

Frequently Asked Questions about the Industry Access Portal

August 2013

On July 1, The Louisiana Department of Insurance launched an updated version of the Industry Access Portal (IAP). The IAP is accessed through the Louisiana Department of Insurance (LDI) website www.lidi.la.gov and is used for online submissions of a variety of Department filings. There is no longer a separate Producer/Adjuster Portal and producers and adjusters now log in through the Industry Access Portal.

The updates are aimed at improving the functionality and expediting the system's response time. Answers to some frequently asked questions are below:

Why did the Producer/Adjuster Portal change?

The Producer/Adjuster Portal itself did not change. What did change is the way you log in to access the Portal to make it more secure and to discontinue use of a Social Security number (SSN) as a password. Instead of using a SSN, a licensee creates an Industry Access ID and password which is used as a login to the Industry Access Portal. The Industry Access ID is tied to a license and modules used by that license. The Industry Access user could be the licensee themselves or someone in their or office or company who is responsible for license maintenance.

What is Industry Access?

The Industry Access System is a password protected and encrypted portal which facilitates online filings by licensees to the Louisiana Department of Insurance. "Licensee" includes producers and adjusters and insurance companies. The various "modules" of the Industry Access System allow detailed control of permissions and authority of users to submit filings for their own licensing requirements or to make such filings on behalf of a licensee. Each Module allows for a specific type of filing.

The updated portal design addresses feedback we have received such as slow response time, complicated processes for performing administrative functions and lack of capability on mobile devices. The updated portal was created with mobile device users in mind, so when it is accessed from a device such as a smart phone or tablet, the system adapts and is much more user friendly.

What is an Industry Access Account Administrator?

The Industry Access Account Administrator (IAAA) is the person chosen by the licensee to act as a gatekeeper to control access to the various modules by users. The IAAA may be the licensee or someone designated by the licensee to submit filings on his or her behalf.

The IAAA:

- Is chosen by the licensee and not by the Department.
- Requires approval by the Department.
- Should be a direct employee of the licensee rather than a contractor or consultant.
- Is responsible for granting or denying permissions for all other users requesting such access for a licensee.

Please note that the Department cannot assign IAAA authority to someone until they create a user ID and associate that ID with a licensee. The Department cannot create a user ID for you.

I am trying to create a user profile for the Industry Access Portal. I have registered but why have I not received my e-mail confirmation?

The email validating your email address is sent automatically when you register. Please check your spam or junk mail folder for the email, as your email settings could have filtered it into there. If the e-mail was deleted or otherwise not received, you can click on “Forgot your Password” to re-set your registration.

Why was my request for Administrator status in Industry denied?

Before granting Administrator status in Industry Access, the LDI will evaluate the request to ensure there is a business relationship between the requestor and the licensee in LDI records. If no business relationship can be determined, the request will be denied.

How do I get started using Industry Access?

The Louisiana Department of Insurance has posted a mini webinar that takes you through the registration and set-up process step-by-step. The link to this webinar can be found on the Industry Access page <https://ia.lidi.state.la.us/IndustryAccess/> beneath the Register button.

While some adjustments are necessary to gain access to the updated IAP, the LDI feels that the improvements will improve efficiency and greatly benefit users. A Help Manual is posted on the system’s homepage and provides guidance on the new system. You can also contact the LDI at 225-342-0800 if you have questions.