Agent’s Web Passport™
Reference Guide
The Agent’s Web Passport is Westfield’s secure web site for our Agents. The following pages provide a description of the resources and information available.

- Introduction
- Home
- Personal Lines
- Commercial Lines
- AgriBusiness
- Surety
- Billing
- Claims
- Marketing
- Training
- Agency
- Support Information

Selecting any of the links from this page will navigate the user directly to the tab they wish to view.
Agent’s Web Passport – Key Features

**Improvements that you will benefit from include:**

- Easy access to the Quoting and Policy Processing Applications, Tools, and Billing selections
- The Electronic Documents Search now contains all documents in one area
- “Common Documents” links display the top four items from each of the tabs on the Home Page
- Three new Tabs are available – Marketing, Training, and Agency
- Simplified Home Page design for daily tasks
- A Time Out warning message advising users that their session is ready to expire
Below you’ll find a sample of the information that Agent’s Web Passport provides to you:

- Quoting & Policy Processing Links
- Electronic Document Search
- WOW Billing access
- Claims Inquiry/Loss Runs
- Agency, Marketing, Training Tabs

- Blogs
- Training Job Aids
- News and Bulletins
- Common Documents
- Tools
A Username and Password is required for AWP

If your agency principal has completed the Form to Designate an Authorized Administrator to Manage AWP Access, the designated administrator for your agency can create new usernames online with the Self Administration tool.

If your agency principal has **not** completed the Form to Designate an Authorized Administrator to Manage AWP Access, this form is available under the “Tools” area of the Home Page as well as the “Agency Tab” of the Agent’s Web Passport page. Fax the completed form to 330.887.7001

If you do not know the administrator appointed for your agency, or to request a form, please contact Agency Help at: 1.800.243.0210, extension 4306161 or Email: agencyhelp@westfieldgrp.com
The Home Page layout and navigation is repeated for all tabs located under the Agent’s Web Passport.

Redundancy in the structure of the Agent’s Web Passport site allows different user’s the ability to find or access the same type of information under each tab.

The center area of the Home Page is designed for efficiency and organized by task frequency of our user’s.
**AWP – Home Page**

The Top half or Header of the Home Page will display:

- Westfield Insurance Logo
- AWP Log out hyperlink
- User Name – The name of the user currently logged in
- Agency name and Agency code
- Key Contact – The name of the agency’s key contact

Below the page Header are the following navigational Tabs:

- Home
- Personal
- Commercial
- AgriBusiness
- Surety
- Surety
- Billing
- Claims
- Marketing
- Training
- Agency
The Common Documents area is located on the left side of the page and will display the top four Common Documents used by agency personnel for each of the navigational tabs or areas.

- Going forward the Common Documents are chosen based on usage statistics.
- Selecting any of the links will launch the document in a separate window for the user to view or print.
### AWP – Home Page

#### Welcome to Agents Web Passport

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- **Quoting and Policy Processing**
  - The Quoting and Policy Processing area will display the available links or access to Westfield’s Quoting and Policy Processing system for the logged in user.
  - Selecting any of the Quoting and Policy Processing links will navigate the user to Westfield’s online system known as WesCom.

- **Tools**
  - Tools from each tab are consolidated to display a comprehensive list of various tools available under the Home Page.
  - Selecting any of the links will open the selected tool or document in a separate window.

- **Billing**
  - Selecting the “WIC-on-the-Web/Make Payment” link will navigate the user directly to Westfield’s billing screens.
The Search function for any of Westfield’s Electronic Documents is located in one convenient area. The Electronic Document Search is displayed under the Home Page as well as most other tabs. The Document Type drop-down also includes selections for “Forms/Applications” and “Manuals”. 

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AWP – Home Page

Bulletins and News

- The Bulletins and News information will be displayed at the bottom of the Home Page
- Product and Application changes will be provided under the Bulletins section
- News information from our business areas will be communicated under the News area
- A "View Bulletin Archive" and "View News Archive" link will now be available in order to reference information for one year
- Specific Bulletins and News information pertaining to each department or area will display under their specific tab
**Image Message**
- The Home Page will display an image message or announcement for our users.
- Each tab will display its own specific information.

**Did you know?**
- This area will display tips relating to a variety of topics and advise our users what is available on the Agents Web Passport.
- These tips will remain static on each tab.

**Westfield Blogs**
- Westfield currently has four different Blogs that the user can select.
- These Blogs are located in the bottom right corner of the Home Page.
Connect with Westfield

- Selecting the Facebook or Twitter icons will launch Westfield's social networking applications in a new window for viewing or entry

Links

- The four links below will be available for selection:
  - Agency Feedback
  - Contact Help
  - Westfield-bank.com
  - Westfieldinsurance.com
The Personal Lines Page layout and navigation is consistent with the Home Page.

The Personal Lines Page will display the “Quoting and Policy Processing” link to the WesCom system based on the user's access.

Selecting the “WIC-on-the-Web/Make Payment“ link from the Billing area will navigate the user directly to the Billing screens.

Tools and the Electronic Document Search are also available under this screen for selection.

The Marketing and Training information as well as the Common Documents and Links under this page will pertain to Personal Lines.
The Commercial Lines Page layout and navigation is consistent with the Home Page.

The Commercial Lines Page will display the “Quoting and Policy Processing” link to the WesCom system based on the user’s access.

Selecting the “WIC-on-the-Web/Make Payment” link from the Billing area will navigate the user directly to the Billing screens.

Tools and the Electronic Document Search are also available under this screen for selection.

The Marketing and Training information as well as the Common Documents and Links under this page will pertain to Commercial Lines.
The AgriBusiness Page layout and navigation is consistent with the Home Page.

The AgriBusiness Page will display the “Quoting and Policy Processing” link to the WesCom system based on the user’s access.

Selecting the “WIC-on-the-Web/Make Payment” link from the Billing area will navigate the user directly to the Billing screens.

Tools and the Electronic Document Search are also available under this screen for selection.

The Marketing and Training information as well as the Common Documents and Links under this page will pertain to AgriBusiness.

The AgriBusiness area has its own Blog “Grains of Knowledge” located on the Home Page.
The Surety Page layout and navigation is consistent with the Home Page.

The Surety Page will specifically display Surety information.

Tools and the Electronic Document Search are also available under this screen.

The Marketing and Training information under this page will pertain to Surety as well as the Common Documents and Links.
The AWP – Billing Page layout and navigation is consistent with the Home Page.

The Billing Page will specifically display Billing information.

Selecting the “WIC-on-the-Web/Mak Payment” link from the Billing area will navigate the user directly to the Billing screens.

The Electronic Document Search can be used to access Billing Invoices. These Invoices can be viewed or printed if necessary.

The Marketing and Training information as well as the Common Documents and Links under this page will pertain to Billing.
The Claims Page layout and navigation is consistent with the Home Page.

The Claims Page will specifically display Claims information.

The “Claims Inquiry/Loss Runs” link is available for selection under the Tools area.

The Electronic Document Search can be used to access Claims Activity Reports. These Reports are a selection from the Document Type drop-down and can be viewed or printed if necessary.

The Marketing and Training information on this page will pertain to Claims as well as the Links.
The Marketing Page will specifically display General Marketing Information as well as Marketing information from each of the areas tabs.

Marketing brochures, flyers, and forms can be viewed or ordered by selecting “Marketing and Sales Materials” from the General Information section.

The Links area located on the left side of the page will provide additional sources of information for the user when selected.
The Training Page offers user's easy access to all available training offerings.

The Training Page provides the Job Aids, FAQ's, and WesCom functionality User Manuals for all of the areas or business units from the left side of the page.

Once selected, the information will display in the center area of the Training Page where is can be viewed or further selection is provided.
The Agency Page will focus on information that is primarily at an Agency level such as services that Westfield provides for Agencies, Annual Meeting, and Agency Reports.

- The Agency Page displays a number of additional reference documents for selection under the Tools area for our Agent’s.
- The Electronic Document Search is available as well as Bulletins and News information.
- TAPP and Continuing Ed information can be found by selecting “Job Aids” located under the Training section on the left side of the page.
For questions or additional information on Agent’s Web Passport, please contact our Agency Help desk at agencyhelp@westfieldgrp.com or 800.243.0210, extension 430 6161