New User Registration
+ Product Selection - A quick guide

Create unique profiles to access Liberty Mutual business portal

Find your access code

Your profile must have admin access. Log into the Liberty Mutual agent's portal: www.commercialportal.libertymutual.com
Go to Agency Administration / Manage Users
Access Code is located on top left of the Manage Users screen

Start registration

The beginning of the registration process will take you to four different screens with one question on each of the screens.
To start, go to Agency Administration tab / New User Registration
1. Click Start at the Welcome Screen
2. Enter Access Code
3. Accept Web Agreement
4. Click Continue at "Type of Account Individual"

Fill out profile info

Enter profile information for the new user. Email, phone number and user ID must be unique due to Multi-Factor Authentication.

Remember the user ID and password, relay the password verbally and securely to the new user. Self password reset function will not work unless the user has logged in successfully with the original password.
Sharing security question and answer is not necessary.

Add products

At the Products section you will see a list of all available access for your agency. There are elevated levels of access you may not want everyone at your agency to have.

The guide in the next page will help you assign the correct products.
- Items in teal indicate elevated access.
- Items in yellow provide access to all necessary capabilities without admin access.

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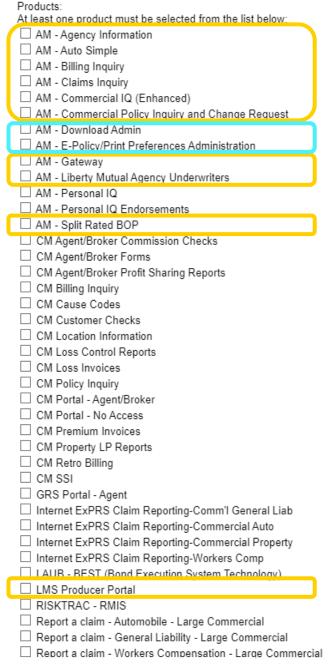
Product Selection Guide

Agent + Elevated Role
Access to agency wide policy print settings and download set up in addition to agent role access

Agent Role
Access to quoting, billing, claims, and policy output

Products:
At least one product must be selected from the list below:

- [ ] AM - Agency Information
- [ ] AM - Auto Simple
- [ ] AM - Billing Inquiry
- [ ] AM - Claims Inquiry
- [ ] AM - Commercial IQ (Enhanced)
- [ ] AM - Commercial Policy Inquiry and Change Request
- [ ] AM - Download Admin
- [ ] AM - E-Policy/Print Preferences Administration
- [ ] AM - Gateway
- [ ] AM - Liberty Mutual Agency Underwriters
- [ ] AM - Personal IQ
- [ ] AM - Personal IQ Endorsements
- [ ] AM - Split Rated BOP
- [ ] CM Agent/Broker Commission Checks
- [ ] CM Agent/Broker Forms
- [ ] CM Agent/Broker Profit Sharing Reports
- [ ] CM Billing Inquiry
- [ ] CM Cause Codes
- [ ] CM Customer Checks
- [ ] CM Location Information
- [ ] CM Loss Control Reports
- [ ] CM Loss Invoices
- [ ] CM Policy Inquiry
- [ ] CM Portal - Agent/Broker
- [ ] CM Portal - No Access
- [ ] CM Premium Invoices
- [ ] CM Property LP Reports
- [ ] CM Retro Billing
- [ ] CM SSI
- [ ] GRS Portal - Agent
- [ ] Internet ExPRS Claim Reporting-Comm'l General Liab
- [ ] Internet ExPRS Claim Reporting-Commercial Auto
- [ ] Internet ExPRS Claim Reporting-Commercial Property
- [ ] Internet ExPRS Claim Reporting-Workers Comp
- [ ] LAUB - BEST (Bond Execution System Technology)
- [ ] LMS Producer Portal
- [ ] RISKTRAC - RMIS
- [ ] Report a claim - Automobile - Large Commercial
- [ ] Report a claim - General Liability - Large Commercial
- [ ] Report a claim - Workers Compensation - Large Commercial

Relay login information verbally and securely

At the first login, new user needs to login with the original password used to created profile. Provide new user with the password securely. Do not email password. Once logged in, the new user will be able to change their password by clicking on Manage ID & Password

The actual screen will not show the colors depicted here. Not all products listed in this guide will display for your agency. Access to commissions or agency production reports can only be provided internally and are not part of this tutorial.