

Through the Self-Service tool, you can **add agency team members** who have not been onboarded with GAINSCO.

Note: Only users with agency administrator permissions can manage and update users and agency information.
Contact your agency administrator for assistance.

STEP 1. In GAINSCOconnect, hover over **RESOURCES**, then click **AGENCY ADMINISTRATION**.

STEP 2. Once in the Self-Service portal, click the **REQUEST TYPE** dropdown.

Request Type :

STEP 3. Then, click **ADD/UPDATE CONTACT** and click **GO**.

Important: Your personal contact information will appear on this screen.
Follow the instructions below before updating the information displayed.

STEP 4. Click **ADD NEW CONTACT**.

STEP 5. Click the **PRIMARY LOCATION** dropdown to select the team member's primary agency location.

Primary Location :

 Log! BANC INSURANCE AGENCY - Dallas - Texas (A56601)

STEP 6. Input a unique **LOGIN ID** for the team member.
State Farm team members must use the following SFSAML+their State Farm alias.
 For example, SFSAMLw97s

Login ID :

STEP 7. Add the team member's first and last name.

STEP 8. Click the check box to select the **CONTACT TYPE**.

Contact Type : ☐ Licensed Agent ☐ Non-Licensed Employee

Licensed Agent is a team member with an active producer license.

Non-Licensed Employee is a team member who is not licensed, does not write business but needs access to GAINSCO systems.


STEP 9. If you selected **Licensed Agent** as a contact type, add the employee's National Producer Number.
 To locate the team member's National Producer Number: <https://npr.com/help/look-up-your-npn>.

STEP 10. Scroll down to the **RESIDENCE ADDRESS** and enter the team member's home address and county.

STEP 11. In the **EMAIL ADDRESS** section, click the dropdown and select **PREFERRED_EMAIL**.

STEP 12. Then, enter the team member's email address.
State Farm team members must use the email address issued by State Farm.

Email Category	Email
<div> <div>Select</div> <div> <div>Select</div> <div>Preferred_Email</div> </div> </div>	<div>sue.storm.w97s@statefarm.com</div> <div>+</div>

STEP 13. Click the green plus symbol to add the email address. 

***Important:** Only one email address should be added.*

STEP 14. Click the **CHECKBOX** to **SELECT THE AGENCY CODES** you want to associate with this team member.

Associated Agency Codes

Select All ☒ Yes ☐ No

Associated Agency Codes



☒ A56601-BANC INSURANCE AGENCY ☒ A67543-BANC INSURANCE AGENCY-TN

Associating a team member with an agency code gives them access to write and service business for that code. Team members associated with agency codes in non-resident states must have a license in the non-resident state to write business under the code for that state.

STEP 15. Click **SAVE AND SEND FOR APPROVAL**.
 Repeat these steps if you need to add more team members to your agency.

SAVE AND SEND FOR APPROVAL

Click the **box with the arrow icon** in the upper right-hand corner to return to GAINSCOconnect.

Reed Richards (AgencyAdmin)  

You will receive an email confirming that your request has been submitted. Allow three business days to complete the review, set up, and approval process. Once approved, you will receive a notification email that the team member has been updated. Contact agencylicensing@gainsco.com with questions.