









## Lesson 1

SERFF is a complete web-based program and can be accessed through your browser. The SERFF application supports use of Internet Explorer and Firefox. Using a browser the same way it is used for other websites, type in the URL to access the SERFF application. Upon reaching the website, you will be asked to login.

### This lesson covers the following topics:


-  [Browser Configuration](#)
-  [SERFF Tracking Number](#)
-  [SERFF Billing](#)
-  [Billing Export Tool](#)
-  [SERFF Website](#)
-  [Accessing SERFF](#)
-  [SERFF Roles](#)
-  [Online Help](#)



## Browser Configuration

The NAIC recommends Internet Explorer (IE) to access SERFF. The SERFF views are based on advanced technologies currently available in IE, resulting in a better choice for efficiency. This section highlights browser configuration settings that need to be applied prior to using the SERFF application. Only IE browsers configured with the following settings will be supported.

Note: The screen shots for illustration purposes use IE 6.0. Users with other versions, such as IE 5.5 or 7.0 may notice differences in their actual screen display.

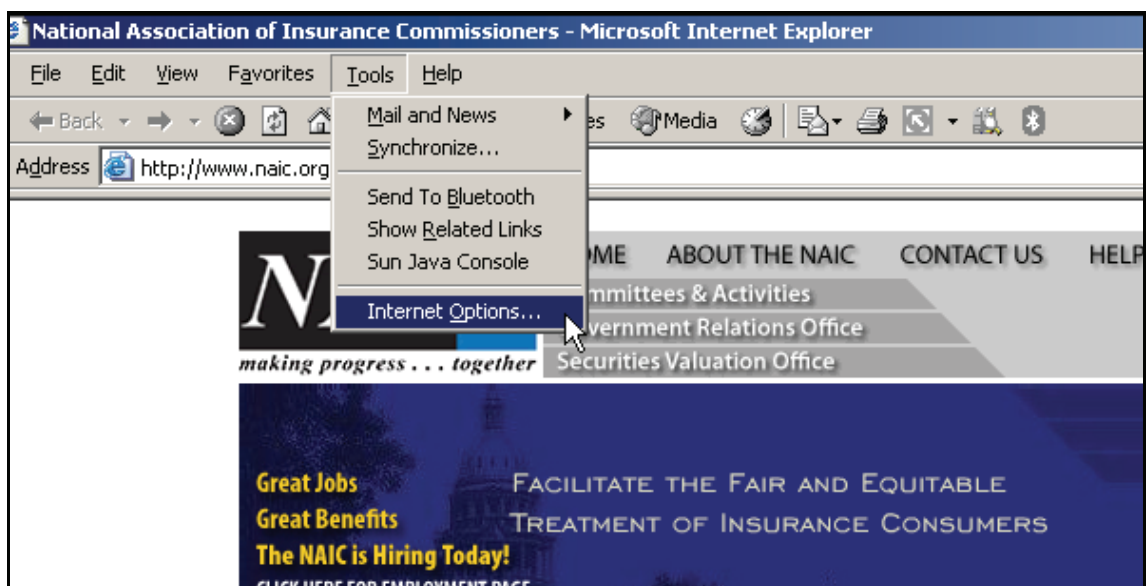
 For instructions on configuring your settings for other browsers (including IE7 and Firefox), please visit our website, [www.serff.com](http://www.serff.com)

Start Internet Explorer by choosing Programs → Internet Explorer or by clicking the desktop Internet Explorer shortcut.

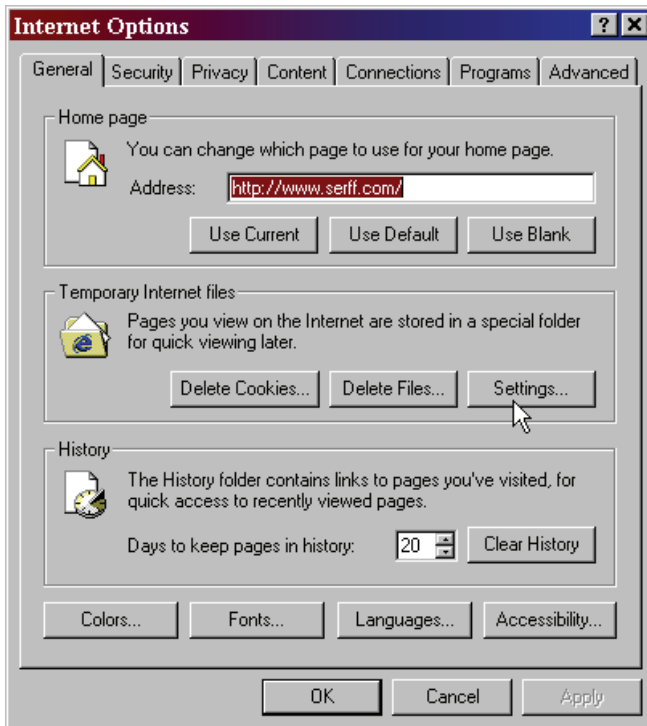
Use the following instructions to configure your browser for optimal SERFF operation.

### Browser Settings for SERFF

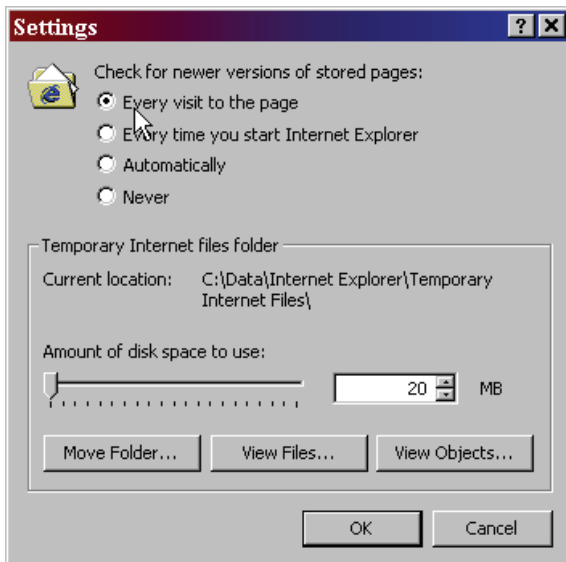
1. Select **Internet Options** from the **Tools** menu.



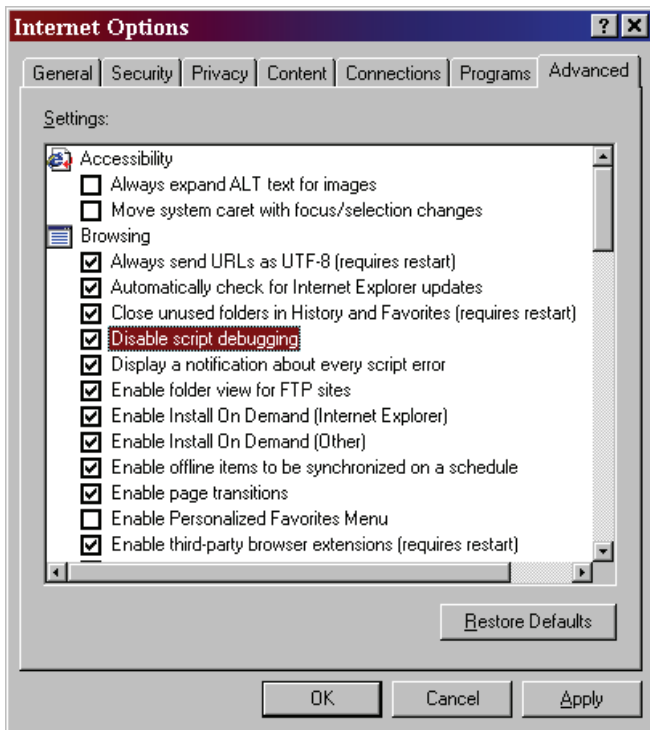
- Under the General Tab, click **Settings** button in the Temporary Internet Files section.



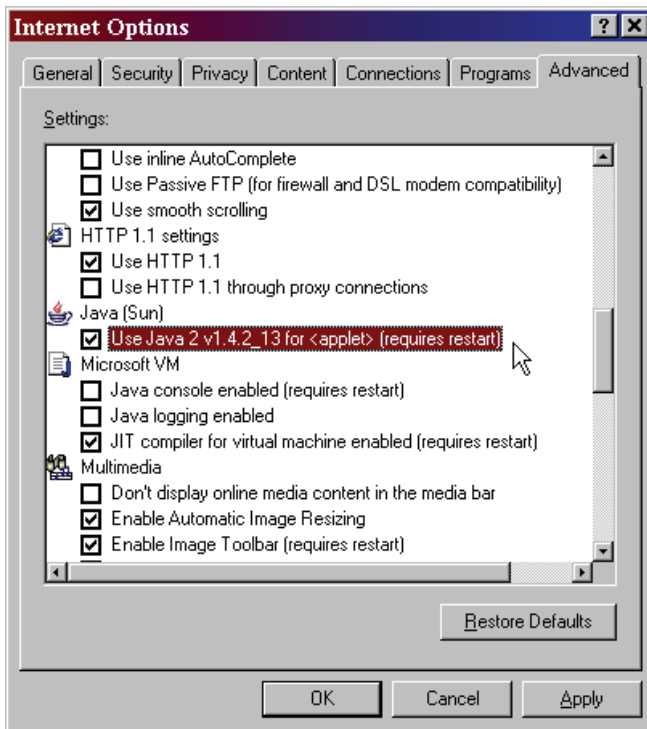
- Select the option **Every visit to the page** under “Check for newer versions of stored pages”.



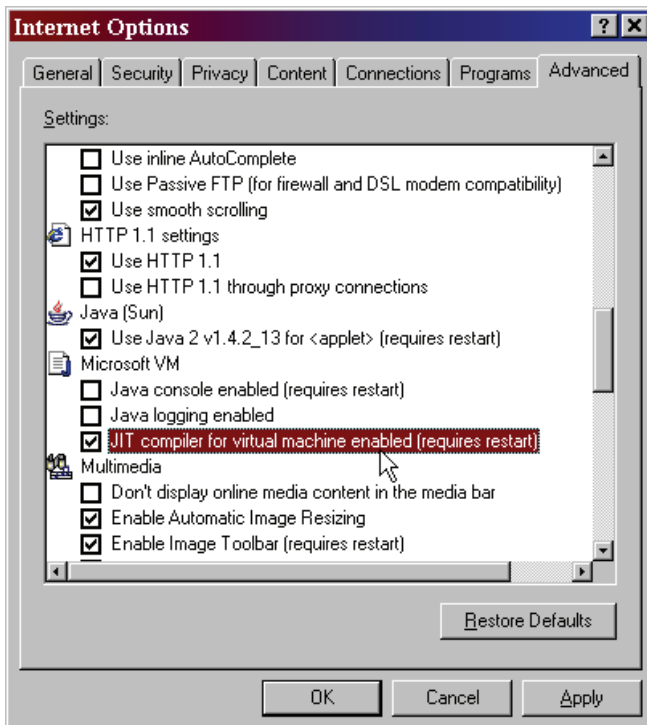
4. Go to the Advanced Tab.
5. Scroll to the Browsing options.
6. Check the option for **Disable script debugging**.

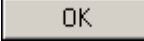


7. Scroll to the Java (Sun) options (If you do not have these options, skip to the next step).



8. Scroll to the Microsoft VM options.
9. Check the option for the Java or JIT compiler. This will enable the Java applets.



10. Click the  button.

 **Pop-Up Blockers**

SERFF will not work correctly for users with pop-up blockers. If you have a pop-up blocker installed, please contact your IT department or the SERFF Help Desk for assistance in configuring it to allow pop-ups from the SERFF application.

***SERFF Tracking Number***

To ensure uniqueness and provide audit capabilities, the SERFF tracking number represents a meaningful identifier for each filing.

Instance Identifier	Filing ID
ABCD	125000123

1. **Instance Identifier:** A four character representation of the industry instance. Each industry instance will be assigned their own code for this portion of the tracking number.
2. **Unique Number:** This filing ID number consists of nine digits.

## SERFF Billing

SERFF offers both pre-paid and “pay as you go” options for filing entities. Industry users can monitor the balance of their prepaid filing blocks in the Billing tab.

### Accessing Billing Information

Industry users can click on the Billing tab to access their billing information. Users will have one or more Billing Profiles which they may view. To access a Billing Profile, click on the blue, underlined link.

Filings	<b>Billing</b>	Settings	Filing Rules	Reports	Templates
<a href="#">Billing Export</a>					
<b>Billing Profile</b>					
<b>Billing Profiles</b> <span style="float: right;">Billing Profiles 1-2 of 2   First   Previous   Next   Last</span>					
Instance Name		Customer #			
<a href="#">SERFF Train 05</a>		55555555			
<a href="#">SERFF Train 06</a>		66666666			

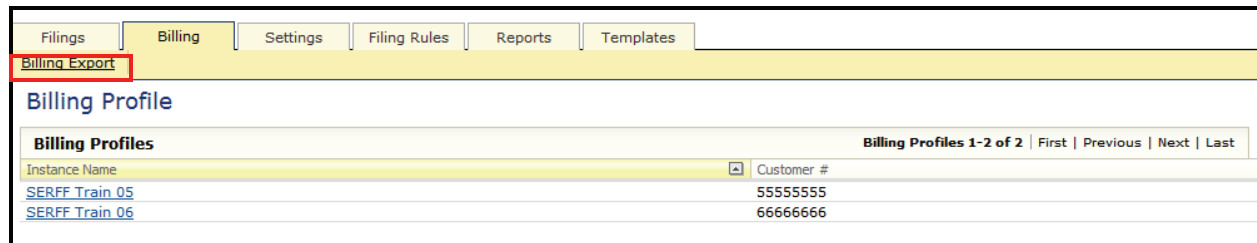
Industry users will want to take note of the Units Remaining and Units Used columns in the Pre-Paid Block table. These totals are updated nightly based on that day's usage. Blocks can be split among instances and each instance will have a separate Entity Billing Form and usage statistics. Pre-paid customers who allow their blocks to run out will be billed the Pay as you Go rate, which is currently \$15.00 per transaction. Companies on the Pay as you Go plan will not have any blocks listed.


<b>Billing Profile</b>								
<b>Instance Name:</b>	JEM01							
<b>PeopleSoft Customer ID:</b>	1							
<b>Address ID:</b>	1							
<b>Billing Contact ID:</b>	1							
<b>Customer Type:</b>	SERFF							
<b>Number of Free Filings:</b>	0							
<b>Note to Customer:</b>	Thanks for using SERFF!							
<a href="#">Close</a>		<a href="#">Previous</a>		<a href="#">Next</a>				
Block Name	Date Created	Block ID	Product ID	Unit Price (USD)	Paid Ref ID	TotalFilingUnits	Units Used	Units Remain
Filing Block A	2/8/2004	125000563	SER-B-00400	\$9.00	NA	400	0	400

Users will receive a reminder message in their Message Center when their Units Remaining falls below 25% of the Total Filing Units and another block is not available. This message serves as a reminder to order a new filing block. Only one reminder per block will be generated. It is the company's responsibility to monitor their usage and remaining transactions to avoid being billed at a higher rate.

## Billing Export Tool

Pay as you Go customers may want to balance their monthly invoice against their transactions each month. The Billing Export Tool will allow users to export their monthly transactions into a .csv file, which can be converted into an Excel file.



1. Click on the Billing Export link.
2. Choose the applicable Month and Year. The report can only be generated per month.
3. Choose the applicable instance(s).
4. Click the  button.

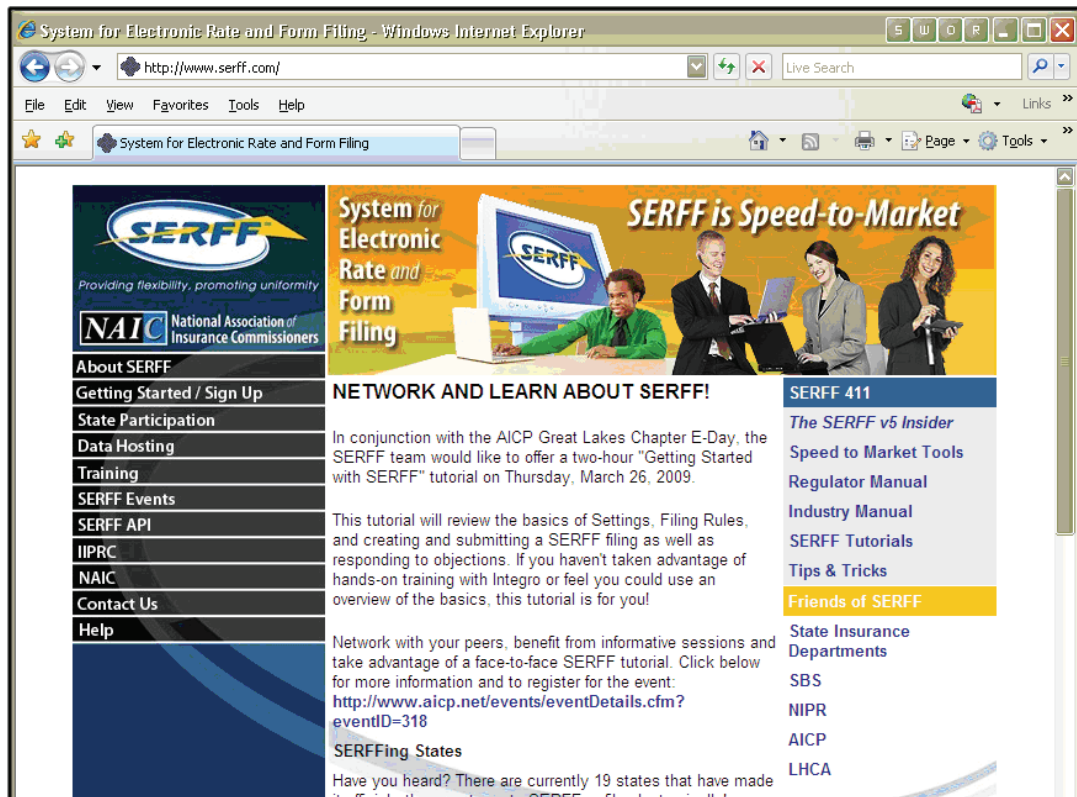
## SERFF Website

SERFF's informational website is located at <http://www.serff.com>.

The information available at this site includes:

- The v5 Insider Newsletter
- State Insurance Department contacts
- Information on getting started with SERFF
- Frequently Asked Questions
- State Participation grid
- SERFF User Manuals
- Information on SERFF vendors
- EFT Implementation Guides

...and more!





## Accessing SERFF

Industry users log in to SERFF at <https://login.serff.com/> with a registered user name and password. SERFF IDs and passwords are obtained by e-mailing the SERFF Help Desk at [serffhelp@naic.org](mailto:serffhelp@naic.org).

The SERFF application home page is regularly updated with details about new releases, upcoming events, and other useful information. Users should bookmark this page for accessing SERFF. Clicking on the [Login here](#) link in the upper right hand corner will take the user to the log in page.

Home | About SERFF | Contact Us | naic.org

Already a User? [Login here.](#)

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**Welcome to SERFF v5!**

**Announcements**

This page last updated February 18, 2009.

**E-REG 2009 - SAVE THE DATE!**

We are pleased to announce the 10th Annual NAIC/NIPR E-Regulation Conference will be held April 27-29, 2009 at the Kansas City Westin Crown Center. The E-Regulation Conference is the premier Regulatory Business and Technology event and you won't want to miss it!

Further details on the conference, a full agenda, and registration will be available in early 2009 at [www.naic.org/ereg](http://www.naic.org/ereg).

**SERFF 5.6.1 Released**

SERFF v5.6.1 was released February 11, 2009. Click [here](#) to view the release notes for this version.

**Known Issues**

Click [here](#) to see the documented issues in SERFF v5.6.

## SERFF Roles

The ability to perform various functions within SERFF is based on the roles assigned to the user ID. Role assignments are made by the SERFF Help Desk. Role updates and inquiries must be made by a Filing Manager and should be emailed to [serffhelp@naic.org](mailto:serffhelp@naic.org).

The roles available for industry are detailed below.

Role	Description
Configuration Manager	Grants the ability to create and edit instance preferences and Company and Contact data.
Filer	Grants the ability to create/submit new filings as well as view or modify filings on which the user is listed as an Author.
Filing Manager	Grants the ability to create/submit new filings as well as modify any filing in the instance.
EFT Filer	Grants the ability to submit filings with EFT payments for state filing fees.

EFT Reporting	Grants the ability to run SERFF EFT reports.
Industry Read Only	Grants the ability to view any filing in the instance but does not provide edit capabilities.
Compact Filer	Grants the ability to create and submit filings to the Interstate Insurance Compact.
Export	Grants the ability to extract data from SERFF using the Export Tool. Works at data host site only.

Users may have one role – such as Filer – or may combine roles – such as Filer with Read Only.

### **Online Help**

Online Help is intended to assist users with their questions about SERFF. Users should first access Online Help and then, if their question has still not been answered, contact the SERFF Help Desk at [serffhelp@naic.org](mailto:serffhelp@naic.org) or (816) 783-8990.

Online Help can be accessed by clicking on the [Help](#) link in the upper right hand corner of the screen, opposite the SERFF logo and under the user’s name and instance.

