

Appendix A Group C Instructions

Group C includes insurance companies without web services and insures 500 or fewer vehicles in Nevada. This document is instructions to be used by the Group C insurance companies to add, edit, terminate, or view their insurance records.

LOGON

This web page will access the web to submit and manage policies. Access will be limited to Group C Reporting.

On the logon page, please enter your User ID and password to access the Group C Reporting. Please contact DMV Nevada LIVE if you have problems.

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Logon Instructions:

1. Company enters their User Logon ID.
2. Company enters their Password.
3. Company selects Submit or the enter key:
 - a. Logon and password is verified.
 - (1) If passes, NAIC list opens when the logon has more than one NAIC assigned.
 - (2) If does not pass, error message pops-up, "Logon and Password does not pass validation".
 - a) Company selects "OK" or the enter key to clear message and may re-enter User ID and Password.
 - b) After three attempts, the Company will have to contact the NV LIVE Helpdesk to have their password reset.
4. At the initial logon, a generic password will be provided to the Company. Once logged on the system will bring a Question and Answer screen. The company will have to select and answer five questions. This will allow the user to reset their password as needed.
5. Company selects Reset after the User ID and current Password is entered if they wish to change their password when it has not been suspended:
 - a. A new password is entered. The new password must be eight (8) characters long and be a mixture of letters and numbers.
 - b. The new password is entered a second time to ensure the Company knows their password. Do not copy and paste the password.
 - c. Both of the new passwords must be identical.

- d. If the new passwords don't match, error message pops-up, "Please re-enter passwords, does not pass validation".
 - e. Company selects "OK" to clear message and may re-enter Passwords.
 - f. If the User ID and current Password is not present, error message pops-up, "Please enter User ID and current Password before selection the Reset button." Company selects "OK" to clear message.
6. Company selects "Forgot Password" the preselected security questions associated with the User Logon ID will be queue and must be answered as entered in 4.
 7. Company can select to close the window without logon or reset.
 8. Logoff is display in the upper right hand corner of each screen. If the web page is closed, the Company will automatically logout when they have successfully logged on.

NOTE: The web page will time out after 15 minutes of inactivity.

SELECTING COMPANY

Following a successful logon, the user will see a list of companies they are associated to. This association will allow the addition, edit, terminate, or view their insurance records for each company.

The Insurance Company Data lists the NAIC, Name (Insurance Company Name), Policy Count, and Transactions

SELECT A TRANSACTION

Select the Transaction to be processed on the row of the Insurance Company affected. The Transaction is selected by selecting one of the following using the computer mouse.

- Modify Policies
- Report No Activity
- Pending Policies

Modify Policies

The NAIC and Company Name and number of Policies on File are displayed. The transaction buttons that can be processed are Add New Policy, Process File, and Search for a policy number or VIN. If the Back button is selected the screen will move back to Selecting Transaction.

Add New Policy

The 'Add New' button will allow the user to manually add a single new policy. The NAIC field cannot be edited.

1. Enter the Policy Number.
2. Enter the Policy Start Date. This date cannot be more than 24 months in the past. The policy start and ending dates cannot be more than a total of 24 months.

- a. Pop-up calendar. The arrow keys may be used to change the month. If the month is selected all months will be displayed and may be selected. If the year is selected 12 years will be displayed and may be selected.
- b. Numeric date entry. The format must be MM/DD/YYYY.
3. Enter the Policy End Date. This date cannot be more than 24 months in the future. The policy start and ending dates cannot be more than a total of 24 months.
 - a. Pop-up calendar. The arrow keys may be used to change the month. If the month is selected all months will be displayed and may be selected. If the year is selected 12 years will be displayed and may be selected.
 - b. Numeric date entry. The format must be MM/DD/YYYY.
4. Select the Policy Type. The policy types are Vehicle, Fleet or Operator. This selection will drive the other required Fields. VIN is required when Vehicle is selected. A Nevada Driver's License Number is required when Operator is selected. A FEIN is required when Fleet is selected.
5. Enter the VIN.
6. Business or Trust check box must be selected if the customer is not a person. The Nevada DMV's database stores the individual records in a separate table from the businesses. The trusts are stored in the business table.
7. Names
 - a. Person: Enter the First and Last Name. If Operator was selected, the Nevada Driver's License Number must also be entered.
 - b. Business: Enter the business' full name. Don't abbreviate if possible.
8. Select the Post Add button to apply the insurance record.
9. If the Back button is selected the screen will move back to Insurance Company Data (Modify Policies.)

Process File

From this screen, the user can upload a file to process ('Browse' and then 'Process File'). Only 500 records can be processed in one file. A Microsoft Excel file format is expected (XLS).

Notes for the Excel File:

- Data may only be saved on the first tab.
- The tab name must be: "NVLIVEDATA".
- The first row is the header row and must be present
- Termination dates must be present
- Only one NAIC per file, multiple NAICs on one Excel file will error.
- Dates must be MM/DD/YYYY in a date formatted cell or the records will error.

1. Select “Browse” to attach the file that will be uploaded. The file must have an “.XSL” extension otherwise the file won’t attach and an error message appears informing the Company the file does not qualify.
2. The Upload File field will display the name of the file uploaded.
3. Select the Process File button. When the Process File button is selected the format must match the data criteria listed in the Insurance Company User Guideline for Group C in the Required Data Elements section.
4. The number of Records Read, Records Successfully Processed, and Records Failed will be displayed.
5. Select View Failed Records button. A file is provided when any records fail. Each record that failed will have a Reject Reason written to the last field of the record.
6. The error file must be saved at this time as it will not be accessible after closing this screen. **VERY IMPORTANT!!!**
NOTE: Failed records that are not accepted must be corrected then resubmitted.

Search

Search can be preformed for a specific policy number or VIN. Both fields can be left blank to list all policies.

1. Enter the data then select the Search button.
2. A filter tool appears that can further define the search results.
 - a. This will allow the user to filter the list for policies or VINs. As data is entered in any of the fields, the filter will begin working.
 - b. The “Filter” button must be selected to apply the filter.
3. Each record can be Viewed or Processed.
 - a. View does not have editable fields. View displays the NAIC and Company, Policy Number, Policy Start Date, Policy End Date, Policy Type, and VIN if applicable.
 - b. Process allows a New Issue – Active Insurance, Termination, or Previous Coverage.
 - (1) New Issue – Active Insurance
 - (2) Termination only has the Policy End Date field is enabled. Enter the date of the termination. After the Post Termination button is selected, the screen goes back to Select a Transaction.
 - (3) Previous Coverage
 - c. The “View History” button allows you to view vehicle insurance policy history.

Report No Activity

This feature is not available at this time. The No Activity reporting displays previous reports of no activity. Enter the beginning date and ending date of the reporting period.

1. Pop-up calendar. The arrow keys may be used to change the month. If the month is selected all months will be displayed and may be selected. If the year is selected 12 years will be displayed and may be selected.

2. Numeric date entry. The format must be MM/DD/YYYY.

Pending Policies

The Pending Policies are policies that could not be matched to a vehicle record. These could be situations where the customer has not yet registered their vehicle. When the customer does come in and register their vehicle the insurance record will be linked. These records will be held for 60 days. If the vehicle is not registered within that time the records will be deleted.