

Managing Users

Learn more in help topics on GAINSCOconnect 


Go to **GAINSCOconnect.com**

Choose **Resources > Agency Administration**




Choose **Add/Update Contact > Go**

Add New User

- ▶ Click 
- ▶ Complete required fields
- ▶ Be sure to assign agency code(s)
- ▶ UserID must be unique to team member and at least 6 characters

Update Contact

- ▶ Type in the name of user
Agent : 
- ▶ Choose name and click go
- ▶ Update needed information

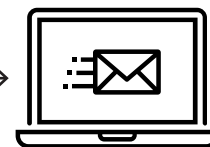
INSIDER SCOOP SSN and DOB required for licensed agents



Allow 72 hours for processing



Administrator receives approval notice



Team members receive confirmation – UserID included for new users




Team members login to GAINSCOconnect.com

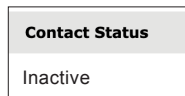
Deactivate User

To remove system access for a user:

- ▶ Choose Deactivate Contact and click go

Request Type : 

- ▶ The individual will remain on the list of agency users with a status of inactive, and they will not have access to the system as of the effective date of the change



- ▶ Deactivated users do not receive email confirmation