



FSC Manager

» [Service Link](#)

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Introduction

Welcome to Service Link

Real-time is a way to integrate agency management systems with carrier websites. In FSC Manager, real-time is called Service Link. With a few clicks of the mouse, Service Link can take the user to view policy, claims, billing, loss runs, or make a payment for an insured online. FSC Manager will remember the user's website user id and password for subsequent transactions.

Since not all carriers are participating in real-time yet, FSC has given users the option to create a hyperlink to every carrier's website. This creates a single workflow for all online transactions.

The agency's trainer will install and setup Service Link. When new carriers are added, it is the responsibility of the agency to perform the few steps necessary to add new carriers. This chapter will explain how to use and update Service Link when necessary.

How to Use Service Link

Using Service Link in FSC Manager

Policies that have Service Link capabilities are designated with a yellow lightning bolt icon beside the policy. If a carrier does not offer real-time inquiry, but the agency has set up a hyperlink to the carrier website, the policy will be designated with a blue lightning bolt.

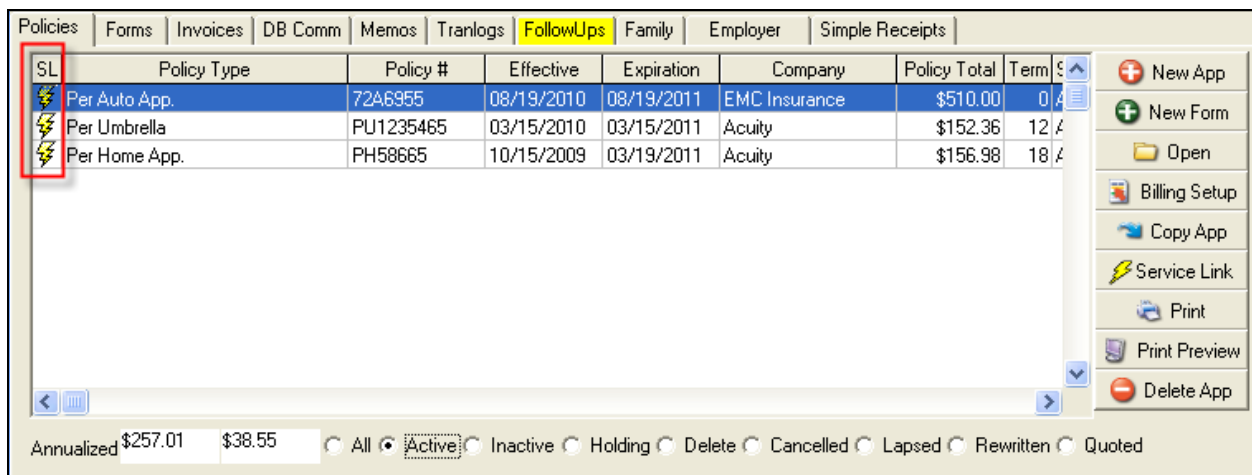


Figure 1: Service Link Indicator

1. Highlight a policy from the Client screen.
2. Click the *Service Link* button.
3. Select the *Transaction* type.

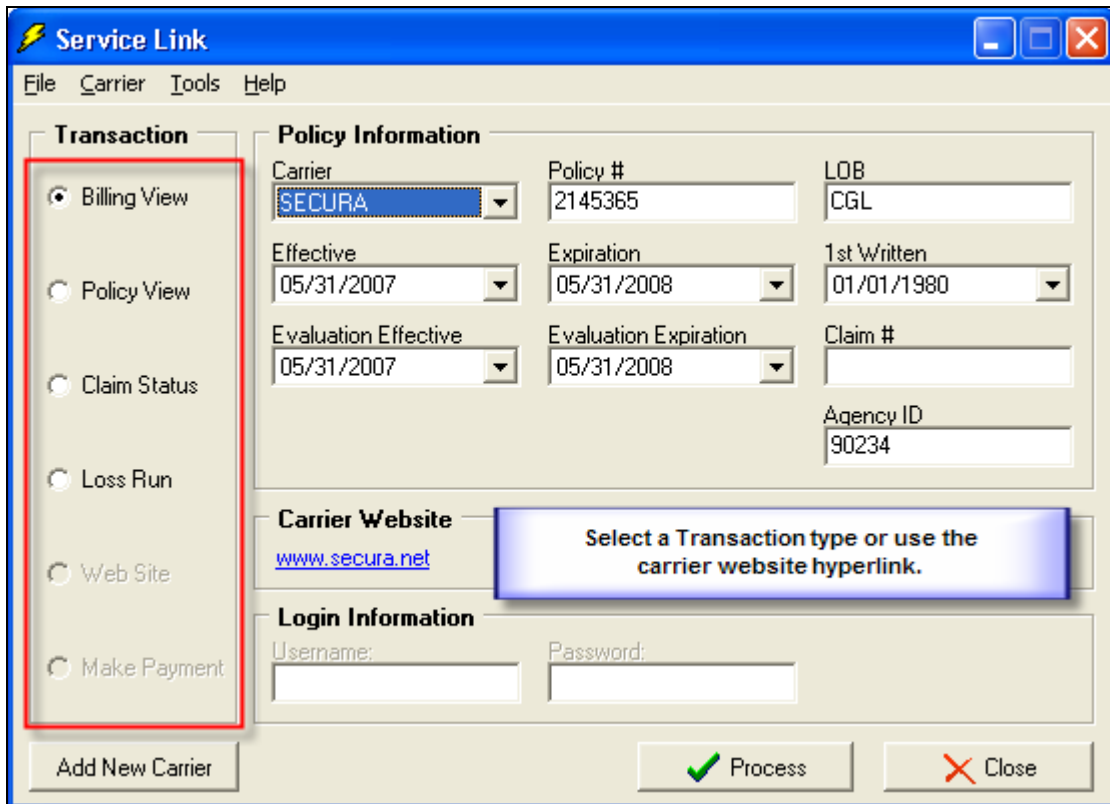


Figure 2: Service Link Request Window

4. Click *Process*.
5. The first time an inquiry is done, the user may be prompted to enter the carrier website user id and password.
6. The carrier website will open displaying the requested information.

Adding a New Carrier

FSC is working to add new carriers for Service Link inquiries. Agencies will be notified via email or the Messages window at the Main Screen when a new carrier becomes available. Follow the instructions below to set up the new carrier.

1. Highlight a current Service Link carrier policy from the Client screen.
2. Click the *Service Link* button.
3. Click the *Add New Carrier* button.

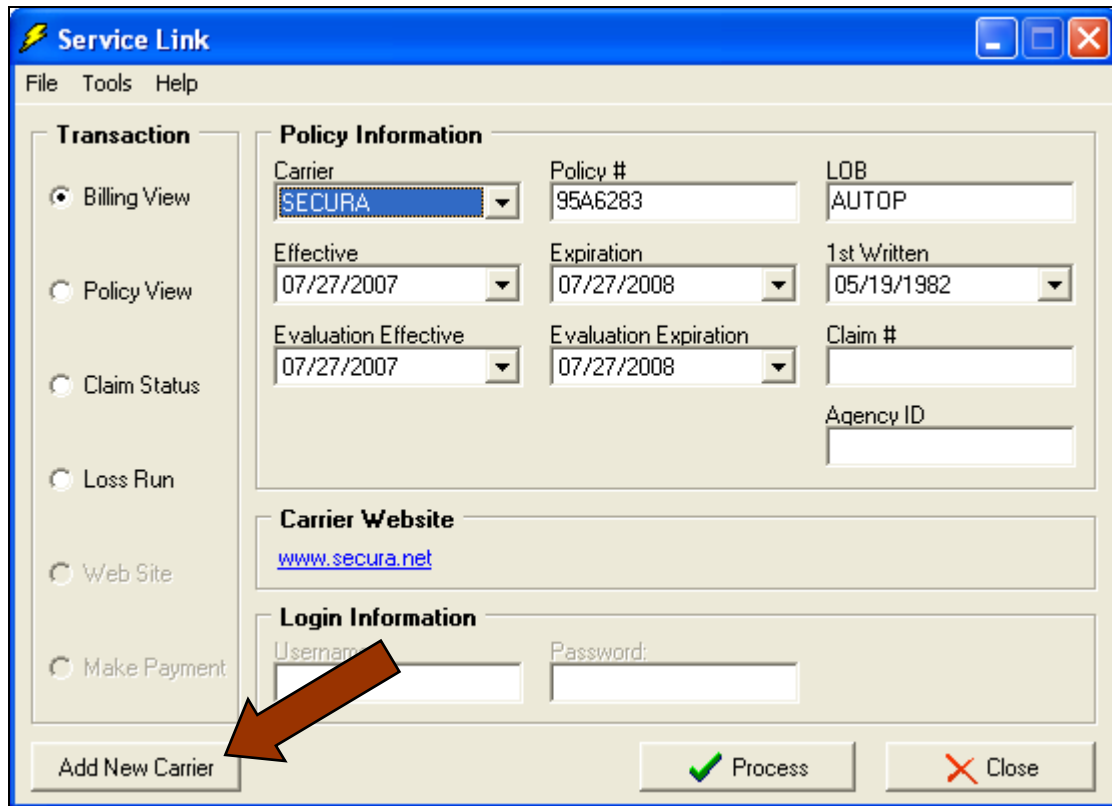


Figure 3: Add New Carrier Button in Service Link

4. At the Account Update Wizard, click *Next*.
5. When the *Service Link Mapper* opens, verify that the new company appears under *Available Service Link* carriers on the right. If the carrier is not listed there, contact Customer Service; they will submit a request to the carrier for approval for real-time transactions.
6. Locate the company under *Management System Carrier*. In the *Service Link Carrier* column, select the appropriate carrier.

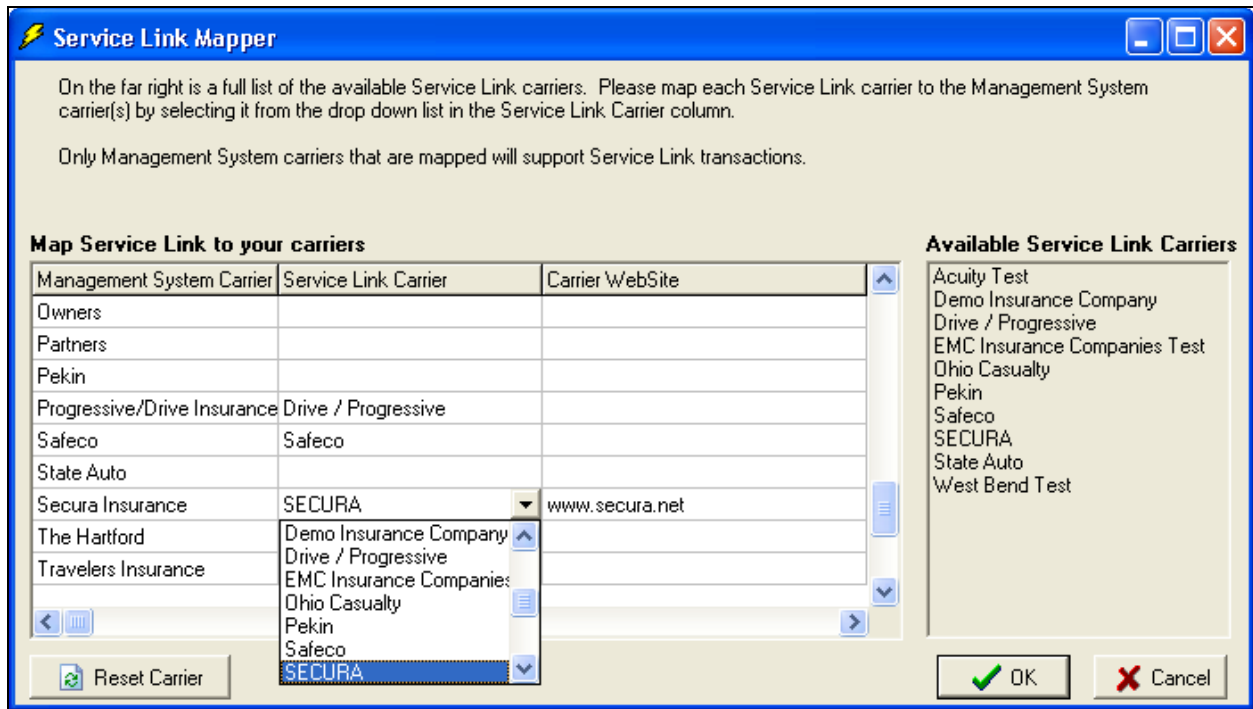


Figure 4: New Service Link Carrier Setup

7. Enter the *Carrier Website*. This can be copied and pasted from the address in Internet Explorer.



Figure 5: Web Address in Internet Explorer

8. Click the *OK* button to exit and save changes.

Optional Carrier Website Setup

FSC has also added the ability to access carrier websites for those carriers that do not offer real-time inquiry. This allows for a single workflow when accessing all carrier websites. This link will simply open the carrier website. The user will still have to enter their username and password and search for the customer just as they would if accessing the carrier website through Internet Explorer.

These carrier website links must be set up in the system. This only needs to be done by one user. Open the Service Link area and go to *File->Map Carriers*. Enter or copy and paste the URL (website address) in the *Carrier Website* field next to the corresponding carrier. Click *OK* to exit and save changes.

Changing User ID and Password for Carrier Websites

Some carriers may require users to change a user id and/or password periodically for security purposes. When the website user id or password changes, this information must be updated in Service Link as well. Most real-time inquiries are done through IVANS software; carriers that do not use IVANS have specific instructions listed below. To change any user id and password, the user must first open the Service Link area.

Changing Passwords for IVANS Carriers

Most real-time transactions are processed through an IVANS software called Transformation Station. Instructions for changing user id and password are below.

1. From the Service Link screen, go to *File → IVANS → Configure Users*.

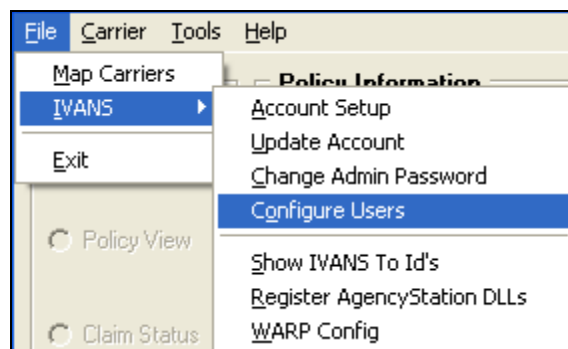


Figure 6: Configure User ID and Passwords

2. In the box that appears, highlight a line for a company inquiry that needs to have the password changed and click *Edit*.

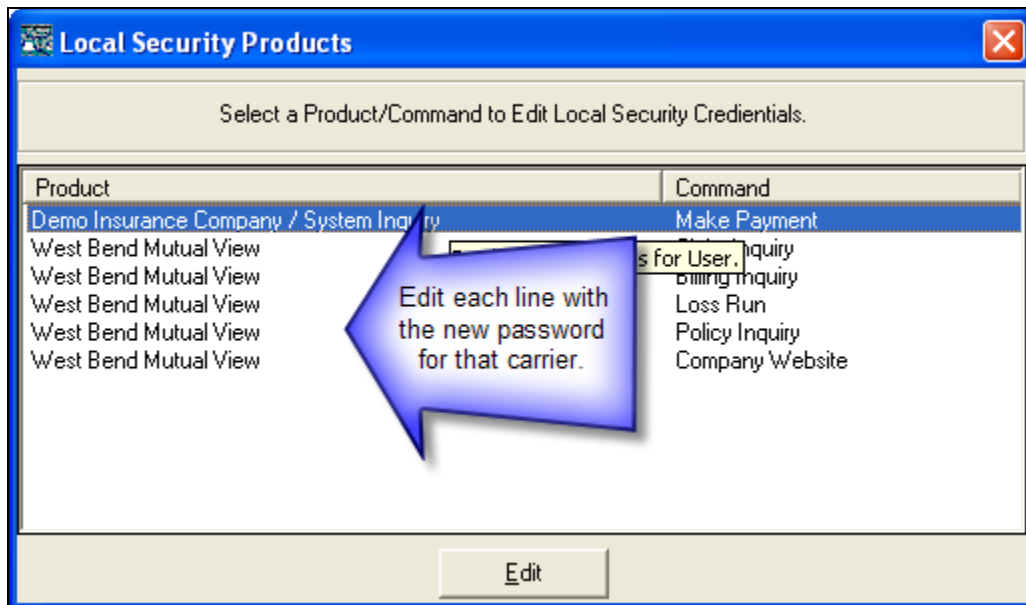


Figure 7: Changing Service Link Carrier Password

3. Enter the new UserID and Password and click OK.
4. Repeat this process for each inquiry type.
5. Click the X to close and save changes.

Changing User ID and Password for Progressive

1. Go to *Carriers* → *Drive/Progressive* → *Registration Request*.
2. Enter the Username and Password and click OK.

Changing User ID and Password for State Auto

1. Change the Username and Password in the Login Information box on the Service Link screen.

Login Information

Username: Password:

Figure 8: State Auto Username and Password

Changing User ID and Password for EMC, Secura or Pekin

1. When the Username and Password pop up during the inquiry request in Internet Explorer, update the information and click OK.

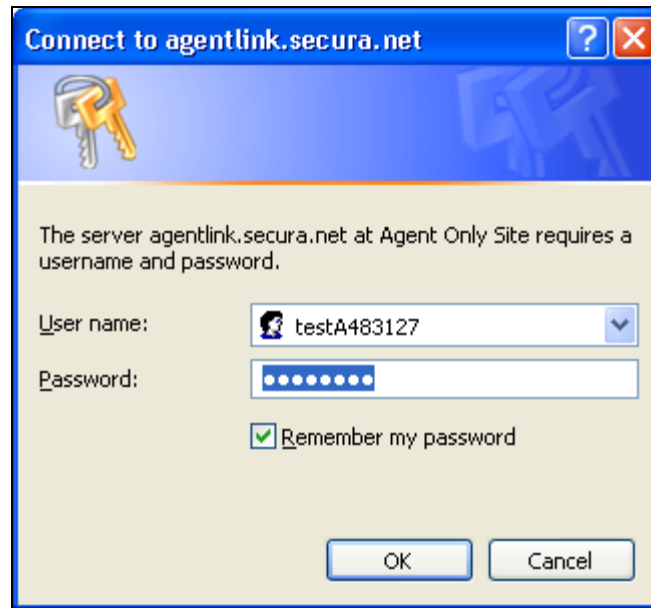


Figure 9: User Name and Password Re-set

Participating Service Link Carriers

An updated list of carriers with Service Link available can be found at:

<http://www.mi-assistant.com/resources/carrierinterfaces11.pdf>

Obtaining Support

If you have any questions about this training, please contact FSC Customer Support. Thank you and enjoy using FSC Manager!

West Coast Customer Support: 800-433-2550

Midwest Customer Support: 800-401-2895

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Last Updated 08/09/2011