@ccess

HARLEYSVILLE

▶ Your gateway to an easier way of doing business with us

Harleysville's customer support staff stands ready to help you get connected and take full advantage of the benefits of our agent portal.

Call 888-547-8547

Option 1 for Personal Lines
Option 2 for Commercial Lines
Option 3 for Life Agent Portal Support
Option 4 for Billing

Or, contact one of the individuals below:

Agency Training Team:

All Regions
John Auld—267-258-0945
jauld@harleysvillegroup.com

Mid-Atlantic Region
Desmond George—267-272-1530
dgeorge@harleysvillegroup.com

Midwest Region
Paula Trafford—800-417-5354, ext. 114
ptrafford@harleysvillegroup.com

Northeast Region
Sandra Bartolomei—215-353-7725
sbartolomei@harleysvillegroup.com

Southeast Region
Lisa Turner—512-868-1740
lturner@harleysvillegroup.com

Harleysville
Good people to know®
a Nationwide Insurance® company

Here's just a sampling of the many functions available on our agent portal, *access*Harleysville®:

New business rate, quote and submission for CL and PL business

Inquiry to CL and PL policy/account information and life customers' pending application information

Reserving of accounts online

Endorsement transactions

Billing, including inquiry and online bill payments

Claims information and first notice of loss

Customer loss runs

List of current accounts with Harleysville and upcoming renewals

Agency production reports

CL declarations and new business account proposal

Recent underwriting bulletins/information/forms

Direct bill commission and agency bill account statements

Online supply ordering

Recommended system requirements

Workstation software and Internet connection
- Windows 7 (Windows 8/8.1* also compatible)
- Microsoft Internet Explorer (IE) 9.0 (IE 8.0, IE 10.0 & IE 11.0 also compatible)
- Microsoft Silverlight 5
- Adobe Acrobat Reader 8.0 or earlier version
- Popup blockers disabled
- Broad-band Internet connection
- Compatibility view disabled

Workstation hardware
- 2 GHz processor or higher (Pentium processor recommended)
- 2 GB RAM or higher
- Recommended screen resolution: 1024 x 768
- Capable of supporting at least 16 bit color depth
  *Support is for Windows 8/8.1 Desktop only; Windows 8 Metro not supported.

Resetting your password & updating your user profile
- Reset your password and/or user ID 24/7 from the *access*Harleysville® user login screen. Simply select *Forgot Password* or *Forgot User ID*.
- Update your name, email address or title by clicking the edit button located in the upper right corner under your agency name from any page within our agent portal

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Agency Management Systems

Vendor	Software	StarAdvantage® BOP and Other BOPs	Commercial Auto	Workers Comp	Garage Owners	Commercial Property	Commercial Package (CPP/CustomPak®)	General Liability	Inland Marine	Crime	Umbrella	Commercial Output Program	Policy & Billing Statement	Claims	Direct Bill Commission Statement
Vertafore/AMS	AfW, InStar, OnLine 360, Sagitta	▼●	▼●	▼●	●	▼●	●	▼●	●	●	●	●	●	●	▼[1]
	Prime 2000	▼●	●	●	●	▼●	●	▼●	●	●	●	●	●	●	
Applied	Doris	▼●	▼●	▼●	●	▼●	●	▼●	●	●	●	●	●	●	▼
	Epic, TAM, Vision	▼●	▼●	▼●	●	▼●	●	▼●	●	●	●	●	●	▼[2]●	▼
Agency Software	AgencyPro, AgencyPro SQL, EasyApps Pro, EZAgent	▼●	▼●	▼●	●	▼●	●	▼●	●	●	●	●	●	●	▼
Agency Systems	AgencySolutions (Newton)	▼	▼	▼		▼		▼							▼
Ebix	IS-Elite	●	●	●	●	●	●	●	●	●	●	●	●	●	
Evolution Agency Management, LLC	eVo	▼	▼	▼		▼		▼							▼
EZLynx	EZLynx Download	▼	▼	▼				▼							▼
FSC	FSC Manager	▼●	▼●	▼●	●	▼●	●	▼●	●	●	●	●	●	▼●	▼
Hawk-Soft	CMS	▼●	▼●	▼●	●	▼●	●	▼●	●	●	●	●	●	●	▼
NASA	Eclipse	▼●	▼●	▼●	●	▼●	●	▼●	●	●	●	●	●	▼●	▼
QQ Solutions	QQCatalyst	▼	▼	▼											
	QQ Evolution 2	▼[3]●	▼●	▼●	●	●	●	▼●	●	●	●	●	●	●	▼[3]
	QuickFile	▼[4]●	▼●	▼●	●	●	●	▼●	●	●	●	●	●	●	
Quomation	Power-Manage	▼	▼	▼				▼							
S.I.S.	*SEMCI* PARTNER XE	▼●	▼●	▼●	●	▼●	●	▼●	●	●	●	●	●	●	▼
special agent	Special Agent	▼	▼	▼		▼		▼							
Xanatek	IMS	▼●	▼●	▼●	●	●	●	▼●	●	●	●	●	●	●	▼
XDim. Tech.	Nexsure	▼●	▼●	▼●	●	●	●	▼●	●	●	●	●	●	●	▼

▼ = Download

● = Inquiry via TransactNOW, Transformation Station, or other e-services

[1] For InStar, requires at least v. 9.5

[2] Requires at least Epic 4.0, TAM 9.3 or Vision 7.0

[3] Requires at least v. 2.1

[4] Requires at least v. 4.2

Agency Connectivity at a Glance — Personal Lines

Agency Management Systems

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Vendor	Software	Homeowners	Automobile	Dwelling Fire	Inland Marine	Policy & Billing Statement	Claims	Direct Bill Commission Statement
Vertafore/AMS	AfW, OnLine 360	▼●★	▼●★	▼●	●	●	●	▼
	InStar, Sagitta	▼●	▼●	▼●	●	●	●	▼[1]
	Prime 2000	▼●	▼●	▼●	▼●	●	●	
Applied	Doris	▼●	▼●	▼●	▼●	●	●	▼
	Epic	▼●	▼●	▼●	▼●	●	▼[2]●	▼
	TAM, Vision	▼●★	▼●★	▼●	▼●	●	▼[3]●	▼
Agency Software	AgencyPro, AgencyPro SQL, EasyApps Pro, EZAgent	▼●	▼●	▼●	●	●	●	
Agency Systems	Newton	▼●	▼	▼				▼
Aspire	ImpowerSoft	▼	▼					
Ebix	IS-Elite	▼●	▼●	●	●	●	●	
Evolution Agency Management, LLC	eVo	▼	▼					▼
EZLynx	EZLynx Download	▼	▼	▼	▼			▼
FSC	FSC Manager	▼●	▼●	▼●	●	●	▼●	▼
Hawk-Soft	CMS	▼●	▼●	▼●	●	●	●	▼
NASA	Eclipse	▼●	▼●	●	●	●	▼●	▼
QQ Solutions	QQ Catalyst	▼	▼	▼				
	QQ Evolution 2	▼●	▼●	▼●	●	●	●	▼[4]
	QuickFile	▼●	▼●	▼●	●	●	●	
Quomation	Power-Manage	▼	▼					
S.I.S.	SEMCI PARTNER XE	▼●	▼●	▼●	●	●	●	▼
special agent	Special Agent	▼	▼					
Xanatek	IMS	▼●	▼●	▼●	▼●	●	●	▼
XDim. Tech.	Nexsure	▼●	▼●	●	●	●	●	▼

▼ = Download
● = Inquiry via TransactNOW, Transformation Station, or other e-services
★ = Upload—New Business Quote
  — Applied (MA, MD, NJ, PA & VA)
  — Vertafore/AMS (PA & VA)

[1] For InStar, requires at least v. 9.5

[2] Requires at least v. 4.0

[3] Requires at least TAM 9.3 or Vision 7.0

[4] Requires at least v. 2.1

Continued

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Leading Comparative Raters

Available in:	EZLynx Auto	EZLynx Home	PL Rating Auto	PL Rating Home	WinRater Auto
CT	✓	✓	✓	✓	
DC	✓	✓	✓		
DE	✓	✓	✓	✓	
MA	✓	✓	✓	✓	✓
MD	✓	✓	✓	✓	
ME	✓	✓	✓	✓	
NC	✓	✓	✓	✓	
NH	✓	✓	✓	✓	
NJ	✓	✓	✓	✓	
NY	✓	✓	✓	✓	
PA	✓	✓	✓	✓	
RI	✓	✓	✓	✓	
VA	✓	✓	✓	✓	
VT	✓	✓	✓	✓	

New personal lines business in GA, IL, IN, MN, OH, SC and WI has been moved to Allied Insurance.

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Harleysville Insurance
355 Maple Avenue
Harleysville, PA 19438-2297
www.harleysvillegroup.com

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