ISNetworld Insurance Agent/Broker Tool - Frequently Asked Questions

1. What is the Insurance Agent/Broker Tool?
The Agent/Broker Tool is functionality that allows contractor/suppliers to grant their Insurance Agent/Broker the ability to submit certificates of insurance in ISNetworld on their behalf. This value-added tool is permission based and is available at no cost to ISNetworld contractor/suppliers or their Agent/Brokers. The purpose of this functionality is to further streamline the contractor/supplier insurance submittal process.

2. What is the process involved to utilize this tool?
First, the Agent/Broker would need to register in ISNetworld. (See Questions 3 and 4 below for registration details). ISN will then evaluate and grant the Agent/Broker access to the ISNetworld system. Next, the contractor/supplier can provide permission (see Question 6 below) to the registered Agent/Broker, allowing them to submit a certificate of insurance on their behalf.

3. How do Contractor/Suppliers know if their Agent/Broker is registered?
To see a full listing of Agents/Brokers already registered in ISNetworld, click on the following link: http://www.isnetworld.com/HomePage/DataProviderList.aspx.

4. How can Agent/Brokers become registered in ISNetworld?
If the contractor/suppliers' Agent/Broker is not currently registered, they can get more information and register by clicking on the following link:
http://www.isnetworld.com/HomePage/BrokerSignUp.aspx
There is no fee for registration.

5. What are the benefits to Contractor/Suppliers?
The tool streamlines the submittal of certificates of insurance. Agents/Brokers will be able to view all of the insurance requirements for a contractor/suppliers' Owner Clients, as well as the results of previous insurance certificate reviews. In addition, if an updated insurance certificate is required, Agent/Brokers will have the capability to directly submit the certificate on the contractor's behalf.

6. How do Contractor/Suppliers give their Agent/Broker permission?
To grant access to a registered Agent/Broker, please take the following steps (note: you must have Admin or Insurance Data Provider – Edit Access permission in ISNetworld):
1. Login to ISNetworld (www.isnetworld.com)
2. Click on Document Center
3. Click on Insurance
4. Click on Agent/Broker Access
5. Click on Grant New Permission or click the pencil icon to update a permission
6. Follow the steps provided

7. Why isn't an Agent/Broker able to view all of the Contractor/Suppliers' Owner Clients?
Below are some common reasons an Agent/Broker may not be able to see all of a contractor/suppliers' Owner Clients:
1. Access may not have been granted to the Agent/Broker for that particular Owner Client. Contractor/suppliers must grant the Agent/Broker access to each of their Owner Clients individually (see Question 6 for details).
2. One or more of the contractor/suppliers' Owner Clients may not be requiring their contractor/suppliers to submit insurance certificates through ISNetworld at this time.

8. If a Contractor/Supplier has already granted access to their Agent/Broker, why are they only able to submit to one Insurance Certificate Holder (ICH)?
If the contractor/supplier is required to submit to multiple ICH's for the same Owner Client, they would need to grant their Agent/Broker access to each of those ICH's individually.