

## Attorney Portal User Guide

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## **About This Guide**

This section describes the purpose, organization, and conventions of this document.

## **Audience and Purpose**

This guide describes concepts and procedures for accessing attorney information stored in Attorney Module. It is intended for approved attorney's who are in compliance of LIGA Policies and Procedures.

The first chapter describes basic Attorney Module concepts and guidelines for using it. The remaining chapters explain how to perform basic Attorney Module functions, including logging in, changing a password, updating contact information, and uploading the current declaration page of you or your firm's liability policy. Concepts important to a specific task or group of related tasks are presented in context, just prior to the procedures.

## **How to Use This Document**

Before you begin using the Attorney Module, read *An Introduction to the Attorney Module*. Next, follow the procedures outlined in *Using the Attorney Module* to get started as an authenticated user. It describes how to access your contact information, keep the declaration page associated with your file current, and ending your session.

## **Related Documents**

Per LIGA's Policies and Procedures Manual, Article I, Section C (6)

- c. Law Firms and/or Attorneys shall immediately notify LIGA of any change in profile, including but not limited to, a change of address, telecommunications informational change, a change in any firm personnel affecting LIGA representation including the departure, transfer, death, disbarment, suspension, or relocation of any defense counsel or personnel performing work on LIGA's behalf, any change in the workload status of the firm and/or each defense counsel individually, that places the defense counsel or firm out of compliance with number 2, supra. The failure to promptly notify LIGA of any changes in any defense counsel's circumstance shall be grounds for removal from LIGA's approved defense counsel roster.

## An Introduction to the Attorney Portal

### Attorney Portal Concepts

The Attorney Portal makes it easy for attorneys to keep their approved attorney status at LIGA. It is the responsibility of each attorney according to the policies and procedures manual, Article I, Sect. C (6), see Section *Related Documents*, to stay in compliance. The Attorney Module is an automated system to allow Attorneys to be notified yearly when contact information and declaration pages have expired.

### Using the Attorney Module

To access the Attorney Portal follow the link:

[www.laiga.org/AttorneyModule/AttorneyPortal.aspx](http://www.laiga.org/AttorneyModule/AttorneyPortal.aspx).

A welcome screen, Fig. 1, is displayed with two options. The login to the module or to manage your login account information.



Fig.1

## Logging in and Authenticating on the Attorney Module

The login screen, Fig. 2, prompts the user for a username and password. Enter the required information to enter the module.

Fig.2

If a username or password needs to be recovered, use the “Click here to reset or change your password” to be redirected to the Account Management page. Refer to *Changing/Resetting Your Password* in this manual.

After the user is authenticated the Attorney Module Screen appears and a Welcome <username>, Fig.3. Please refer to the *Updating your Contact Information* section and *Updating Your Declaration Page* section to continue.

Fig.3

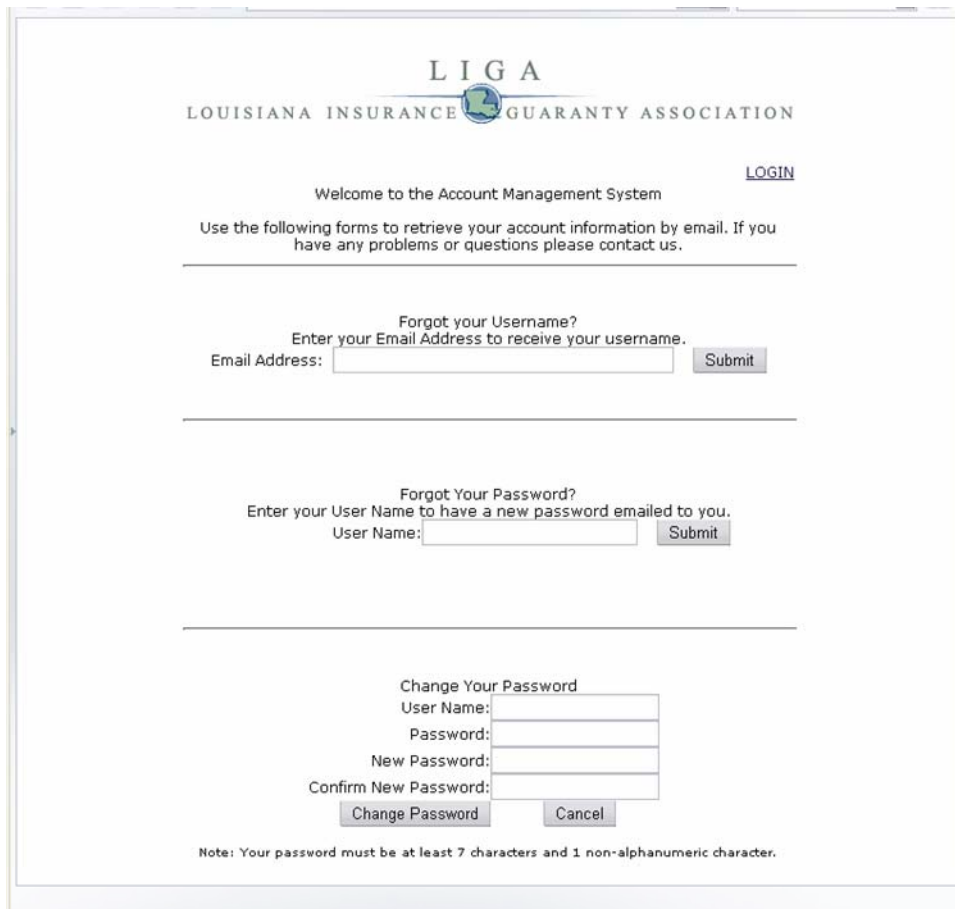
## Logging Out the Attorney Module

To log out of the Module, click the LOGOUT button, Fig.4, to return the main Attorney Module screen.

Fig.4

## Recovering/Resetting Your Username or Password

When a username or password needs to be recovered or reset the attorney module has three forms to complete this process. They can be found at [www.laiga.org/AttorneyModule/AccountManagement.aspx](http://www.laiga.org/AttorneyModule/AccountManagement.aspx), Fig.5.



The screenshot displays the LIGA (Louisiana Insurance Guaranty Association) Account Management System interface. At the top, the LIGA logo is centered, with the text "LOUISIANA INSURANCE GUARANTY ASSOCIATION" below it. A "LOGIN" link is positioned in the upper right corner. The main heading reads "Welcome to the Account Management System". Below this, a message states: "Use the following forms to retrieve your account information by email. If you have any problems or questions please contact us." The interface is divided into three distinct sections by horizontal lines. The first section, titled "Forgot your Username?", prompts the user to "Enter your Email Address to receive your username." and includes a text input field for the email address and a "Submit" button. The second section, titled "Forgot Your Password?", prompts the user to "Enter your User Name to have a new password emailed to you." and includes a text input field for the user name and a "Submit" button. The third section, titled "Change Your Password", prompts the user to "Change Your Password" and includes four text input fields for "User Name:", "Password:", "New Password:", and "Confirm New Password:". Below these fields are two buttons: "Change Password" and "Cancel". A note at the bottom of the form states: "Note: Your password must be at least 7 characters and 1 non-alphanumeric character."

Fig.5

### *Forgot your Username?*

To recover your username by email, enter your email address in the textbox. Click the Submit button and you will receive a status message stating the email has been sent.

### *Forgot your Password?*

If you have forgotten your password, enter your User Name to receive your password by email. Click the Submit button and you will receive a status message stating the email has been sent.

The email will include your username and a new randomly generated password. Use this password to login to the attorney module. Once you have logged in, use the Change your Password form to reset it, Fig.6.

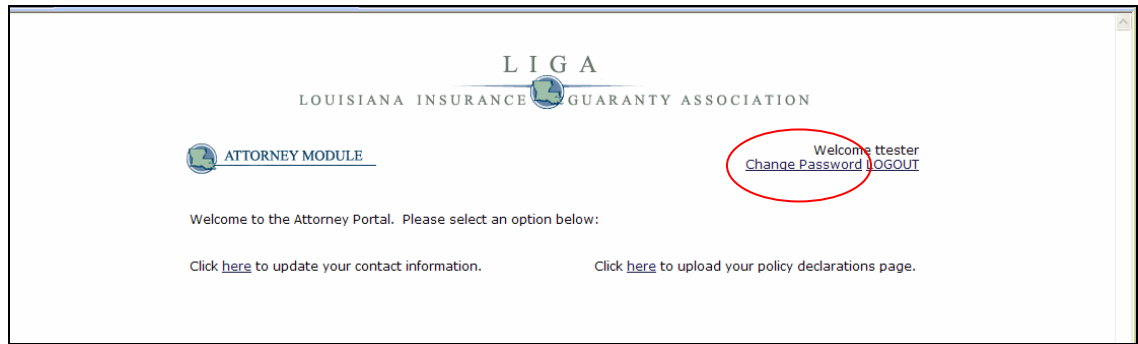


Fig.6

### *Change your Password*

To change your password enter your username, your old password and your new password, verify the new password and click the Change Password button. A success status message will display. You can now log in with your new password.

## Updating your Contact Information

To update your contact information, login to the portal. For assistance, refer to *Logging in and Authenticating on the Attorney Module* section. When the Welcome <username> screen is displayed, click the “here” link to view your contact information, Fig. 4a.



Fig.4a

To edit your contact information, click the Edit link, Fig. 7.



Fig. 7

After changing your information, click Update, Fig. 8. If you wish to not update your information, click Cancel. You will be redirected back to the Welcome <username> screen along with a message stating your contact information has been updated.

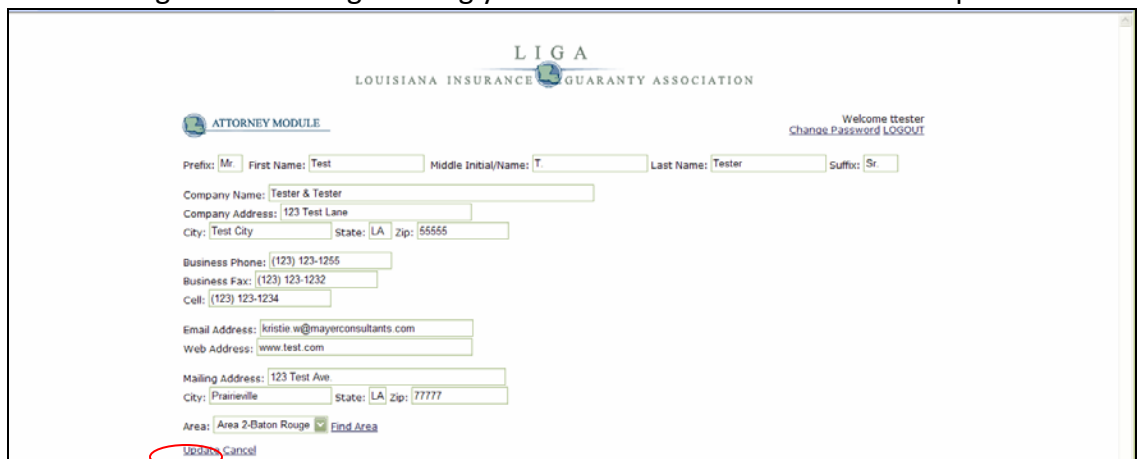


Fig. 8

## Uploading your Declaration Page

Note: The scanned copy of your declaration page should be in a PDF format and the file size is not bigger than 1 MB.

Click the link to upload your declaration page, Fig. 9.



Fig. 9

See Fig. 10. Enter the date the policy expires. Click the browse button to locate the file on your PC. Once the file is added, click the Upload button. A successful status message will be displayed. Click Back to be redirected to the main page or click LOGOUT.



Fig. 10