to do so at this time. Please select the [Sign up here!](#) link to register, and follow the steps mentioned under the First Time User section (above). For security purposes, please select a question and provide an answer so that we can verify your identity should you ever forget your password.

Once you are registered you will be logged into the Admin eSuite website.

The next time you wish to access Admin eSuite please open up your Internet Browser and type www.insurad.com in the URL line and the screen below will display.

Enter your e-mail address for your financial institution and your password (the password you created when you registered as a first time user). Click on the **Login** button.

The screenshot shows the Admin eSuite website interface. At the top, there is a blue header with the text "Admin eSuite" and a "Help" link. The main content area is white and contains a "User Login" form. The form has a title bar "User Login" and a message: "Registered User Log In here. Be sure to protect your password." Below this, there are two input fields: "User ID" and "Password". To the right of the Password field is a link "Forgot Your Password?". Below the input fields is a "Login" button. Underneath the form, there is a message: "First Time Users Sign up here! It only takes a minute." and a link "Security Policy Information". At the bottom of the page, there is a footer with the text "Contact Us". In the center of the page, there is a timestamp: "Server Time: 9:39:36 PM", "Your Time: 9:39:38 PM", and "Difference: 2 sec".

The screen below will appear. Click on the task that you want to perform and a corresponding screen will appear as you complete each step.

The screenshot displays the Admin eSuite interface for a TEST ACCOUNT (CHBNYMD). At the top, there is a navigation bar with links for Search, Change Password, User Admin, Change Account, Contact Info, and Log Out. Below this, the account name and login status (Test User) are shown. A secondary navigation menu includes Home, Claims, SP Refunds, SP Reconcile, Remittance, Mortgage, Reports, Administrative Forms, XFer, GAP, and Debt Protection. The main content area welcomes Georgia Taylor and shows the last login time as 3/21/2013 9:44:11 PM. A section titled 'You Can Complete the Following Tasks Here' lists several tasks:

- Quote a Refund
- View Reports
- You can initiate claims for this account
- Reconcile refunds and remittance for the month
- export reconciliation reports to excel
- Create a refund
- You can add users and edit existing user's privileges
- Work with the GAP insurance product
- Display System Source ID
- Administrative Forms
- Transfer to Admin eSuite for Debt Protection

At the bottom of the page, there are links for Contact Us and Privacy Statement.

Forgot Your Password – Know Answer to Security Question

To log on to the Admin eSuite (www.insurad.com) website you must have already been set up on the system and have already registered as a first time user, per instructions on the preceding pages. If you are already on the system and registered but have forgotten your password, click on the **Forgot Your Password?** link.

Admin eSuite
Help

User Login
Registered User Log In here. Be sure to protect your password.
User ID
Password [Forgot Your Password?](#) ←

First Time Users [Sign up here!](#) It only takes a minute.
[Security Policy Information](#)

Server Time: 10:06:12 PM
Your Time: 9:06:16 PM
Difference: 5 sec

Contact Us

The screen below will appear.

Admin eSuite
Help

Password Request
Please Enter your User ID and click Continue to proceed.
Your User ID

Contact Us

Type in your **User ID** (this will be your e-mail address at your financial institution) and click **Continue**.

All fields on this screen are case sensitive.

If you have not previously registered as a first time user, you will see the following error message at this point.

The screenshot shows the Admin eSuite interface. At the top left, there is a blue header with the text "Admin eSuite" and a "Help" link below it. The main content area is white and contains a "Password Request" dialog box. The dialog box has a title bar "Password Request" and the following text: "Please Enter your User ID and click Continue to proceed." Below this is a label "Your User ID" and a text input field containing "gtaylor@aegonusa.com". A "Continue" button is positioned below the input field. At the bottom of the dialog box, there is a red oval highlighting the following text: "You have not registered in Admin eSuite. Please use the link below to Register in Admin eSuite." Below this text is a blue link labeled "Register". At the bottom left of the page, there is a blue footer with the text "Contact Us".

If you have already registered as a first time user, the screen below will appear.

Password Request

Upon Registering with Admin eSuite you provided us with a question to ask if you forgot your password. Please type in the Answer to your question below and click Reset Password to continue.

Your User ID
testuser@aegonusa.com

Your Password Question
Pet's Name

Your Answer

Reset Password

If you can't remember the Answer to your question above, enter your Phone Number below and click Email Temporary password to continue. An e-mail with a temporary password will be sent to the e-mail address associated with your User ID. Upon logging on with the temporary password you will be forced to change your password. In the event that your e-mail address is invalid, the Admin eSuite technical support team will contact you via phone to complete your request.

Phone Number

E-Mail Temporary Password

Type in the answer to the question you chose to be asked if you forgot your password in the **Your Answer** field. Click **Reset Password**.

All fields on this screen are case sensitive.

The screen on the following page will appear.

The screenshot shows the 'Change Password' page in the Admin eSuite interface. At the top, there is a navigation bar with links for Search, Change Password, User Admin, Change Account, and Contact Info. Below this is a header for 'Admin eSuite for TEST ACCOUNT (CHBNYMD)' with the user logged in as 'Test User'. A secondary navigation bar contains links for Home, Claims, SP Refunds, SP Reconcile, Remittance, Mortgage, Reports, Administrative Forms, XFer, GAP, and Debt Protection. On the left side, there are links for Change Account, Change Password, Privacy Statement, and Glossary. The main content area features a 'Change Password' form with two input fields: 'New Password' and 'Confirm Password'. A 'Change Password' button is located below the fields. A message above the form reads: 'Enter your new password in both boxes below and click Change Password.' The 'New Password' field has a note: '(Min. 6 letters 1 capital letter, and 1 number. Must start with a letter)'. The footer includes 'Contact Us' and 'Privacy S'.

You will be asked to create a new password. Enter a password that is at least 6 characters in length in the **New Password** and **Confirm Password** fields. Click **Change Password**.

The screen below will appear. Click on the task that you want to perform and a corresponding screen will appear as you complete each step.

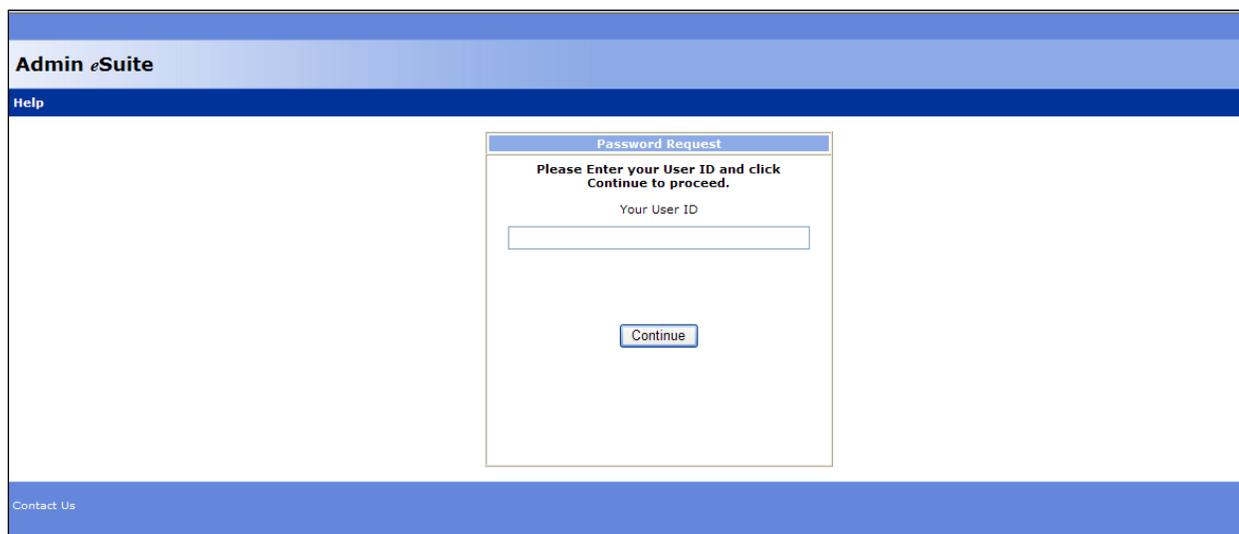
The screenshot shows the 'Welcome' page in the Admin eSuite interface. An arrow points to the 'Home' link in the navigation bar. The page header is identical to the previous screenshot. The main content area displays a welcome message: 'Welcome Georgia Taylor'. Below this, it states 'You last logged in on 3/21/2013 9:44:11 PM'. A section titled 'You Can Complete the Following Tasks Here' contains a bulleted list of tasks: Quote a Refund, View Reports, You can initiate claims for this account, Reconcile refunds and remittance for the month, export reconciliation reports to excel, Create a refund, You can add users and edit existing user's privileges, Work with the GAP insurance product, Display System Source ID, Administrative Forms, and Transfer to Admin eSuite for Debt Protection. The footer includes 'Contact Us' and 'Privacy St'.

Forgot Your Password – Forgot Answer to Security Question

To log onto the www.insurad.com website you must be set up on the system and registered. If you are already on the system and registered but you have forgotten your password, click on the **Forgot Your Password?** link.

The screenshot shows the Admin eSuite login interface. At the top, there is a blue header bar with the text "Admin eSuite" and a "Help" link. Below this is a white main content area. In the center of the main area is a "User Login" form. The form has a title bar that says "User Login". Below the title bar, it says "Registered User Log In here. Be sure to protect your password." There are two input fields: "User ID" and "Password". To the right of the "Password" field is a link that says "Forgot Your Password?". Below the input fields is a "Login" button. Below the form, there are two lines of text: "First Time Users Sign up here! It only takes a minute." and "Security Policy Information". At the bottom of the page, there is a blue footer bar with the text "Contact Us". In the center of the page, below the form, there is server time information: "Server Time: 10:06:12 PM", "Your Time: 9:06:16 PM", and "Difference: 5 sec". An arrow points to the "Forgot Your Password?" link.

The screen on the following page will appear.



The screenshot shows a web application interface for Admin eSuite. At the top, there is a blue header bar with the text "Admin eSuite" and a "Help" link. Below the header, the main content area is white. In the center, there is a "Password Request" dialog box. The dialog box has a title bar that says "Password Request" and contains the following text: "Please Enter your User ID and click Continue to proceed." Below this text is a label "Your User ID" followed by a text input field. At the bottom of the dialog box is a "Continue" button. At the bottom of the main content area, there is a blue footer bar with the text "Contact Us".

Type in your **User ID** (this will be your e-mail address at your financial institution) and click **Continue**.

All fields on this screen are case sensitive.

The screen on the following page will appear.

Password Request

Upon Registering with Admin eSuite you provided us with a question to ask if you forgot your password. Please type in the Answer to your question below and click **Reset Password** to continue.

Your User ID
testuser@aegonusa.com

Your Password Question
Pet's Name

Your Answer

Reset Password

If you can't remember the Answer to your question above, enter your **Phone Number** below and click **Email Temporary password** to continue. An e-mail with a temporary password will be sent to the e-mail address associated with your User ID. Upon logging on with the temporary password you will be forced to change your password. In the event that your e-mail address is invalid, the Admin eSuite technical support team will contact you via phone to complete your request.

Phone Number

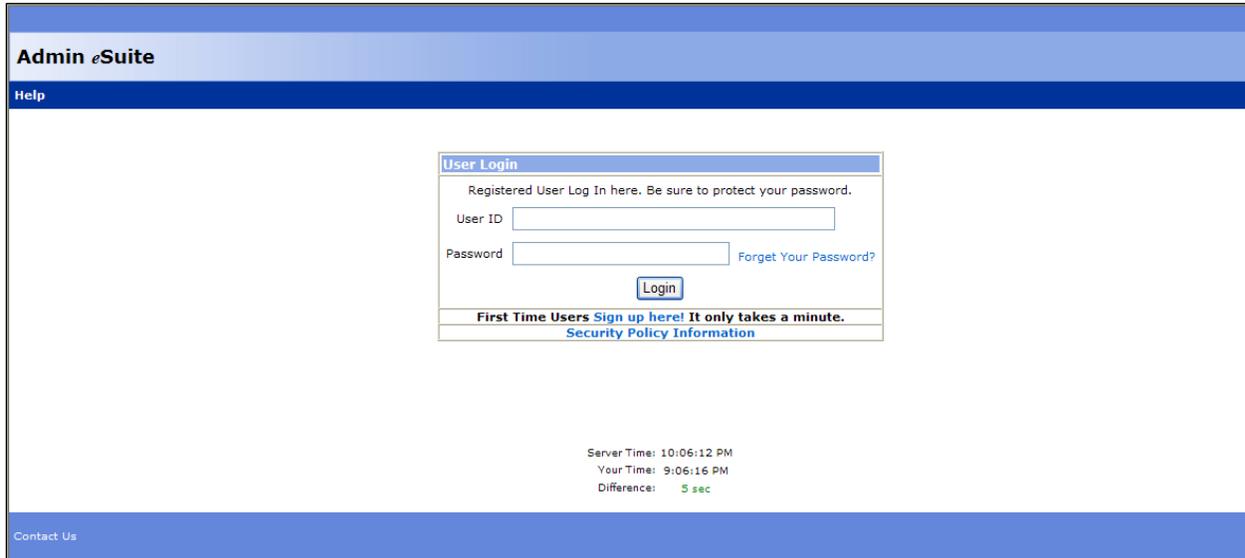
E-Mail Temporary Password

If you can't remember the answer to your security question, enter your **Phone Number** to have a temporary password sent to you via e-mail. Click **E-Mail Temporary Password**.

An e-mail will be sent to the e-mail address associated with your User ID. The e-mail will contain a temporary password. The screen on the following page will appear.

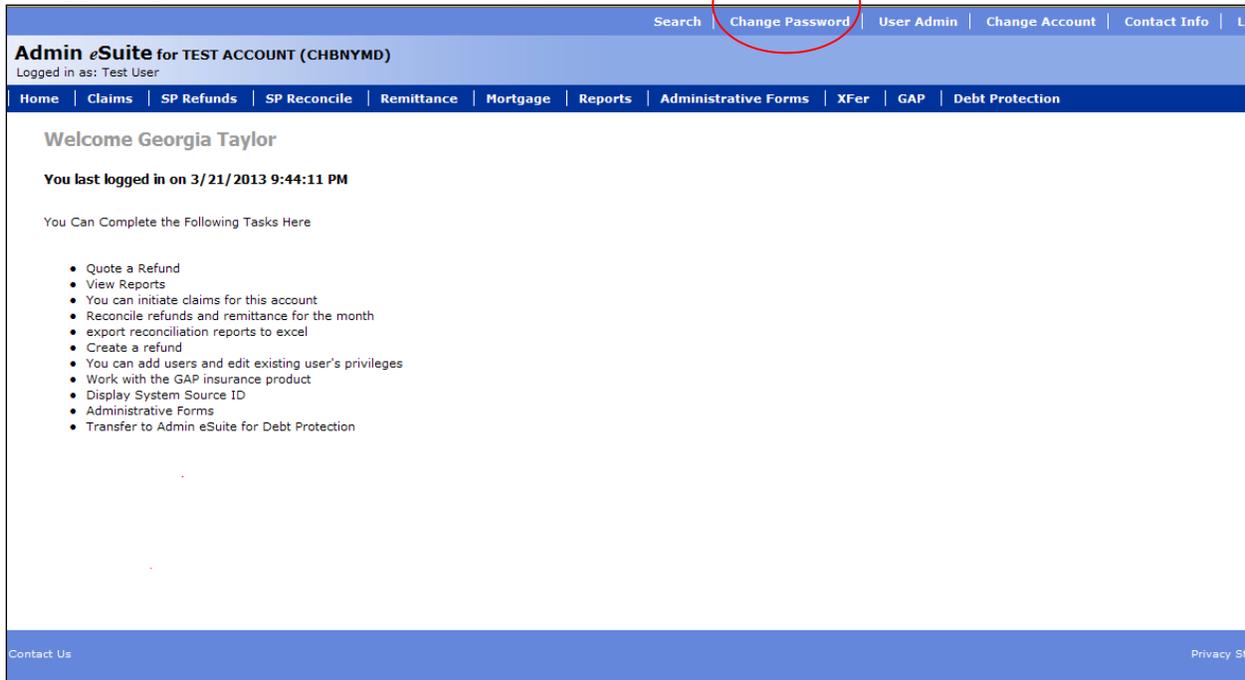
Note: In the event that your e-mail address is invalid and the e-mail is undeliverable, the Admin eSuite technical support team will contact you via the phone number you provided to complete your request.

The screen on the following page will appear and once you. On the screen below enter your User ID (email address) and temporary password. Once logged onto Admin eSuite you will need to change your password.



Change Password

To change your password once logged into Admin eSuite, click on the Change Password link in the upper right hand corner of the home page.



You will be asked to create a new password. Enter a password that is at least 6 characters in length in the **New Password** and **Confirm Password** fields. Click the **Change Password** button.

Search | Change Password | User Admin | Change Account | Contact Info | L

Admin eSuite for TEST ACCOUNT (CHBNYMD)
Logged in as: Test User

Home | Claims | SP Refunds | SP Reconcile | Remittance | Mortgage | Reports | Administrative Forms | XFer | GAP | Debt Protection

Change Account
Switch to Another Account

Change Password
Change your login password

Privacy Statement
Please Read This Important Information

Glossary
View Common Terminology

Enter your new password in both boxes below and click Change Password.

Change Password

New Password
(Min. 6 letters 1 capital letter, and 1 number. Must start with a letter)

Confirm Password

Contact Us Privacy S

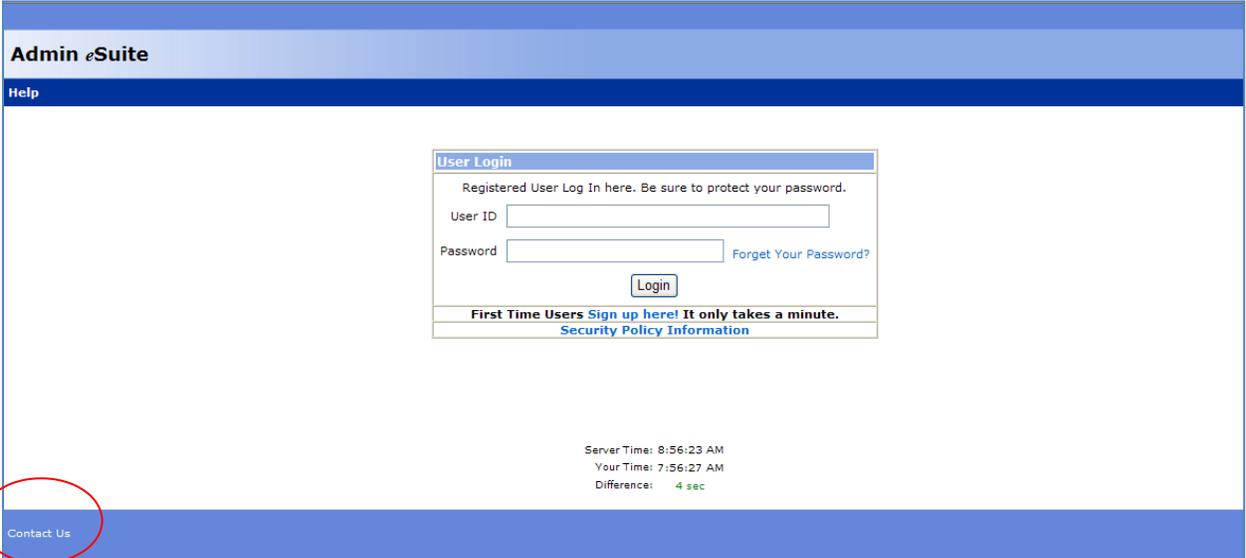
The screen below will appear. Click on the task that you want to perform and a corresponding screen will appear as you complete each step.



The screenshot shows the Admin eSuite interface for a user named Georgia Taylor. At the top, there is a navigation bar with links for Search, Change Password, User Admin, Change Account, and Contact Info. Below this, the user's name and account type (TEST ACCOUNT) are displayed. A secondary navigation bar contains various menu items: Home, Claims, SP Refunds, SP Reconcile, Remittance, Mortgage, Reports, Administrative Forms, XFer, GAP, and Debt Protection. The main content area welcomes the user and lists tasks they can complete, such as quoting refunds, viewing reports, and initiating claims. A 'Contact Us' link is located in the bottom left corner of the page.

Contact Us

All users regardless if they are successfully logged onto Admin eSuite or not, can access the Contact Us link. If the user is experiencing problems getting logged onto Admin eSuite and the other instructions above have failed, please click on the Contact Us link in the lower left hand corner of the screen shown below.



The screenshot shows the Admin eSuite login page. It features a 'User Login' form with fields for User ID and Password, and a 'Login' button. Below the form, there is a link for 'First Time Users Sign up here! It only takes a minute.' and a link for 'Security Policy Information'. At the bottom of the page, there is a 'Contact Us' link circled in red. The page also displays server and user time information.

Once you click on the Contact Us link, the following screen will display.

Welcome to Contact Us

Complete the details in the template displayed below and an email will be generated to our internal subject matter expert based on the details you have provided.

Where are you located? US Canada

Name/Financial Institution Name:

Account Number(CID):

User ID:

Phone Number:

How would you like to be contacted?
 Phone Email

Email Address:

What area is your Question about?

Comment Box:

If you wish to call us via phone see below.

Please click on the USA or Canada radio button, depending on where your account is located.

Type in your Financial Institution name and Account Number in the next two fields.

Type in your User ID (which is the email addressed used to set up your access to Admin eSuite).

If you wish to have a return call you can select the Phone radio button and your phone number must be keyed in.

If you wish us to contact you via email then you can select the email radio button.

NOTE: If the email address that you want us to use for email correspondence is different than the one shown in the User ID field you can over key the information in the Email address field and provide us with a different email address to use.

Under the section “What area is your Question about?” the only option for users who have not yet signed onto Admin eSuite is Access Needed.

You can also add comments in the Comments box. NOTE: The comments box will hold up to a maximum of 500 characters.

Once all the fields have been completed on this screen, please click on the Submit button. Based on all the information entered your inquiry will be submitted to the appropriate internal email address for handling.

A confirmation message will display under the Submit button showing which email address the inquiry was sent to. This confirmation message will also contain a date and time stamp of when the inquiry was sent.

In the lower portion of the Contact Us screen the following information will display. If you wish to call directly about your inquiry you can select the appropriate US and Canadian 800# as shown below. Also note, there is a call tree for each location that will display once you click on **Click Here**.

If you wish to call us via phone see below.

United States

To Contact different US departments by phone, please call 1-800-521-1670.

For a complete breakdown of the department extensions [Click Here](#)

Canada

To Contact different Canadian departments by phone, please call 1-800-763-1300.

For a complete breakdown of the department extensions [Click Here](#)

The United States call tree will display as follows:

United States

To Contact different US departments by phone, please call 1-800-521-1670.
For a complete breakdown of the department extensions [Click Here](#)
At the first prompt, Press 2 (Financial Institutions or Dealership),
Then Press the number below to reach the area you are calling:

- Press 1 - To reach your party by last name or extension
- Press 2 - Claims inquiries
- Press 3 - Mortgage Underwriting
- Press 4 - Credit administration
- Press 5 - Mortgage billing
- Press 6 - Monthly collections
- Press 7 - Admin e suite support

For questions regarding GAP business call (800) 445-8154

The Canada call tree will display as follows:

Canada

To Contact different Canadian departments by phone, please call 1-800-763-1300.
For a complete breakdown of the department extensions [Click Here](#)
Press 4 for Staff Directory

- Press 1 for Claims Dept.
- Press 2 for Underwriting Dept.
- Press 3 for Billing Dept.
- Press 0 for Receptionist