

# ENCOVA EDGE UPCOMING 2021 CHANGES

- 1. If you are a personal lines, commercial lines and/or workers' compensation agent, your user account must be re-registered.**
  - You will receive an onboarding email that will include:
    - Username
    - Registration instructions
  - Your onboarding email is valid until Jan. 7, 2022.
- 2. How does this affect Encova Life?**
  - Encova Life agency administrators will receive an administrative account to access their Encova Edge admin portal.
  - The Encova Life portal login will not change for Encova Life agents.
- 3. How does this affect legacy applications?**
  - The login process will not change for Motorists Mutual, Consumers Insurance, Phenix Mutual, Wilson Mutual and Iowa Mutual applications.
- 4. The Encova Edge login page is changing to agent.encova.com.**
  - All bookmarks must be updated.
  - The directions on encova.com will be updated.
    - Visit encova.com, choose **LOGIN - I AM AN AGENT**
      - Three options will display: Encova Edge (personal lines, commercial lines and workers' compensation), Encova Life and legacy companies
- 5. You will now be able to handle password resets and unlock requests on your own through self-service.**
  - New training materials are available on Encova Edge to guide you through this.
- 6. After you complete your account re-registration, all agency management systems, comparative raters and bridging applications will need to be updated with new credentials.**

**7. Only agency administrators and owners will be able to modify the below information.**

- Update agency demographic information (address, etc.)
- Add, maintain and delete agency personnel
- Grant and terminate Encova Edge access
- Maintain Encova Edge access security
- Add and update agency banking information
- Maintain errors and omissions and cyber agency information

Encova Insurance will not be able to make changes to this information; only agency admins and owners will have that capability.

**8. One commission bank account will apply per agency location.**

- If your agency writes multiple lines of business, all payable commissions set up for ACH will be deposited into a single bank account per location. There will be no changes to the current process of separate deposits for each applicable commission statement.

**WHO DO I CONTACT?**

<b>General questions and support with account setup</b>	Your agency administrator
<b>Expired onboarding email</b>	Encova Customer Service, 844-362-6821
<b>Questions on comparative raters and bridging applications</b>	<a href="mailto:agencyautomation@encova.com">agencyautomation@encova.com</a>