**Agency Security Administration Tips**

http://www.cnacentral.com/

**PASSWORD RULES** -
- Passwords are case sensitive.
- Passwords must be at least 6 characters long (250 max).
- Passwords may not contain three or more consecutive identical characters.
- Passwords may not contain your first name, last name or your User ID.
- You may not reuse any of your previous three Passwords.
- Passwords expire every 365 days.
- Special characters including spaces are permitted.
- Overly simple frequently used passwords are not permitted, i.e. password, 123456 etc.

**RESETTING USER PASSWORDS** -
- Click the Security Admin link and Click on Members located to the right of your agency code.
- From the Administer Members screen click Reset Password next to the users name.
- Enter a temporary password (password rules apply) and click the SAVE button.
- Notify the user of their temporary password and instruct them that they must login within 48 hours or their User ID will be suspended.

**REACTIVATING A SUSPENDED USER ID** - Suspended members/user IDs will not be on the members list. Perform the following steps in order to reactivate a user ID.
- Click the Security Admin link and click on Members located to the right of your agency code.
- Click on the blue Reactivate Suspended Members link located above the members list.
- Click on the MEMBER NAME which needs to be reactivated.
- Once reactivated the member name will reappear on the members list and the password should be reset.

**SUSPENDING A MEMBERS USER ID** – When an employee leaves the agency it’s the Security Administrators responsibility to suspend their user ID. Suspended user IDs can no longer access CNA Central. To suspend a member:
- Click the Security Admin link and click on Members located to the right of the agency code.
- Click on Suspend located to the right of the member’s name.
- Confirm Member Suspension by clicking OK.

**CREATING A NEW MEMBER USER ID** -
- Click the Security Admin link and Click on Members located to the right of your agency code.
- Click on the Create New Member link located above the members list.
- Enter the last name and first name of the user then click NEXT.
- The New Member Search Results page will be displayed. If it found the user already exists select the user from the list, otherwise click on CREATE NEW USER.
- You will be taken directly into the personal information page for the new user; complete all required fields and click NEXT.
- A User ID will automatically be assigned to the new user; assign a temporary password and confirm it; click NEXT.
- Please Note: The new user will be notified via e-mail (sent to the e-mail address provided in the users profile) of their new CNA Central User ID. As a security precaution the e-mail will not contain the temporary password which you created. It is your responsibility to provide them with the password. The new user will be prompted to create a personalized password upon log in.
- Give the member View Access to the organizations that apply to the new member and click NEXT.
- The subsequent screens contain the individual privileges that you can assign to the new user (the privilege that you are assigning will show on the top of each page; i.e. Assign Privilege: Claim Information); review each of these pages and assign the appropriate privileges to the user.
- The last page will list the producer codes the new user has been given access; click DONE.
- You will now see the new member on the Members List.

**ELECTRONIC DOCUMENT DELIVERY (eDocs) SECURITY** – including suppression of mailed documents.
- Click the Security Admin link and then Click the eDocs located to the right of your agency code.
- In Primary E-mail address enter a valid users email address, you can add additional recipients by selecting existing members.
- If your agency is paperless you can choose which policy documents your agency wishes to stop receiving by choosing from the list of options in the section titled STOP SENDING HARD COPIES.
- To apply your changes to ALL sub producer codes, select "Apply these changes to all sub-producers of ???????" check box.
  - To set different preferences for each producer/sub producer code:
    - Click the Security Admin link.
    - Click on Members located to the right of your agency code.
    - Click on the Sub Organization Administration link located above the members list.
    - Click the eDocs link next to each individual producer code and repeat the steps above.

For further assistance, please call the CNA Agency Help Desk at 800-CNA-HELP (800-262-4357).