



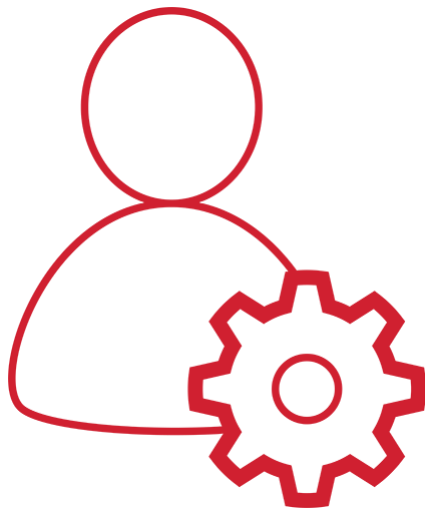
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ACCIDENT MANAGEMENT DASHBOARD USER MANAGEMENT

OCTOBER 2021

User Management Overview

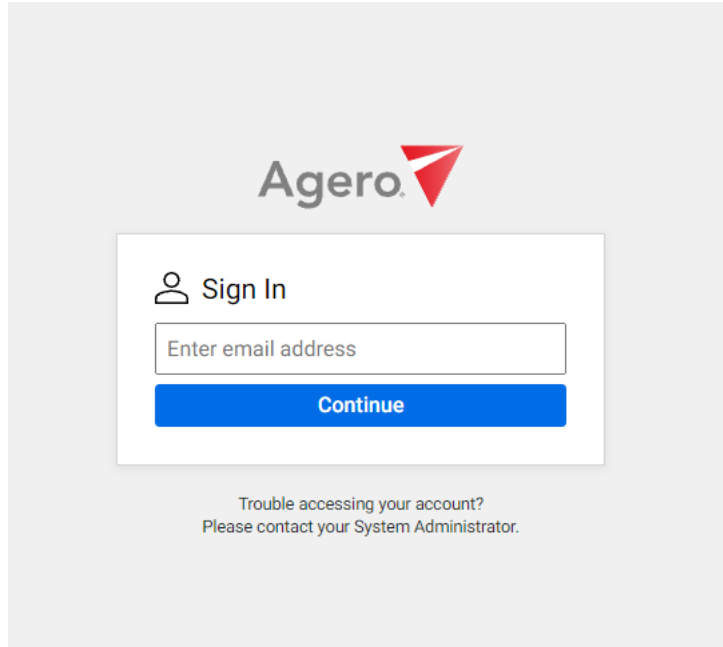
How to self-manage user accounts for Agero's Accident Management Dashboard



Accident Management Dashboard makes it easy for client user administrators to manage their userbase, including:

- Creating user accounts
- Disabling user accounts
- Resetting passwords

Login Instructions



Agero.

Sign In

Enter email address

Continue

Trouble accessing your account?
Please contact your System Administrator.

First-time users:

Click the "Forgot Your Password" link to request your login credentials

NOTE: Agero will create the first Administrator account

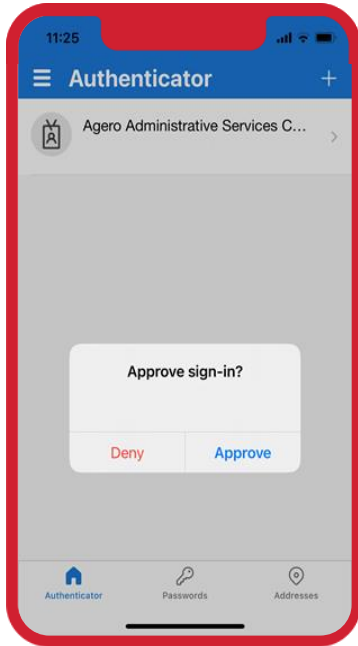
For returning users:

User logs in with email address.

They will then be taken to an authentication page to enter their company email and password.

Multi-Factor Authentication

Provides additional layer of privacy and data security

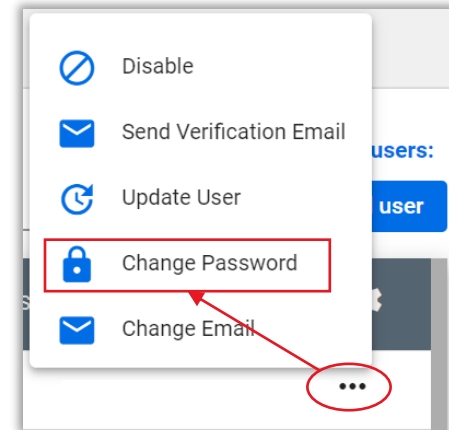
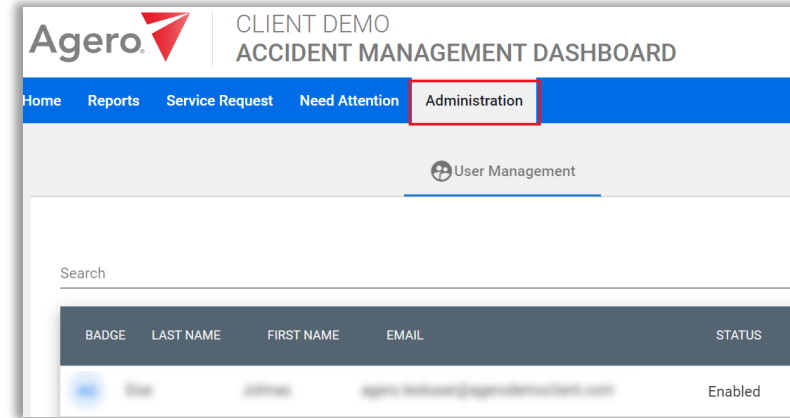


After successfully entering your password, you will be prompted to enter a security code, which will be sent to your email.

Once you successfully enter your code, you will be directed to the Accident Management Dashboard home screen.

Updating Your Password

1. Contact your administrator and ask for a password reset
2. The Admin will have to log into the AM Dashboard, go to the Administration tab then search for the user whose password requires a reset
3. After locating the user, click on the 3 dots all the way on the right
4. Click on “Change Password” and an email will be sent to the user’s email account
5. Once they receive the email, they will be able to update their password



Dashboard Home



Home

Reports

Service Request

Need Attention

Administration

Exact Claim #, Last Name, PO #, Case #, Policy #

Advanced Search

Features:

Manage users

View Claims Detail Reports

Create Service Requests

Features of the Month

- **Approve Advance Charges via AM Dashboard:** You are now able to digitally approve Advance Charge requests for Secondary tows out of storage and impound lots. After placing a call for approval to the adjuster, Agero will also submit a digital approval request, which can be seen and approved directly through the AM Dashboard, eliminating the need for any follow-up phone calls.
- **New Case Number Format:** As part of our ongoing technical improvements, you will now see a new 16-digit case # in addition to the old case # format (cas-1234567). Cases can be searched using either case #.
- **Covid-19 Alert:** As a result of the current health emergency service providers are unable to transport customers. Please work with customers to arrange for alternative transportation if needed.
- Testing

Agero Demo Client

Reports

Claims Detail

Service Requests

Create Service Request

Training and Resources

Agero Training Portal

<https://info.agero.com/accident-training-portal>

** Warning **

This dashboard and all information contained within it are confidential and proprietary to Agero and its clients. By logging into this system, you acknowledge and agree to keep such information confidential and only use it to perform services on behalf of Agero or its clients. Unauthorized use of Agero's systems and resources is prohibited.

Administration Home



Features:
Search existing users
Add new users
Manage existing users

Active users:26 Inactive users:6

+ Add user

BADGE	LAST NAME	FIRST NAME	EMAIL	STATUS	LOGINS	CLIENT USER GROUP(S)	LATEST LOGIN (UTC)	

- Disable
- Send Verification Email
- Update User
- Change Password
- Change Email

Add/Create New User



Add User

Email * Reverify Email *

First Name * Last Name *

User Name * Phone Number * Extension

Admin Access

Add Cancel

Required fields:
Email
First name
Last name
Username (cannot include "@" symbol)
Phone number

Active users:26 Inactive users:6

+ Add user

Search

BADGE	LAST NAME	FIRST NAME

User Management FAQs

How often do passwords need to be reset?

The password will need to be reset every 90 days.

If my users are bulk loaded by Agero, what is required from them?

Users will need to navigate to the AM Dashboard and create a password upon initial login.

How long does it take to load our users?

Agero will need at least one week's notice.

If I go to Single Sign On later, what is needed?

Agero will partner with your company's IT team to set up Single Sign On and to provide additional instructions

If an admin leaves the company, how do I remove access?

Using a different admin account, search for the user's account and disable it.

Can Agero manage this for me?

Our security model dictates that the client is responsible for who has access to your data.

What do we do if someone can't login?

Contact your admin. If your admin cannot assist, please use the 1-800 number assigned to your company to submit a ticket.

**It's recommended to do this ASAP to ensure security*