How To Navigate The Member Portal

Access Levels

Functional User: Allow user to file claims

Member Admin: Allow user to file claims and update schedules (Property, Auto, Mobile Equipment)

Fund Contact: Allow user to file claims, update schedules, and to view all information about all claims (Fund Contact level can also view all users' portal submissions and view/edit user accounts)

Your service team (Member Services, Underwriting, Loss Prevention) along with Billing and Claims contact and phone number can be found on the left side of page. Your four-digit Member number can also be found on the left side of page.

Member Portal

1. Enter www.tmlirp.org in the search browser.

2. On the top right corner of the page, there is a link to Register or Login.
If you have not registered, please do so now

3. If you have registered, click on Login, enter User Name and Password, click on OK.

4. Choose your member name and member ID number, then click on OK.

**Once you register for an account, if you are not the Fund Contact, your Fund Contact will receive an email requesting approval and to select an access level. You will then receive a temporary password by email.

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Our Coverages

- View summary of current coverages and other available coverages
- Coverage description, coverage date, deductible and limit
- On the right side of the page is a link to the Coverage Documents

Workers' Compensation

Liability

Property

Cyber Liability

Special Risk

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Auto ID Cards

- When logging on, or while on Coverages page, the link can be found towards the upper right area under the Manage drop down link.

- Click on Get Auto ID Cards link.

- You can print the ID cards or download and then print the ID cards.

- The auto ID cards are not vehicle specific.

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Filing a Claim

1. Click on File a Claim.

2. Choose the appropriate line of coverage that applies to you: Auto, Liability, Property and Workers' Compensation.

3. Click Next.

4. Fill out the form with all pertinent information.

5. Click on Complete.

*One of the benefits of submitting claims through your Member Portal is that you can view history of portal submissions.

Making Changes to Property, Vehicles and Mobile Equipment

1. Click on Manage and choose the appropriate line of coverage; Property, Auto and Mobile Equipment.
2. You can make changes by Edit, Delete and/or Add.
3. When you have completed making changes, click on SAVE.

Update/Exporting Schedule

1. Click on Manage and choose the appropriate line of coverage; Property, Auto and Mobile Equipment.

2. Click on Export Options (top middle of page).

3. You can choose between Export to Excel or Export to CSV.

4. You can edit the Excel and CSV spreadsheet to fit your needs.

   - If making a large batch (more than five) of schedule changes. It is easier to export to Excel, make changes to the Excel spreadsheet, and then email the spreadsheet to your MSM.

Documents and Forms

1. Under Manage, select Documents and Forms.

2. Forms available include:
   a) Line of Coverage Claim Forms
   b) Underwriting Forms
   c) Coverage Documents
   d) Workers' Compensation Forms

eRiskHub - Cyber Liability

1. Click on eRiskHub. (top right of page)

2. Great resource to educate yourself on cybersecurity.

3. *eRiskHub is not a TML website. If you choose to utilize the resource, you will be will responsible for paying the online fees.

Member Dashboard

- Claims Data

- Member Reports
  a. A link to Reports Video Tutorial and a Members Guide to Report Building is available here. https://www.youtube.com/watch?v=4JQKwNuXp6E

- Using the available filters, you can select what data is shown on the graphs and charts, and on reports

- Reports can be downloaded as various formats

- Your Member Services Manager can schedule Member Portal training for you and other users

Loss Prevention Services

Please use *Chrome*, *Firefox*, or *Microsoft Edge* to access the following link to learn about what our Loss Prevention counterparts have to offer.

https://www.tmlirp.org/risk-management/risk-resource-library/