GAINSCO Auto Insurance®

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.

> Select ⌄ ➕

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

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**.

> ➕ Add new Contact

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

> Primary Location *
> Select
> Select

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 *
> SFSAMLw97s

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   ☐ Principal

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://nipr.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 Address(s)

Email Category ★	Email ★
Select	sue.storm.w97s@statefarm.com +
Select	
Preferred_Email	
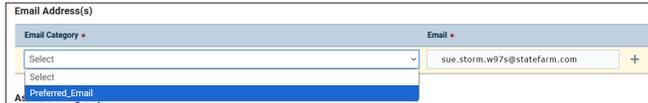
STEP 13.   Click the gray plus symbol to add the email address.   +

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
☑️ 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.

[Cancel] [Save And Send For Approval]
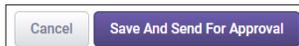
Click the **box with the arrow icon** in the upper right-hand corner to return to GAINSCOconnect.

REED RICHARDS ↗️

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.