

Agent access to the Risk Control Customer Portal

INSTRUCTIONS FOR LOGGING IN THROUGH AGENT HQSM OR E-CARMA[®]


At this time, agents must first access and log in to *Agent HQSM* or e-CARMA[®] in order to enter the **Risk Control Customer Portal**.

There is no direct agent access to the **Risk Control Customer Portal** from travelers.com/riskcontrol. Agents must first log in to Agent HQ or e-CARMA with their IDs in the customer log-on area of the travelers.com site and then navigate to the Risk Control Customer Portal from links found on both sites.

Please see the attached detailed instructions for more information.

Agent access to the Risk Control Customer Portal

Access for large national accounts agents and brokers



Search by Claim Number

Welcome, Sandra


CUSTOM PRODUCTS CORPORATION | [Change Alias](#)


Home
Dashboards
Reports
My Report Libraries
Loss Reports


Travelers data as of: 03/11/2016


Today's Activity	Claims	Incurred Dollars
New Claims	0	\$0
Open Inventory	0	\$0
My Alerts	0	\$0
Claims Reopened	0	\$0
Incurred Changes ≥ \$25,000	0	\$0
Out of Work	0	\$0
Attorney Assigned	0	\$0
Subrogation Referral	0	\$0

e-CARMA Tools and Resources

 **Learning Center**
Access e-CARMA Help documentation, tutorials and recorded webinars.

 **My Diary**
Track your claim activity and tasks with My Diary.

 **Client Corner**
Repository for account specific documents such as customer communications, service team documentation and special reports.

 **OSHA Reporting**
The OSHA Recordkeeping tool allows an easy and efficient way to manage your OSHA logs.

Other Resources

[Claim Status](#)

[Notice of Loss Reporting](#)

[Policy View](#)

[e-Tracer](#)

[My Workers Comp Info](#)

[State Jurisdictional Guides](#)

[Find a Claim Office](#)

[Find a Provider](#)

[Risk Control](#)

[Risk Control Resources](#)

[Transportation Safety](#)


[Product Information](#)

[Industry Links](#)

2/14/2016

e-CARMA Claim Alerts has been enhanced to offer additional functionality including new alert categories, an organizational sort and additional limiting selections.

[Click here](#) for more information.


 **Quick Reports**

[Closed with Open Detail Financial Summary](#)

[WC Cause Analysis](#)

[WC Performance Overview](#)

[Organization Code and Text](#)

 **Contact Us**

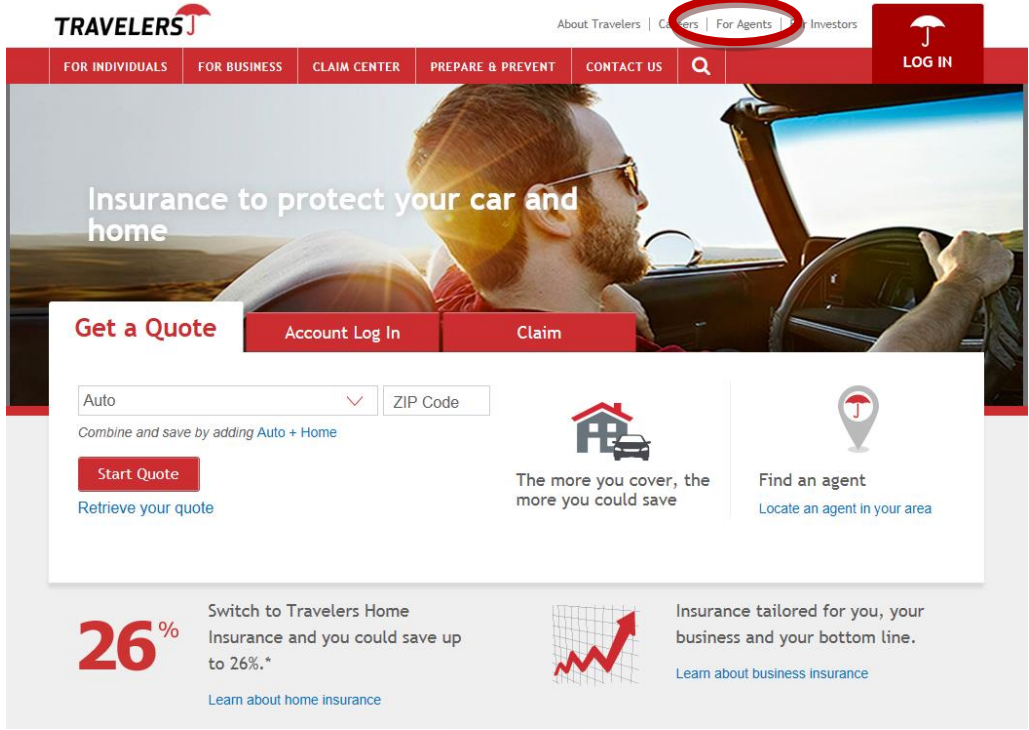
1.860.277.5800

A user ID and password is created upon request for each agent to access e-CARMA. Contact your RMIS Information Account Executive or to learn more call: 860.277.5800.

Learn more about Travelers Risk Management Information System and e-CARMA.

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Access for small and middle market agents and brokers

<p>Agent HQ includes access to Travelers secure systems and content for Business Insurance, Financial, Professional & International Insurance, and Personal Insurance.</p> <p>To register for Agent HQ, contact your Agency Administrator at 1-800-842-2522.</p>	<p>AGENCY AUTOMATION manages agency access to Travelers secure systems. Contact AGENCY AUTOMATION for the following:</p> <ul style="list-style-type: none"> • Find out who in your agency is your Agency Administrator. Your Agency Administrator assigns personal user IDs and passwords for agents to access Travelers secure systems • If your user ID is locked • Technical issues with our secure systems
<p>Agents access Agent HQ from travelers.com by clicking “For Agents” in the header of travelers.com</p> <p><i>Note:</i> Agents may have a favorite on their desktop, so they may skip this step.</p>	 <p>The screenshot shows the Travelers website header with the 'For Agents' link circled in red. Below the header is a navigation bar with links for 'FOR INDIVIDUALS', 'FOR BUSINESS', 'CLAIM CENTER', 'PREPARE & PREVENT', 'CONTACT US', and a search icon. A 'LOG IN' button is also visible. The main content area features a banner for 'Insurance to protect your car and home' with buttons for 'Get a Quote', 'Account Log In', and 'Claim'. Below the banner are input fields for 'Auto' and 'ZIP Code', a 'Start Quote' button, and a 'Retrieve your quote' link. There are also icons for home insurance and a 'Find an agent' section. At the bottom, there is a '26%' savings offer for switching to Travelers Home Insurance and a section for business insurance.</p>

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Log in using your Agent HQ ID and password.

Note: Each agency/broker has an assigned Agent HQ administrator who can be contacted to set up individual users. “Click Here for Help” has numbers to call to find out who their Administrator is and his or her phone number, along with tips to set their password.

Once logged in to the secure area of Agent HQ, the “Risk Control Customer Portal” link will take them directly to our secure site without the need for entering additional passwords.

Currently, Risk Control Customer Portal links can be found under Commercial, Small Business and Claim in the left navigation column and drop-down menu.

The screenshot displays the TRAVELERS Risk Control website. At the top, there is a navigation bar with links for HOME, LIBRARY, TRAINING, SERVICES, and MY WORKROOM. A search bar is located on the right side of the navigation bar. Below the navigation bar is a 'Welcome' banner with a 'Learn more' button. Underneath the banner is a 'Library' section with icons for Workplace Safety & Health, Driver & Fleet Safety, Buildings & Equipment, Liability & Product Safety, Cyber Security, and Business Continuity. The main content area is titled 'Agent HQ' and features a navigation menu with 'Commercial', 'Small Business', and 'Claim' highlighted with red circles. The 'Commercial' section is active, showing a 'Quote & Issue' area with a Microsoft Windows 10 compatibility message, a 'News' section with an Oklahoma Earthquake coverage notice, and an 'ISO Auto 2013 - Multistate Filing' notice. A 'Risk Control Customer Portal' link is circled in red in the left navigation menu. The footer includes '© 2016 The Travelers Indemnity Company. All rights reserved.'

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In order for agents to customize the site to their preferences and sign up to receive alerts, training information and newsletters from Travelers Risk Control, they need to make sure to update their profile information by selecting "My Profile" under the navigation bar.

The screenshot shows the Travelers Risk Control website. The navigation bar includes links for 'About Travelers', 'Careers', 'For Agents', and 'For Investors'. The 'For Agents' link is circled in red. Below the navigation bar, there is a main banner with the text 'Protect your customers from the unexpected' and a sub-header 'For Agents and Brokers'. A 'Log In' button is visible in the top right corner. An 'Agent Log In' form is overlaid on the right side of the page, containing fields for 'User ID', 'Password', and a 'Remember User ID' checkbox, along with a 'Log In' button and a link for 'Problems logging in?'. Below the banner, there are three featured articles: 'Safety around the pellet stove', 'Risks of a modern workplace', and 'Flu prevention at work'.



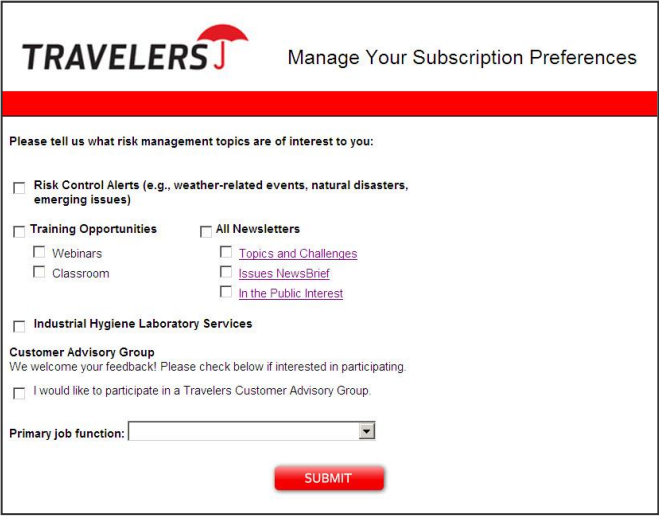
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<p>Once in “My Profile,” they can click on “Manage Your Subscription Preferences.” Here they can choose Risk Control Alerts, Training Opportunities, Newsletters, Industrial Hygiene Services – or all of them!</p>	
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For more information, log in to the Risk Control Customer Portal at travelers.com/riskcontrol. (Need help? Read our [Registration Quick Guide](#).) You also can contact your Risk Control consultant or email Ask-Risk-Control@travelers.com.



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