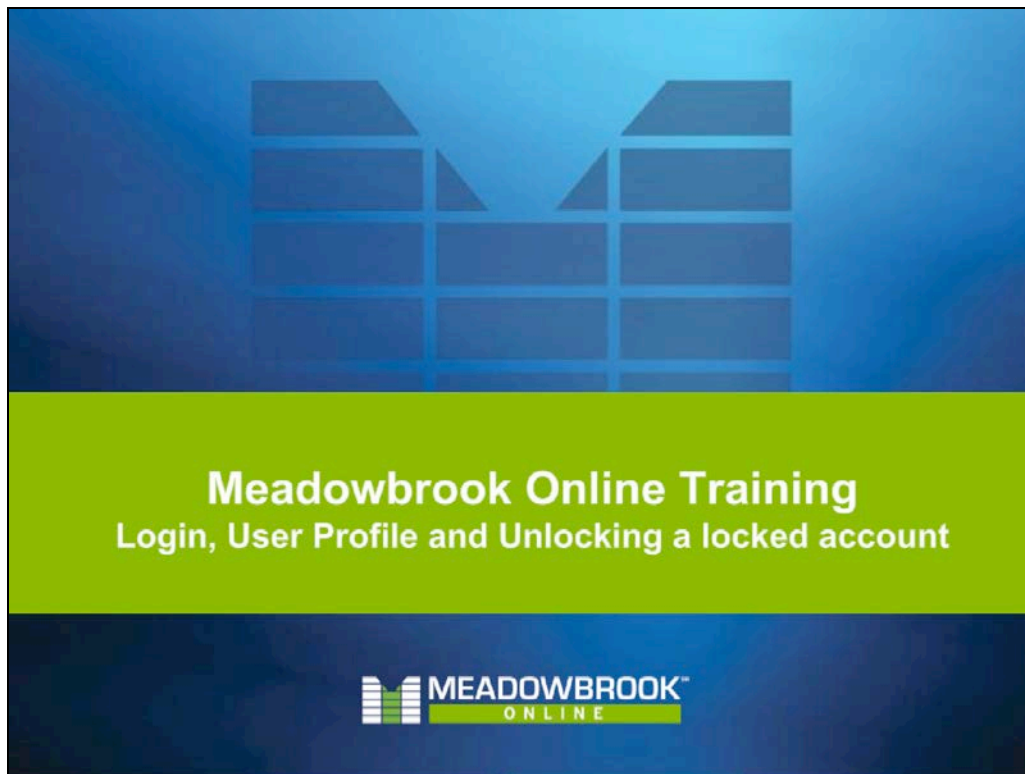


## MOL - Login, User Profile and Unlocking a Locked Account

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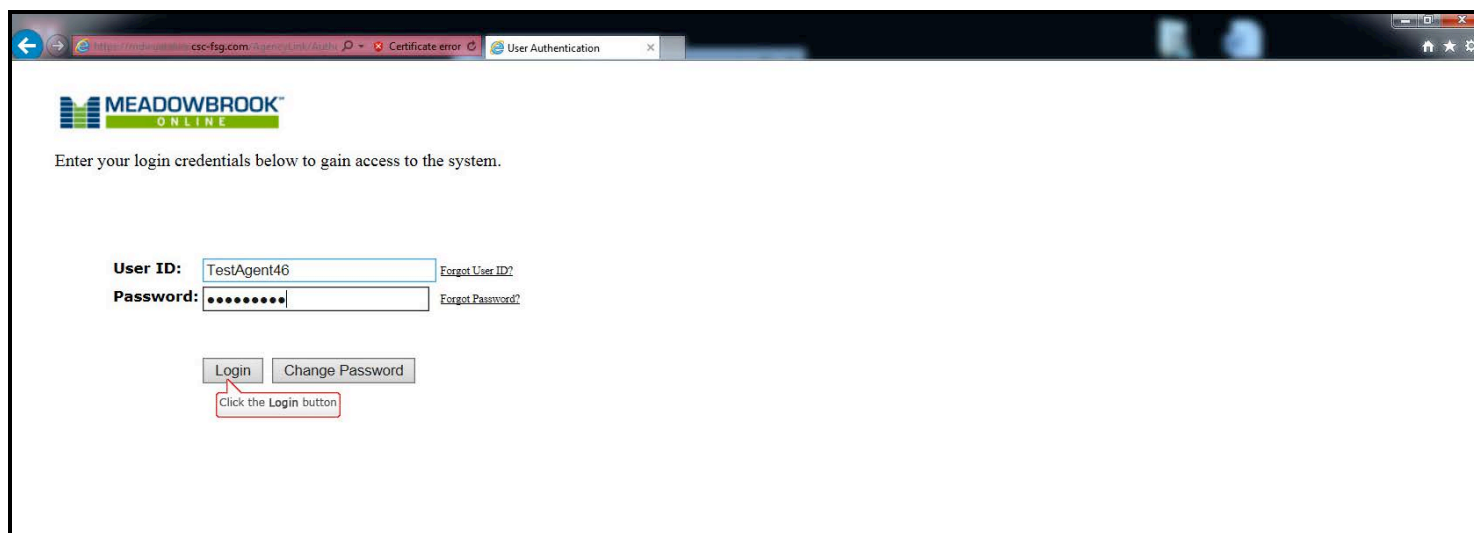


- Welcome to the Meadowbrook Online Training. This training video will review how to login to the system, how to update your user profile and how to unlock your User ID account should it become locked out.

A screenshot of a web browser showing the Meadowbrook Online login page. The browser's address bar shows the URL "https://md.wustatela.csc-fsg.com/AgencyLink/". The page features the Meadowbrook Online logo at the top left, followed by the instruction "Enter your login credentials below to gain access to the system." Below this, there are two input fields: "User ID:" and "Password:". Each field has a "Forgot User ID?" and "Forgot Password?" link to its right. At the bottom, there are two buttons: "Login" and "Change Password".

- This is the Meadowbrook Online log in screen.

## MOL - Login, User Profile and Unlocking a Locked Account



MEADOWBROOK  
ONLINE

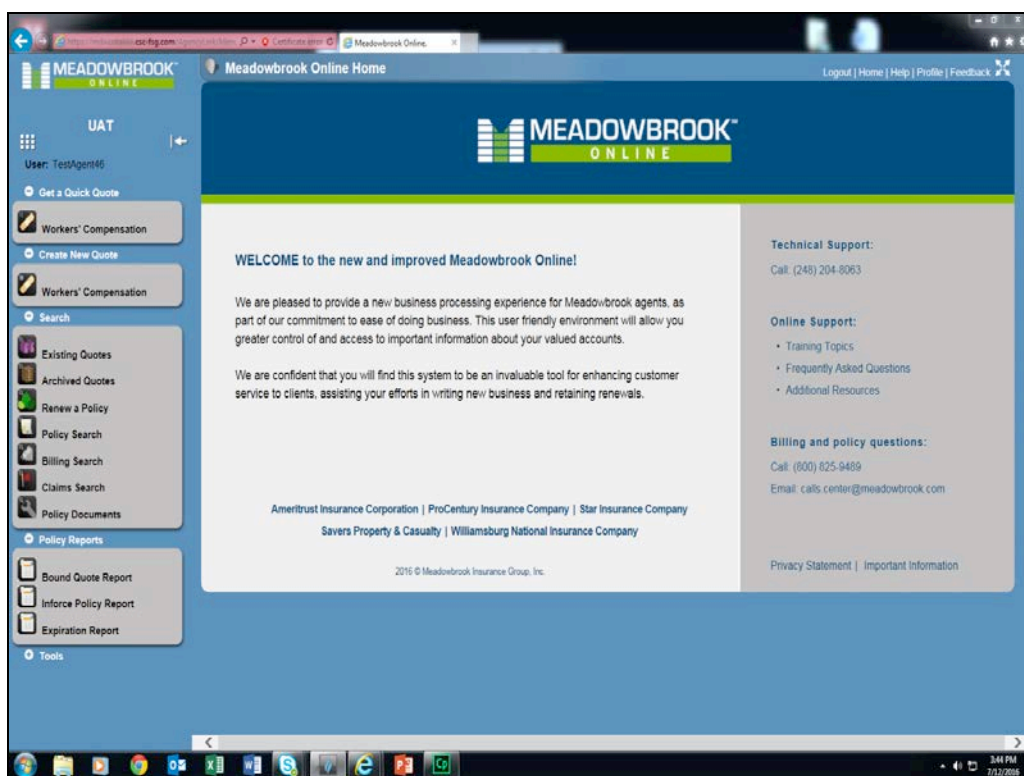
Enter your login credentials below to gain access to the system.

User ID:  [Forgot User ID?](#)

Password:  [Forgot Password?](#)

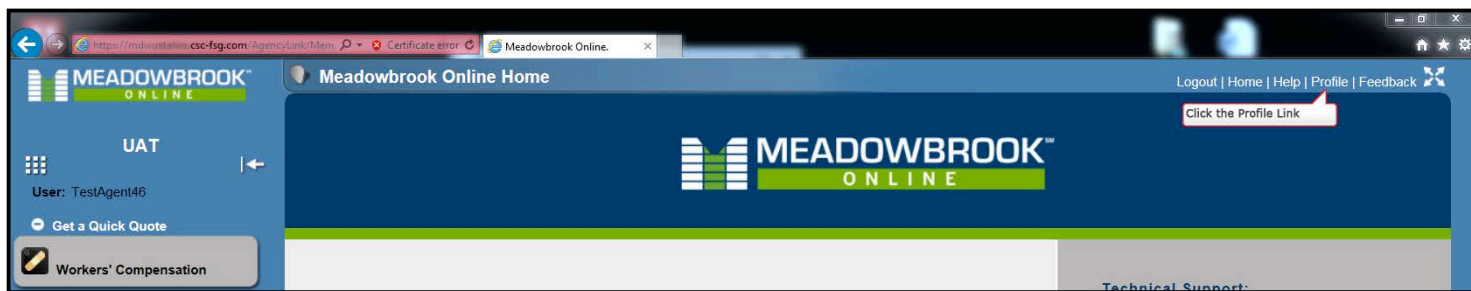
Click the Login button

- On this screen you will enter your User ID and Password that was supplied to you by the Meadowbrook Online support team.
- You can click on the Login button or simply press your enter key to log into the Meadowbrook Online system.



- Once on the Meadowbrook Online system, it is very important that you know the email address set up for your User Profile and that you update your security questions in your User Profile.
- You will need to know the answers to these questions to unlock your account if it should become locked.

## MOL - Login, User Profile and Unlocking a Locked Account



- To access your User Profile, click on the Profile link located in the upper right corner of the Meadowbrook Online Home page.

The screenshot shows the 'TestAgent46 Details' user profile page. The page is divided into sections for User Information, Business Information, and Home Information. A callout box with the text 'Review/Change the Email address' points to the 'Status' field in the User Information section.

User Information			
*User ID:	TestAgent46	Date of Birth:	
*Prefix:	Ms.	Common Name:	
*First Name:	Test	Managing Agent:	
Middle Name:		*Organization:	MDW
*Last Name:	Agent	*Organization Unit:	MDW
Suffix:		*Email:	judy.recker@meadow
*Enterprise:	PT	Status:	<a href="#">Review/Change the Email address</a>
Gender:	<input type="radio"/> Male <input checked="" type="radio"/> Female	*Security Question 1:	What is your pet's name?
*Security Question 1:	What is your pet's name?	*Security Answer 1:	Nike
*Security Question 2:	What is your favorite sport?	*Security Answer 2:	swimming
Navigation Warning:	<input checked="" type="radio"/> Enable <input type="radio"/> Disable	LexisNexis Code:	
User Type:	Agency		
Reports To:	AAVENDANO		

Business Information		Home Information	
*Business Phone Number:	(248)204-8071	*Home Phone Number:	(555)555-5555
Business Phone Extension:		Home Phone Extension:	
Business Address:		Home Address:	
Business City:		Home City:	
Business State:		Home State:	
Business Postal Code:		Home Postal Code:	
Business Country:		Home Country:	

- Once in your User Profile, you will want to review the email address that is set up for your User Account.
- You have the option of changing this address for your account if you would prefer a different email address.
- Simply update the Email field with the desired address.

## MOL - Login, User Profile and Unlocking a Locked Account

**MEADOWBROOK ONLINE**  
UAT  
User: TestAgent46

**TestAgent46 Details**  
Any field preceded by an asterisk (\*) is required.

User Information	
*User ID:	TestAgent46
*Prefix:	Ms.
*First Name:	Test
Middle Name:	
*Last Name:	Agent
Suffix:	
*Enterprise:	PT
Gender:	<input type="radio"/> Male <input checked="" type="radio"/> Female
*Security Question 1:	What is your pet's name ?
*Security Question 2:	What is your favorite sport?
Navigation Warning:	<input type="radio"/> Enable <input type="radio"/> Disable <a href="#">Review the Security questions</a>
User Type:	Agency
Reports To:	AAVENDANO
Date of Birth:	
Common Name:	
Managing Agent:	
*Organization:	MDW
*Organization Unit:	MDW
*Email:	Judy_reckker@meadow
Status:	
*Security Answer 1:	Nike
*Security Answer 2:	swimming
LexisNexis Code:	

Business Information		Home Information	
*Business Phone Number:	(248)204-8071	*Home Phone Number:	(555)555-5555
Business Phone Extension:		Home Phone Extension:	
Business Address:		Home Address:	
Business City:		Home City:	
Business State:		Home State:	
Business Postal Code:		Home Postal Code:	
Business Country:		Home Country:	

- You will also want to select and set up answers for the security questions.
- These questions are required when a user needs to unlock their account.

**MEADOWBROOK ONLINE**  
UAT  
User: TestAgent46

**TestAgent46 Details**  
Any field preceded by an asterisk (\*) is required.

User Information	
*User ID:	TestAgent46
*Prefix:	Ms.
*First Name:	Test
Middle Name:	
*Last Name:	Agent
Suffix:	
*Enterprise:	PT
Gender:	<input type="radio"/> Male <input checked="" type="radio"/> Female
*Security Question 1:	What is your mother's name before marriage? What is your pet's name? What is the name of your school? In what city were you born? What is your favorite movie? In which year were you born? What is your favorite color?
*Security Question 2:	
Navigation Warning:	<input type="radio"/> Enable <input type="radio"/> Disable
User Type:	Agency
Reports To:	AAVENDANO
Date of Birth:	
Common Name:	
Managing Agent:	
*Organization:	MDW
*Organization Unit:	MDW
*Email:	Judy_reckker@meadow
Status:	
*Security Answer 1:	Nike
*Security Answer 2:	swimming
LexisNexis Code:	

Business Information		Home Information	
*Business Phone Number:	(248)204-8071	*Home Phone Number:	(555)555-5555
Business Phone Extension:		Home Phone Extension:	
Business Address:		Home Address:	
Business City:		Home City:	
Business State:		Home State:	
Business Postal Code:		Home Postal Code:	
Business Country:		Home Country:	

- Make sure you select questions and answers that you will remember.

## MOL - Login, User Profile and Unlocking a Locked Account

**MEADOWBROOK ONLINE**

UAT

User: TestAgent46

Get a Quick Quote

Workers' Compensation

Create New Quote

Workers' Compensation

Search

Existing Quotes

Archived Quotes

Renew a Policy

Policy Search

Billing Search

Claims Search

Policy Documents

Policy Reports

Bound Quote Report

Enforce Policy Report

Expiration Report

Tools

**MEADOWBROOK ONLINE**

TestAgent46 Details

Any field preceded by an asterisk (\*) is required.

User Information	
*User ID:	TestAgent46
*Prefix:	Ms.
*First Name:	Test
Middle Name:	
*Last Name:	Agent
Suffix:	
*Enterprise:	PT
Gender:	<input type="radio"/> Male <input checked="" type="radio"/> Female
*Security Question 1:	What is your pet's name?
*Security Question 2:	What is your favorite sport?
Navigation Warning:	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
User Type:	Agency
Reports To:	AAVENDANO
Date of Birth:	
Common Name:	
Managing Agent:	
*Organization:	MDW
*Organization Unit:	MDW
*Email:	Judy.reckker@meadow
Status:	
*Security Answer 1:	Nike
*Security Answer 2:	swimming
LexisNexis Code:	

Business Information		Home Information	
*Business Phone Number:	(248)204-8071	*Home Phone Number:	(555)555-5555
Business Phone Extension:		Home Phone Extension:	
Business Address:		Home Address:	
Business City:		Home City:	
Business State:		Home State:	
Business Postal Code:		Home Postal Code:	
Business Country:		Home Country:	

- Enter your answers for the selected security questions.

**MEADOWBROOK ONLINE**

UAT

User: TestAgent46

Get a Quick Quote

Workers' Compensation

Create New Quote

Workers' Compensation

Search

Existing Quotes

Archived Quotes

Renew a Policy

Policy Search

Billing Search

Claims Search

Policy Documents

Policy Reports

Bound Quote Report

Enforce Policy Report

Expiration Report

Tools

**MEADOWBROOK ONLINE**

TestAgent46 Details

Any field preceded by an asterisk (\*) is required.

User Information	
*User ID:	TestAgent46
*Prefix:	Ms.
*First Name:	Test
Middle Name:	
*Last Name:	Agent
Suffix:	
*Enterprise:	PT
Gender:	<input type="radio"/> Male <input checked="" type="radio"/> Female
*Security Question 1:	What is your pet's name?
*Security Question 2:	What is your favorite sport?
Navigation Warning:	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
User Type:	Agency
Reports To:	AAVENDANO
Date of Birth:	
Common Name:	
Managing Agent:	
*Organization:	MDW
*Organization Unit:	MDW
*Email:	Judy.reckker@meadow
Status:	
*Security Answer 1:	Nike
*Security Answer 2:	swimming
LexisNexis Code:	

Business Information		Home Information	
*Business Phone Number:	(248)204-8071	*Home Phone Number:	(555)555-5555
Business Phone Extension:		Home Phone Extension:	
Business Address:		Home Address:	
Business City:		Home City:	
Business State:		Home State:	
Business Postal Code:		Home Postal Code:	
Business Country:		Home Country:	

- You should also update your business and home phone numbers as these are required fields as indicated by the asterisk.
- All other fields are optional.

## MOL - Login, User Profile and Unlocking a Locked Account

Business State: [dropdown] Home State: [dropdown]  
Business Postal Code: [input] Home Postal Code: [input]  
Business Country: [input] Home Country: [input]

**Associated Agencies** [Change](#)

Agency Name	State	Information	Locations
KIRKILES & ASSOC COMMERCIAL	MA		NORTHEAST WC - SAVERS NORTHEAST SM WC - SAVERS NORTHEAST WC - STAR INS NORTHEAST WC RIBUILD - STAR INS NORTHEAST SM WC - STAR INS NORTHEAST WC - WILLIAMSBURG NORTHEAST WC MSA - STAR INS NORTHEAST WC RIBUILD MSA - STAR INS NORTHEAST WC - WILLIAMSBURG

**Associated User Locations** [Change](#) Locations in this section override locations in the Associated Agencies section. To use locations assigned at the agency level, do not assign locations in this section.

Location Description: [input]

**Customize Home Page** [Change](#)

Home Page Sections: [input]

**Policy Filter**

Use this section to specify which policies this user can edit and who this user can mimic. Editing means the ability to quote, issue, endorse or renew policies. Mimicking means assuming the identity of another user. For more details, see Policy Processing - Common Features guide in Meadowbrook Online documentation library.

- Edit only this user's policies (Mimicking is disabled).
- Mimic all users in this list and edit their policies. [Change](#)
- Mimic all users in this user's associated agencies and edit their policies.

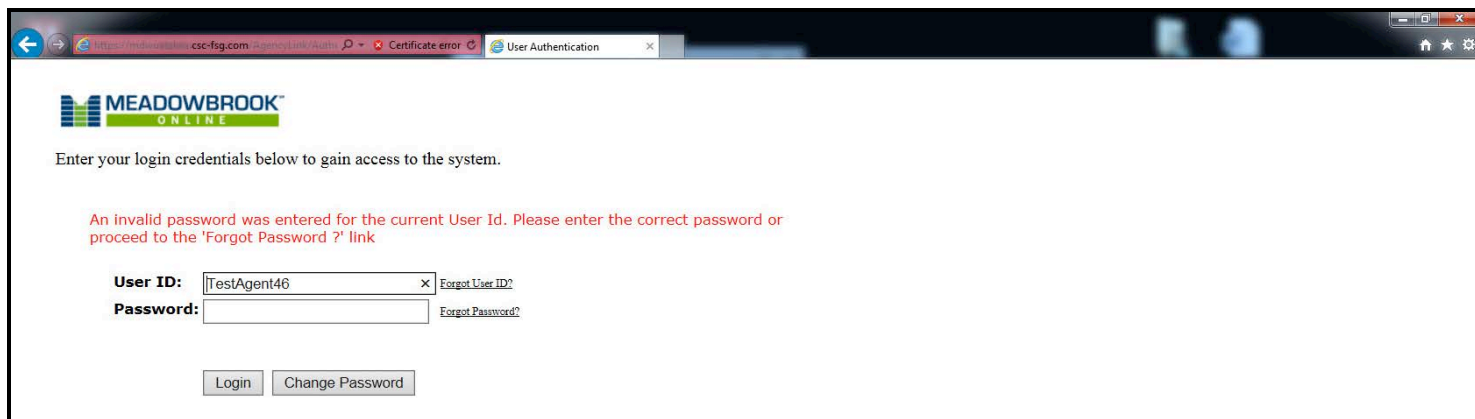
[Continue](#) [Change Password](#)

- Additionally, you can change your password from within your User Profile screen by clicking on the Change Password button located at the bottom of the page.

[Continue](#) [Change Password](#)

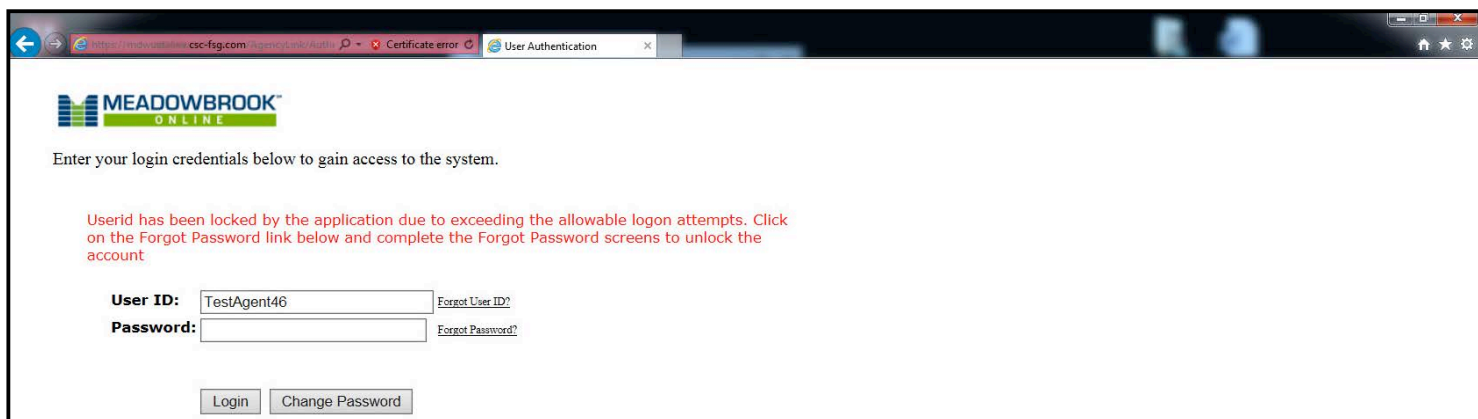
- When you are all done updating your User Profile fields, click on the Continue button.

## MOL - Login, User Profile and Unlocking a Locked Account



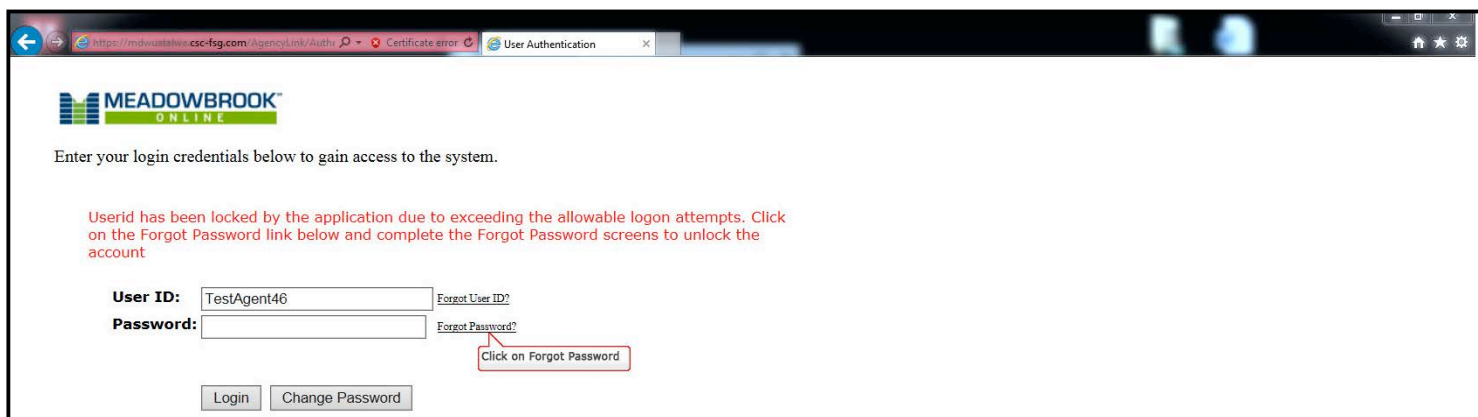
The screenshot shows the Meadowbrook Online login page. At the top left is the Meadowbrook Online logo. Below it, the text reads: "Enter your login credentials below to gain access to the system." A red error message states: "An invalid password was entered for the current User Id. Please enter the correct password or proceed to the 'Forgot Password ?' link". The login form contains two input fields: "User ID:" with the value "TestAgent46" and a "Forgot User ID?" link, and "Password:" with a "Forgot Password?" link. At the bottom of the form are "Login" and "Change Password" buttons.

- If you enter an in valid password you will see this error message:
- An in valid password was entered for the current User ID.
- Please enter the correct password or proceed to the Forgot Password link.



The screenshot shows the Meadowbrook Online login page. At the top left is the Meadowbrook Online logo. Below it, the text reads: "Enter your login credentials below to gain access to the system." A red error message states: "Userid has been locked by the application due to exceeding the allowable logon attempts. Click on the Forgot Password link below and complete the Forgot Password screens to unlock the account". The login form contains two input fields: "User ID:" with the value "TestAgent46" and a "Forgot User ID?" link, and "Password:" with a "Forgot Password?" link. At the bottom of the form are "Login" and "Change Password" buttons.

- After three in valid password entries, Meadowbrook Online will lock your User Account.
- If this happens, you can unlock your account by completing the Forgot Password Workflow.

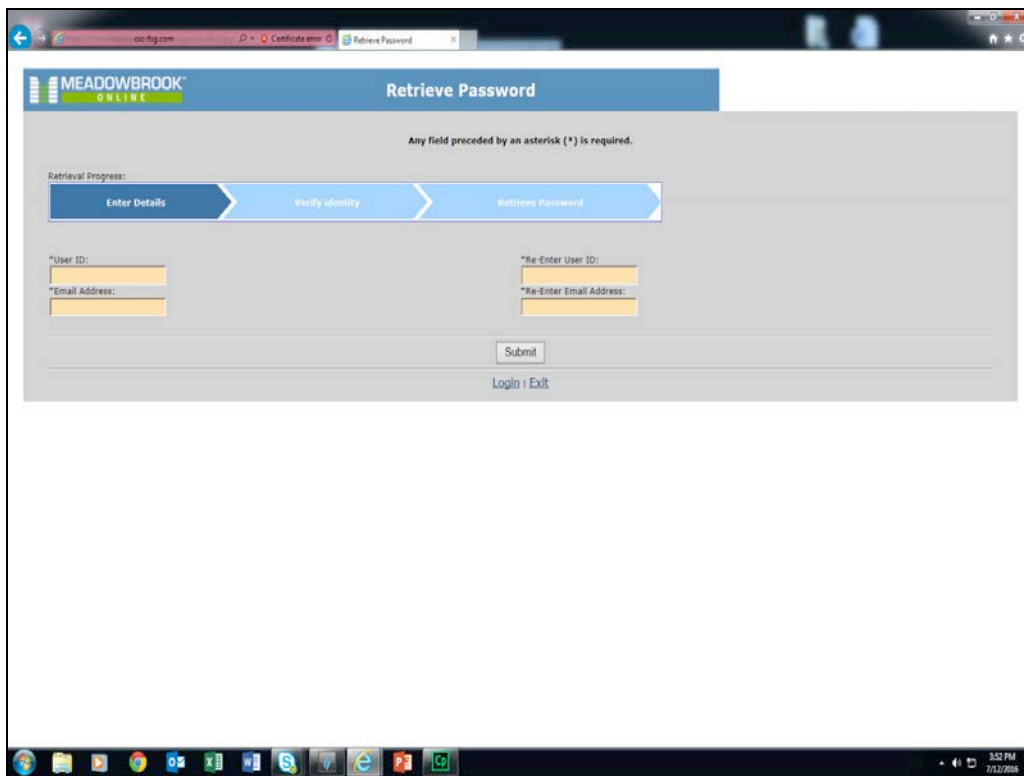


The screenshot shows the Meadowbrook Online login page, identical to the previous one. A red rectangular box highlights the "Forgot Password?" link next to the password input field. The text "Click on Forgot Password" is written in red next to the box.

- Click on the Forgot Password link located next to the password entry field.

## MOL - Login, User Profile and Unlocking a Locked Account

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The screenshot shows a web browser window displaying the "MEADOWBROOK ONLINE" logo and the "Retrieve Password" title. Below the title, a message states: "Any field preceded by an asterisk (\*) is required." A "Retrieval Progress" bar shows three steps: "Enter Details" (highlighted), "Verify Identity", and "Retrieve Password". The form contains the following fields:

- \*User ID:
- \*Email Address:
- \*Re-Enter User ID:
- \*Re-Enter Email Address:

At the bottom of the form, there is a "Submit" button and a "Login | Exit" link. The browser's address bar shows "csd.fg.com" and "Retrieve Password". The Windows taskbar at the bottom indicates the time is 3:52 PM on 7/12/2016.

- The Retrieve Password screen will be displayed.
- You will need to enter your User ID and the Email Address that is set up in your User Profile on the Meadowbrook Online Retrieve Password screen.