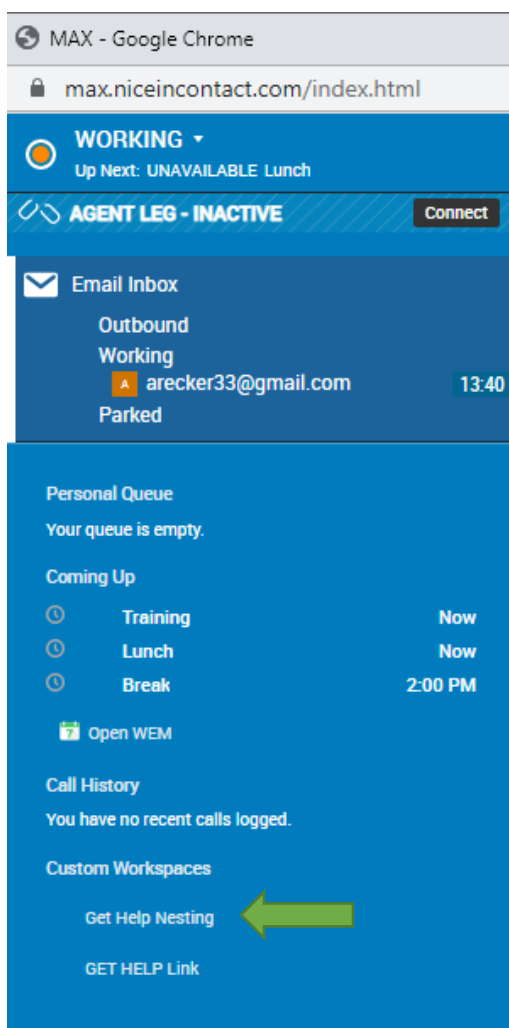
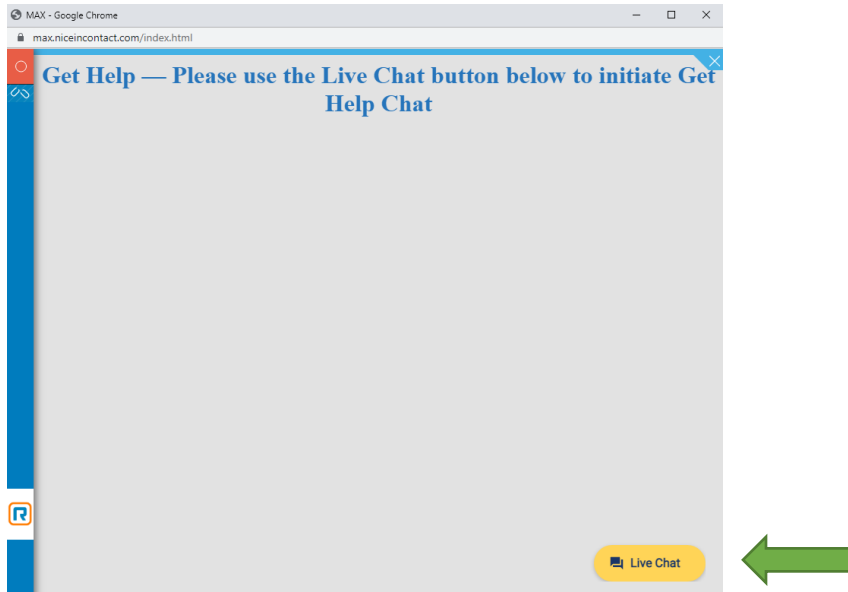


CARRIER NO ACCESS GUIDELINES

If you attempt to enter a carrier site that is not listed above and cannot access, please follow this process:

- 1) You should start by asking for help from your **Team Leader**.
- 2) If you are still unable to access, begin using the "live chat" feature from within your MAX phone system.





- 3) Get assistance from a skilled advisor to see if they can get you access. If after reaching out to chat for assistance you are still unable to access, they will direct you as to who to contact based on the reason you are not able to access. There are 3 different departments that handle these tasks depending on the reason you are unable to access. The advisor in chat will be able to let you know which team to submit the correction to, based on the reason for your specific scenario.
- **Carrier Passwords Team:** carrierpasswords@brightway.com – for requests where there is an issue with the password itself, multiple failed attempts, or lock outs of carrier sites.
 - **Carrier Appointments Team:** carrierappointments@brightway.com – for requests where the issue is you not having permissions to access a specific policy.
 - **Systems Administrations Team:** sysadmin@brightway.com – for requests where you are unable to access a carrier in Okta, or do not have the carrier listed.

- 4) Only after completing this step are you able to transfer the email or the call to another department. Be sure to list in the "**doc file**" activity the steps you took to confirm there was no access in place.

EXAMPLE: "Per list on the WIKI, this is a carrier I should have access to. Confirmed with (Name of person in the chat that assisted you) that carrier access for myself is unavailable, will be reaching out to (carrier passwords, carrier appointments, sysadmin) to gain access. Transferring this item as I am currently unable to assist. NAME/Out"

- **NOTE:** If you are working a **suspense item** for a carrier you do not have access to, be sure to reassign the suspense to **Personal Service** (PRSV) and leave the suspense due date as the **current due date**.