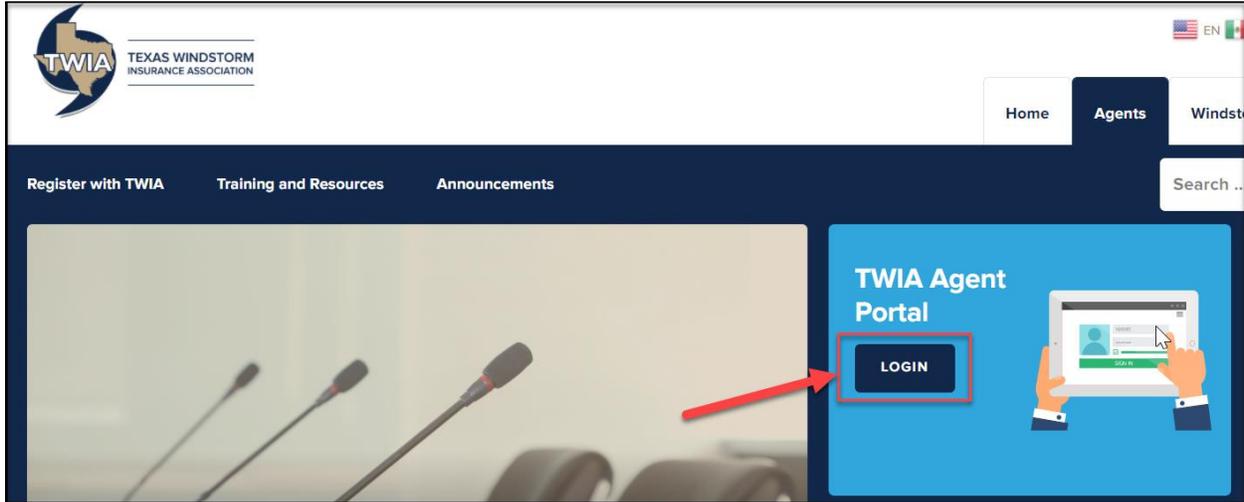


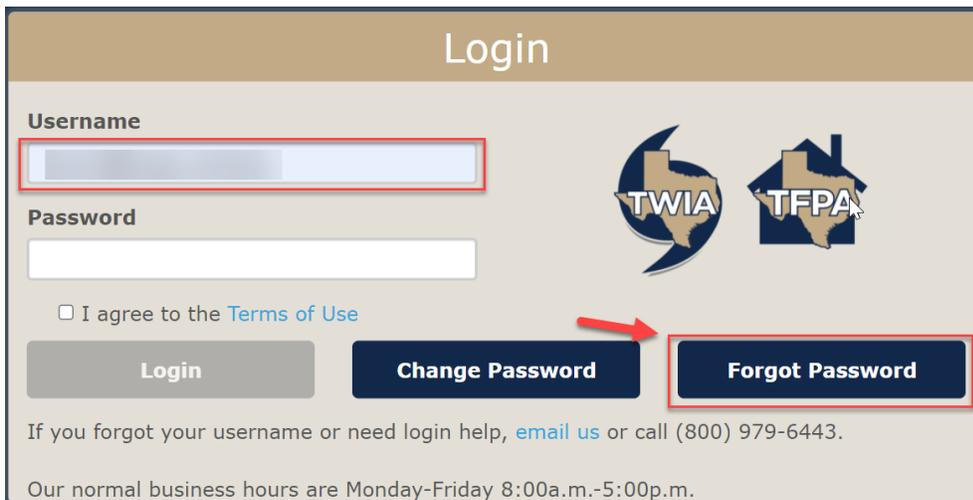
# Logging in to the TWIA Agent Portal

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](http://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.”

A screenshot of the TWIA Agent Portal login page. The page has a light beige background with a 'Login' header. There are two input fields: 'Username' and 'Password'. The 'Username' field is highlighted with a red box. To the right of the input fields are logos for TWIA and TFPA. Below the input fields is a checkbox labeled 'I agree to the Terms of Use'. At the bottom, there are three buttons: 'Login', 'Change Password', and 'Forgot Password'. The 'Forgot Password' button is highlighted with a red box and a red arrow pointing to it. Below the buttons, there is a line of text: 'If you forgot your username or need login help, [email us](#) or call (800) 979-6443.' and another line: 'Our normal business hours are Monday-Friday 8:00a.m.-5:00p.m.'

**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**

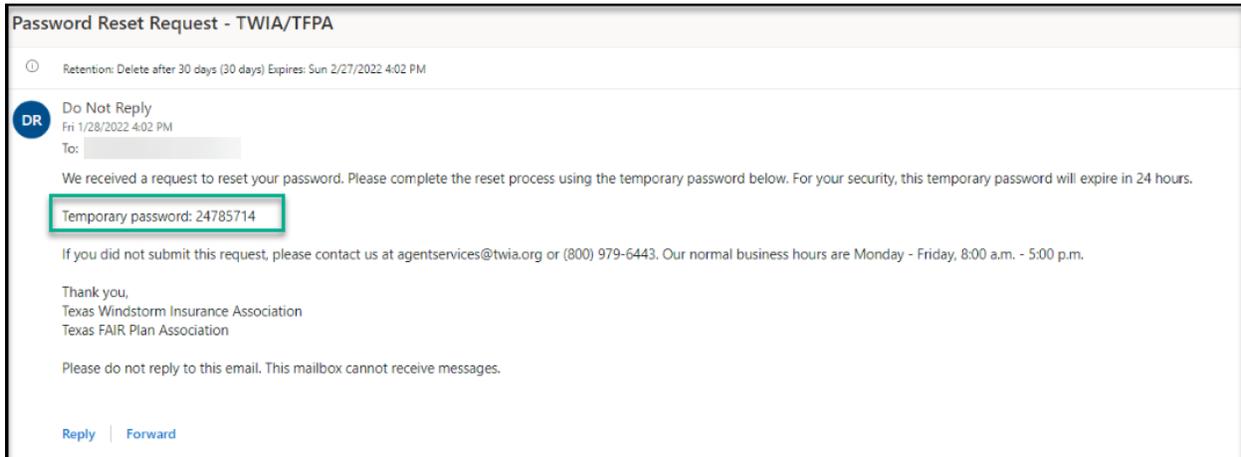
**Temporary Password**

[Click here for help logging in.](#)

Continue

Cancel





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

## Change Password

Please enter and confirm your new password.

**Password Rules**

For your security, your password must:

- Be **8** to **22** characters long
- Have at least **1** number
- Have at least **1** uppercase letter
- Have at least **1** lowercase letter
- Not contain your username

Username

New Password

Confirm New Password

5. Please enter your Username and New Password on the next screen and then select "Continue."

## Change Password

Please enter and confirm your new password.

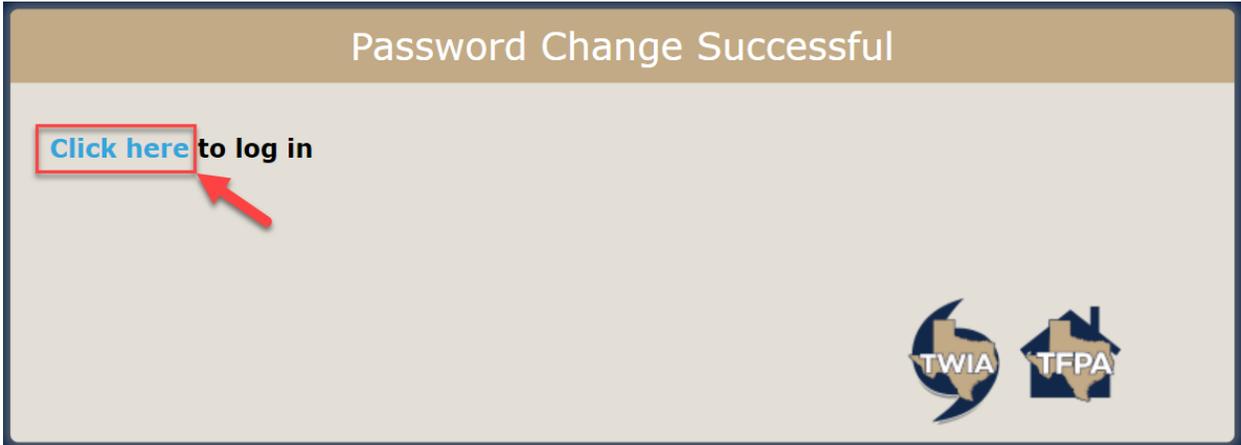
Username

New Password

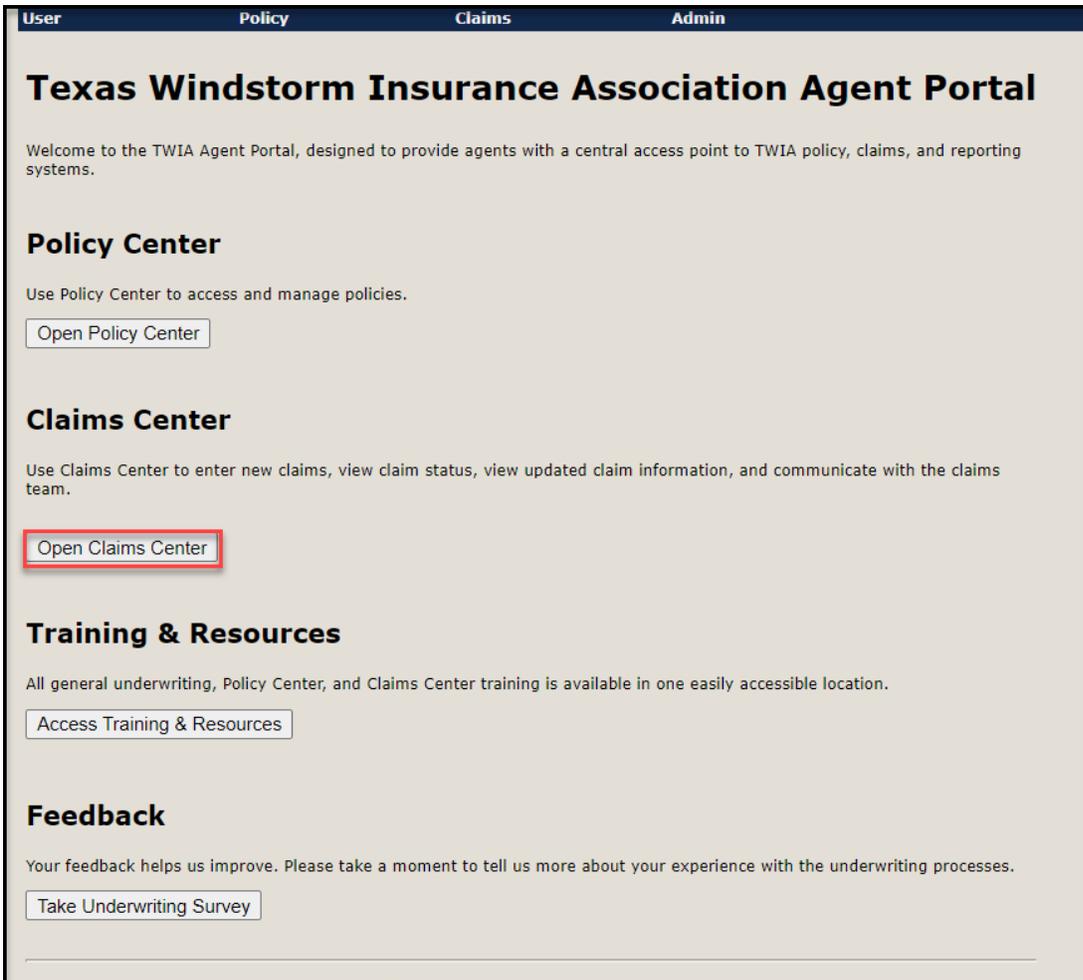
Confirm New Password



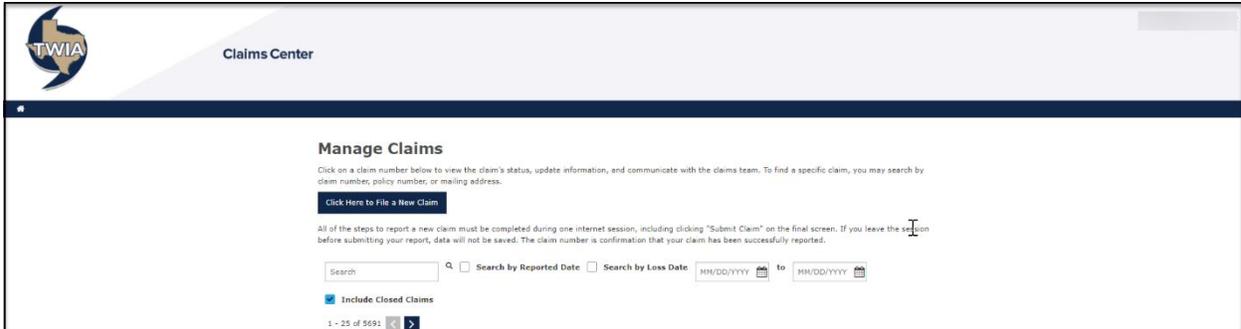
6. Next, log in to the Agent Portal by selecting “Click here.”



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.



The screenshot shows the TWIA Claims Center interface. At the top left is the TWIA logo, and to its right is the text "Claims Center". Below this is a dark blue horizontal bar. The main content area is white and features the heading "Manage Claims". Underneath the heading is a paragraph of instructions: "Click on a claim number below to view the claim's status, update information, and communicate with the claims team. To find a specific claim, you may search by claim number, policy number, or mailing address." Below this text is a button labeled "Click Here to File a New Claim". Another paragraph follows: "All of the steps to report a new claim must be completed during one internet session, including clicking 'Submit Claim' on the final screen. If you leave the session before submitting your report, data will not be saved. The claim number is confirmation that your claim has been successfully reported." Below this is a search section with a text input field labeled "Search", a magnifying glass icon, and two radio buttons: "Search by Reported Date" and "Search by Loss Date". To the right of these are two date input fields in "MM/DD/YYYY" format, separated by the word "to". Below the search section is a checkbox labeled "Include Closed Claims" which is checked. At the bottom left of the search area, it displays "1 - 25 of 5691" with left and right arrow icons.

