

IBM Cognos Producer Lifecycle and Credential
Management
Version 1.0

User Guide



Note

Before using this information and the product it supports, read the information in "Notices" on page 51.

Product Information

This document applies to IBM Cognos Producer Lifecycle and Credential Management Version 1.0 and may also apply to subsequent releases.

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Introduction

This document is intended for the use with IBM® Cognos® Producer Lifecycle and Credential Management Version 1.0.

IBM Cognos Producer Lifecycle and Credential Management provides a single platform that insurance companies can use for producer and agency onboarding, producer and agency administration, producer self-service, hierarchy management, credential management, and credential validation.

Audience

This guide is intended for administrators who are working in IBM Cognos Producer Lifecycle and Credential Management.

Finding information

To find IBM product documentation on the web, including all translated documentation, access the IBM Knowledge Center (<http://www.ibm.com/support/knowledgecenter/SS8KKA/welcome>). Release Notes are published directly to the IBM Knowledge Center and include links to the latest technotes and APARs.

Forward-looking statements

This documentation describes the current functionality of the product. References to items that are not currently available may be included. No implication of any future availability should be inferred. Any such references are not a commitment, promise, or legal obligation to deliver any material, code, or functionality. The development, release, and timing of features or functionality remain at the sole discretion of IBM.

Accessibility features

Accessibility features help users who have a physical disability, such as restricted mobility or limited vision, to use information technology products.

Chapter 1. Overview of IBM Cognos Producer Lifecycle and Credential Management

IBM Cognos Producer Lifecycle and Credential Management is a licensing and appointment application used to manage agents, agent contracts, credentials, and hierarchies.

Cognos Producer Lifecycle and Credential Management provides a single platform that insurance agencies can use for producer and agency onboarding, producer and agency administration, producer self-service management, hierarchy management, credential management, and credential validation. Insurance carriers can use Cognos Producer Lifecycle and Credential Management to perform the following actions:

- bring onboard a new agent
- administer agent contracts
- manage agent data
- administer agency and agent hierarchies
- track and manage agent credentials such as, licenses, continuing education, and securities registration data

Cognos Producer Lifecycle and Credential Management has integration processes with National Insurance Producer Registry (NIPR), Financial Regulator Authority (FINRA), and DTCC that enables insurance carriers to submit requests and synchronize data with regulators and external broker dealers. Cognos Producer Lifecycle and Credential Management also has a credential validation service that can be used to ensure agents are properly authorized to service a policy.

Chapter 2. Onboarding

In IBM Cognos Producer Lifecycle and Credential Management, agency owners, producers, and sub-producers can use the **Onboarding** window to complete and view the status of the onboarding kits for which they have been granted access.

If you have an onboarding kit to complete, you can begin the process of filling in the required information for the kit from the **Onboarding** page. You can also view the onboarding kits that are complete on this page.

Completing an onboarding kit

You must fill in the required information in IBM Cognos Producer Lifecycle and Credential Management to complete the onboarding forms.

The onboarding forms must be completed for any producers, agencies, branches, units, or offices assigned to you.

Procedure

1. Click **Onboarding**, which is in the left pane.
2. Next to the onboarding kit that you want to complete, click the **Complete Onboarding Kit** link.
3. On the **NIPR** tab, select whether the producer has a National Producer Number or not, then click **Next**.

Important: If the producer has a National Producer number, a call is made to the NIPR database that retrieves the producer, license, and appointment data for that producer.

4. On each tab, you can perform one or all of the following actions:
 - Add information to the tables by clicking **Add**.
 - Edit information in the tables by clicking the **Edit** link next to the row of data you want to modify.
 - Delete a row of information in a table by clicking the **Delete** link next to the row of data that you want to delete.
5. Click **Save As Draft**, which is at the bottom of each tab, to save your changes without submitting the data.
6. On the **Submit** tab, review the completion statuses of the onboarding forms and documents, and then click **Submit** to complete the onboarding form.

Chapter 3. Search and create

From the **Search/Create** pages, you can view, edit, and add data for producers, agencies, and branches in IBM Cognos Producer Lifecycle and Credential Management.

From the **Search/Create** pages, you can search for producer, agencies, and branches. If the producer, agency, or branch does not exist in the system, you can create a new producer, agency, or branch. If the producer, agency, or branch does exist in the system, you can make changes to the stored data of the producer, agency, or branch.

From these pages, you can also perform actions, such as terminating a producer, creating an inquiry, and filling out an onboarding kit.

Producer

From the **Producer** page in IBM Cognos Producer Lifecycle and Credential Management, you can search for, edit, or create an individual, corporate, or sub-producer.

If you are granted the appropriate access, you can also perform the following actions from the **Producer** page:

- Search for, edit, or create a producer contract
- Terminate a producer
- Reinstate a producer
- Suspend a producer
- Cancel the suspension of a producer
- View and edit a producer's onboarding kit
- Create, view, and close inquiries
- Create and view comments

Creating individual producers

Individual producers can be created in IBM Cognos Producer Lifecycle and Credential Management. This begins the onboarding process for an independent insurance agent.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Individual Producer** tab.
3. Click **Create Producer**.
4. Complete the necessary fields.
5. Click **Submit**.

An email is sent to the producer that tells the producer to log in to Cognos Producer Lifecycle and Credential Management to complete the onboarding kit.

Creating corporate producers

Corporate producers can be created in IBM Cognos Producer Lifecycle and Credential Management. This begins the onboarding process for a corporate producer.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Corporate Producer** tab, to begin the onboarding process for a corporate insurance agent.
3. Click **Create Producer**.
4. Complete the necessary fields.
5. Click **Submit**.

An email is sent to the producer that tells the producer to log in to Cognos Producer Lifecycle and Credential Management to complete the onboarding kit.

Creating sub-producers

Sub-producers can be created in IBM Cognos Producer Lifecycle and Credential Management. This begins the onboarding process for a sub-producer.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Sub-Producer** tab to begin the onboarding process for an individual under contract with, or employed by, a producer.
3. Click **Create Producer**.
4. Complete the necessary fields.
5. Click **Submit**.

An email is sent to the producer that tells the producer to log in to Cognos Producer Lifecycle and Credential Management to complete the onboarding kit.

Searching for a producer

You can perform a search for a producer stored in IBM Cognos Producer Lifecycle and Credential Management. You can search by producer code, ID, or last name.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. On the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab, click **Search**.
3. Type in at least one of the following search parameters:
 - Producer Code
 - ID
 - Last Name


Tip: You can perform wildcard searches.

4. Click **Search**.

Adding details for a producer

Information for a producer can be updated after the producer has been added to IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click on the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer for whom you want to update information.
3. In the **Producer Code** column, click the link of the producer for whom you want to update information.
4. Next to the heading of the type of information that you want to add, click the pencil icon .
5. If you are adding information to a table, click **Add**.
The editable fields are displayed in the **Add** form.

Editing producer details

You can edit the information for a producer that is stored in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer you want to modify.
3. In the table, in the **Producer Code** column, click the link of the producer for whom you want to update information.
4. Next to the heading of the type of information that you want to add, click the pencil icon .
5. To modify a row of data in table, perform one of the following actions:
 - Click the **Edit** link to make changes to the row of data.
 - Click the **Delete** link to remove the row of data.
6. To exit edit mode, click the pencil icon again.

Adding credentials for a producer

You can add a producer's credentials, such as licenses, continuing education, and state registrations, to the producer information stored in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer for whom you want to update information.
3. In the table, in the **Producer Code** column, click the link of the producer for whom you want to update information.
4. Click the **Credentials** tab.
5. Next to the heading of the type of information that you want to add, click the pencil icon .
6. Click **Add**.
The editable fields are displayed in the **Add** form.
7. Fill in the necessary fields.
8. Click **OK**.

Editing credentials for a producer

Credentials for a producer can be modified after the producer has been added to IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer for whom you want to update information.
3. In the table, in the **Producer Code** column, click the link of the producer for whom you want to update information.
4. Click the **Credentials** tab.
5. Next to the heading of the type of information that you want to edit, click the pencil icon .
6. Next to the information you want to edit, click the **Edit** link.
7. Complete the necessary fields.

Adding contracts for a producer

You can create new producer contracts in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click on the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer for whom you want to add a contract.
3. In the table, in the **Producer Code** column, click the link of the producer for whom you want to add a contract.
4. Click the **Producer Contracts** tab.
5. Click **Create New Contract**.
6. Complete the necessary information.
7. Click **Submit**.

Editing contracts for a producer

Contracts that have been added to IBM Cognos Producer Lifecycle and Credential Management can be modified.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Producer Contract** tab.
3. Click the link of the contract that you want to edit.
4. Next to the heading of the type of information that you want to modify, click the pencil icon .
5. To add information to a table, click **Add**.
6. In the **Add** form, complete the necessary information.

Viewing the hierarchy of a producer contract

When viewing the details of a producer contract in IBM Cognos Producer Lifecycle and Credential Management, you can display the hierarchy for rolling up the

contract to an office or branch, region, and agency. You can also choose to view the agency supervisor hierarchy for the producer contract.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Producer Contract** tab.
3. In the table, click the link of the contract for which you want to view the hierarchy.
4. Click the **Hierarchy** tab.
5. From the **Hierarchy Type** drop-down list, select the type of hierarchy you want to view.
6. Click **Date** to view the hierarchy that was effective on a specified date.

Viewing documents for a producer

You can view a producer's contract documents and continuing education documents in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer you want to modify.
3. In the table, in the **Producer Code** column, click the link of the producer for whom you want to update information.
4. Click the **Documents** tab.

Terminating a producer

You can terminate a producer in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer you want to terminate.
3. In the table, in the **Producer Code** column, click the link of the producer for whom you want to update information.
4. From the **Producer Options** drop-down list, select **Termination**.
5. In the Termination Window, fill in the necessary fields.
6. In the **Select Contracts to Terminate** table, select the check boxes next to the contracts that you want to terminate.
7. To upload a document related to the termination of the producer, perform the following steps:
 - a. Scroll down to the **Upload documents Related to Termination** table.
 - b. Click **Add**, which is on the upper-right corner of the table.
 - c. In the **Add** form, fill in the necessary fields.
 - d. Click **Select** to attach the document.
8. Click **Submit**.

Reinstating a producer

A producer that has been terminated can be reinstated through IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer you want to reinstate.
3. In the table, in the **Producer Code** column, click the link of the producer for whom you want to update information.
4. From the **Producer Options** drop-down list, select **Reinstatement**.
5. In the Reinstatement Window, fill in the necessary fields.
6. In the **Select Contracts to Reinstatement** table, select the check boxes next to the contracts that you want to reinstate.
7. To upload a document related to the reinstatement of the producer, perform the following steps:
 - a. Scroll down to the **Upload documents Related to Reinstatement** table.
 - b. Click **Add**.
 - c. In the **Add** form, fill in the necessary fields.
 - d. Click **Select** to attach the document.
8. Click **Submit**.

Suspending a producer

You can suspend or specify a leave of absence (LOA) for a producer in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer that you want to suspend.
3. In the table, in the **Producer Code** column, click the link of the producer who you want to suspend.
4. From the **Producer Options** drop-down list, select **Suspension**.
5. In the Suspension Window, select either **Suspension** or **Leave of Absence**.
6. Fill in the required fields.
7. In the **Select Contracts for Suspension/LOA** table, select the check boxes next to the contracts that you want to suspend.
8. To upload a document related to the suspension of the producer, perform the following steps:
 - a. Scroll down to the **Upload documents Related to Suspension/LOA** table.
 - b. Click **Add**.
 - c. In the **Add** form, fill in the necessary fields.
 - d. Click **Select** to attach the document.
9. Click **Submit**.

Canceling a suspension for a producer

You can end the suspension or leave of absence for a producer in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer you want to end the suspension for.
3. In the table, in the **Producer Code** column, click the link of the producer for whom you want to update information.
4. From the **Producer Options** drop-down list, select **Cancel Suspension**.
5. In the Cancel Suspension Window, fill in the necessary fields.
6. In the **Select Contracts to End Suspension/LOA** table, select the check boxes next to the contracts for which you want to end a suspension.
7. In the **Sub-Producer Contracts to End Suspension** table, select the check boxes next to the sub-producer contracts for which you want to end a suspension.
8. Click **Submit**.

Creating an inquiry

You can create an inquiry related to producer administration and credential management processes and data in IBM Cognos Producer Lifecycle and Credential Management.

After the inquiry is created, it is submitted to the Home Office Contracting and Licensing Analyst.

Procedure

1. From the **Producer Options** drop-down list, select **Inquiries**.
2. Click **Create Inquiry**.
3. In the Inquiry Window, fill in the necessary fields.
4. Click **Select** to add any supporting documentation for the inquiry.
5. Click **Submit**.

Viewing and commenting on inquiries

You can view the open and closed inquiries in IBM Cognos Producer Lifecycle and Credential Management. Any comments added to the inquiry are displayed along with the description and status of the inquiry.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. From the **Producer Options** drop-down list, select **Inquiries**.
The Inquiry Window displays the open and closed inquiries.
3. In the **Open Inquiries** or **Closed Inquiries** table, in the **ID** column, click the link of an inquiry to view the inquiry.
4. In the **Add Comments** field, type your comments on the inquiry.
5. In the Inquiry Notes field, type notes on the inquiry.
These notes are not visible to the producer.
6. Click **Save Changes**.
This saves the new comments and attachments without resubmitting the inquiry.

Viewing and adding producer comments

You can view and create comments related to a selected producer in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Producer**.
2. Click on the **Individual Producer**, **Corporate Producer**, or **Sub-producer** tab to find the type of producer for whom you want to add a comments.
3. In the table, in the **Producer Code** column, click the link of the producer for whom you want to add a comment.
4. From the **Producer Options** drop-down menu, select **View Comments**.
5. Fill in the required fields.
6. Click **Select** to attach any supporting documentation.
7. Click **OK**.

Agency

Users with the appropriate permissions can view, edit, and add information to existing agencies and create new agencies in IBM Cognos Producer Lifecycle and Credential Management.

The process of onboarding a new agency can be initiated from the Agency page. You can also search for and edit agencies that have already been added to Cognos Producer Lifecycle and Credential Management.

Creating an agency

You can initiate the onboarding process for an agency in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Agency**.
2. Click **Create Firm**.
3. Complete the necessary fields.
4. In the **Agency Assignment** section, complete the necessary fields.
5. Click **Submit**.

Searching for an agency

You can perform a search for an agency stored in IBM Cognos Producer Lifecycle and Credential Management. You can search by firm code, ID, name, city, or state.

Procedure


1. Expand **Search/Create**, and click **Agency**.
2. Click **Search**.
3. Type in at least one of the following search parameters:
 - Firm Code
 - ID
 - Name
 - City
 - State

- Tip:** You can perform wildcard searches.
4. Click **Search**.

Adding details for an agency

Information for an agency can be updated after it is added to IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **Search/Create**, and click **Agency**.
2. In the table, click the link of the agency for which you want to update information.
3. Next to the heading of the type of information that you want to add, click the pencil icon  .
4. If you are adding information to a table, click **Add**.
The editable fields are displayed in the **Add** form.
5. Complete the necessary fields.

Editing details for an agency

You can edit the information for an agency that is stored in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **Search/Create**, and click **Agency**.
2. In the table, click the link of the agency for which you want to update information.
3. Next to the heading of the type of information that you want to add, click the pencil icon  .
4. To modify a row of data in table, perform one of the following actions:
 - Click the **Edit** link to make changes to the row of data.
 - Click the **Delete** link to remove the row of data.
5. To exit edit mode, click the pencil icon again.

Updating contract details for an agency

The details of an agency contract, such as the products eligible for sale and payment options, can be modified in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Agency**.
2. In the table, click the link of the agency for which you want to update information.
3. Click the **Contract Details** tab.
4. Next to the heading of the type of information that you want to add, click the pencil icon  .
5. Complete the necessary fields.
6. You can perform one of the following actions to modify the contract details in a table:

- To add information to a table, click **Add**.
 - To edit information in a table, click the **Edit** link next to the information you want to modify.
 - To delete information in a table, click the **Delete** link next to the information you want to remove.
7. To exit edit mode, click the pencil icon again.

Creating an new agency contract

You can add an agency contract to IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **Search/Create**, and click **Agency**.
2. In the table, click the link of the agency for which you want to create a contract.
3. Click the **Contract Details** tab.
4. Click **Create**.
5. Complete the necessary fields.
6. Click **Submit**.

Updating credentials for an agency

In IBM Cognos Producer Lifecycle and Credential Management, the credentials of an agency, such as state registrations and FINRA positions, can be modified.

Procedure

1. Expand **Search/Create**, and click **Agency**.
2. In the table, click the link of the agency for which you want to update information.
3. Click the **Credentials** tab.
4. Next to the heading of the type of information that you want to add, click the pencil icon .
5. You can perform one of the following actions to modify the contract details in a table:
 - To add information to a table, click **Add**.
 - To edit information in a table, click the **Edit** link next to the information you want to modify.
 - To delete information in a table, click the **Delete** link next to the information you want to remove.
6. To exit edit mode, click the pencil icon again.

Viewing documents for an agency

You can view contract documents and continuing education documents for an agency in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Agency**.
2. In the table, click the link of the agency for whom you want to update information.

3. Click the **Documents** tab.

Viewing the hierarchy of an agency

You can view the agency reporting hierarchy or agency supervisor hierarchy for a selected agency in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Agency**.
2. In the table, click the link of the agency for which you want to view the hierarchy.
3. Click the **Hierarchy** tab.
4. From the **Hierarchy Type** drop-down list, select the type of hierarchy you want to view.
5. In the **Date** field, select a date. The hierarchies effective on this date are displayed.

Adding comments from an agency

You can view and add comments, as well as attach relevant documentation related to an agency in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Agency**.
2. In the table, click the link of the agency for which you want to create a comment.
3. From the **Firm Options** drop-down list, select **View Comments**.
4. Complete the necessary fields.
5. Click **Select** to attach a file to your comment.
6. Click **Submit**.

Branch, unit, office

Users with the appropriate permissions can view, edit, and add information to existing branches, units, or offices and create new branches, units, or offices in IBM Cognos Producer Lifecycle and Credential Management.

The process of onboarding a new branch, unit, or office can be initiated from the Branch/Unit/Office page. You can also search for and edit branches, units, and offices that have already been added to Cognos Producer Lifecycle and Credential Management.

Creating a branch, unit, or office

You can initiate the onboarding process for a branch, unit, or office in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Branch/Unit/Office**.
2. Click **Create Branch/Unit/Office**.
3. On each tab, complete the necessary fields.
4. To add information to a table, click **Add**.

5. When you have finished adding the required information, on the **Submit** tab, click **Submit**.

Tip: You can save the information that you have added to the tabs to submit at a later time by clicking **Save As Draft**.

Searching for a branch, unit, or office

You can perform a search for a branch, unit, or office stored in IBM Cognos Producer Lifecycle and Credential Management. You can search by branch/ unit code or branch/unit type, or by firm code or firm name.

Procedure

1. Expand **Search/Create**, and click **Branch/Unit/Office**.
2. Click **Search**.
3. Type in at least one of the following search parameters:
 - Branch/Unit Code or Branch/Unit Type
 - Firm Code or Firm Name


Tip: You can perform wild card searches.

4. Click **Search**.

Modifying details for a branch, unit, or office

Information for a branch, unit, or office, such as address and key personnel, can be updated in IBM Cognos Producer Lifecycle and Credential Management.

Procedure


1. Expand **Search/Create**, and click **Branch/Unit/Office**.
2. In the table, click the link of the branch, unit, or office for which you want to update information.
3. Next to the heading of the type of information that you want to add, click the pencil icon .
4. If you are adding information to a table, click **Add**.
5. Complete the necessary fields.
6. To modify a row of data in table, perform one of the following actions:
 - Click the **Edit** link to make changes to the row of data. The editable fields are displayed in the **Edit** pane, which is at the bottom of the table.
 - Click the **Delete** link to remove the row of data.
7. To exit edit mode, click the pencil icon again.

Modifying credentials for a branch, unit, or office

In IBM Cognos Producer Lifecycle and Credential Management, the credentials of a branch, unit, or office can be updated and modified.

Procedure

1. Expand **Search/Create**, and click **Branch/Unit/Office**.
2. In the table, click the link of the branch, unit, or office for which you want to update information.
3. Click the **Credentials** tab.

4. Next to the heading of the type of information that you want to modify, click the pencil icon  .
5. You can perform one of the following actions to modify the details in a table:
 - To add information to a table, click **Add**.
 - To edit information in a table, click the **Edit** link next to the information you want to modify.
 - To delete information in a table, click the **Delete** link next to the information you want to remove.
6. To exit edit mode, click the pencil icon again.

Viewing the hierarchy for a branch, unit, or office

When viewing branch details in IBM Cognos Producer Lifecycle and Credential Management, you can choose to view all items, such as contract codes, in the hierarchy that rollup into the branch.

Procedure

1. Expand **Search/Create**, and click **Branch/Unit/Office**.
2. In the table, click the link of the agency for which you want to view the hierarchy.
3. Click the **Hierarchy** tab.
4. From the **Hierarchy Type** drop-down list, select the type of hierarchy you want to view.
5. In the **Date** field, select a date. The hierarchies active on this date are displayed.

Viewing documents for a branch, unit, or office

You can view contract documents and continuing education documents for a branch, unit, or office in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Branch/Unit/Office**.
2. In the table, click the link of the agency for which you want to update information.
3. Click the **Documents** tab.

Adding comments from a branch, unit, or office

You can view and add comments related to a branch, unit, or office in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **Search/Create**, and click **Branch/Unit/Office**.
2. In the table, click the link of the agency for which you want to create a comment.
3. From the **Branch Options** drop-down list, select **View Comments**.
4. Complete the necessary fields.
5. Click **Select** to attach a file to your comment.
6. Click **Submit**.

Chapter 4. Producer Data

In IBM Cognos Producer Lifecycle and Credential Management, on the **Producer Data** page, agency owners, producers, and sub-producers can perform tasks, such as create inquiries, and update their information.


After an onboarding kit for a producer is activated, the **Producer Data** tabs are updated with the information submitted in the onboarding kit. Users can update their personal information, credentials, and contracts in this section. For example, if you take a continuing education course, you can add the course to the **Credentials** tab of the **Producer Data** page.

Agency owners, producers, and sub-producers can also create, view, comment on, and resolve inquiries on the **Producer Data** page.

Updating your information

In IBM Cognos Producer Lifecycle and Credential Management, on the **Producer Data** page, you can add to and edit your personal information.

Procedure

1. Click **Producer Data**.
2. On the **Producer Details** tab, next to the heading of the information that you want to modify, click the pencil icon .
3. Update the information in the fields.
4. If you are updating the information in a table, you can perform the following actions:
 - To add information, click **Add**.
 - To edit information, click the **Edit** link next to the row of information that you want to modify.
 - To delete information, click the **Delete** link next to the row of information that you want to remove.
5. To exit edit mode, click the pencil icon again.

Viewing your documents

You can view the documents you have added to IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Producer Data**.
2. Click the **Documents** tab.

Making an inquiry

You can create an inquiry for questions you have about your data in IBM Cognos Producer Lifecycle and Credential Management.

After the inquiry is created, it is submitted to the Home Office Contracting and Licensing Analyst.

Procedure

1. Click **Producer Data**.
2. From the **Producer Options** drop-down list, select **Inquiries**.
3. Click **Create Inquiry**.
4. Complete the necessary fields.
5. Click **Select** to attach supporting documents to your inquiry.
6. Click **Submit**.

Viewing your inquiries

You can view open and closed inquiries that you created in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Producer Data**.
2. From the **Producer Options** drop-down list, select **Inquiries**.
3. In the **ID** column of the **Open Inquiries** or **Closed Inquiries** table, click the link to the inquiry to view the inquiry.

Closing your inquiry

You can close any inquiry that you create or that is assigned to you in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Producer Data**.
2. From the **Producer Options** drop-down list, select **Inquiries**.
3. Click the **Close Inquiry** link next to the inquiry you want to close.

Chapter 5. Producer Credentials

When agency owners, producers, or sub-producers log in to IBM Cognos Producer Lifecycle and Credential Management, they can update their credentials, such as their licenses and continuing education information, from the **Producer Credentials** page.

On the **Credentials** tab, users can modify the following information:


- Licenses
- Continuing education
- Securities credentials
- State registrations
- FINRA positions
- Exams
- Exam windows

From this tab, users can also request an appointment to a company or an appointment termination. Producers can view the different products that they can sell under various contracts and the states in which they can sell products in the **Credential Summary** table. Any inactive contracts are also displayed in this table along with the reason for inactivity. For example, if a producer's continuing education course has expired for a specific contract, the authorization status is displayed as inactive in the table.

Adding continuing education courses

Producers and sub-producers can add continuing education courses that they have completed and upload certificates to the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Credentials**.
2. Next to the **Continuing Education** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, which displays below the table, complete the necessary fields.
5. Click **Browse** to attach a course certificate.

Editing continuing education

Agency owners, producers, and sub-producers can modify continuing education course entries that they have added to the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.

Procedure


1. Click **Producer Credentials**.
2. Next to the **Continuing Education** heading, click the pencil icon .
3. Next to the continuing education course that you want to modify, click **Edit**.

4. In the **Edit** form, which displays below the table, make the necessary changes to the fields.
5. Click **Browse** to attach a course certificate.

Adding state registrations

Agency owners, producers, and sub-producers can add their state registrations to the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Credentials**.
2. Next to the **State Registrations** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, which displays below the table, complete the necessary fields.

Editing state registrations

Agency owners, producers, and sub-producers can modify their state registrations on the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Credentials**.
2. Next to the **State Registrations** heading, click the pencil icon .
3. Next to the state registration you want to modify, click the **Edit** link.
4. In the **Edit** form, which displays below the table, make changes to the necessary fields.

Adding Financial Industry Regulatory Authority positions

Agency owners, producers, and sub-producers can add their Financial Industry Regulatory Authority (FINRA) positions to the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Credentials**.
2. Next to the **FINRA Positions** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, which displays below the table, complete the necessary fields.

Editing Financial Industry Regulatory Authority positions

Agency owners, producers, and sub-producers can modify their Financial Industry Regulatory Authority (FINRA) positions on the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Credentials**.
2. Next to the **FINRA Positions** heading, click the pencil icon .
3. Next to the FINRA position you want to modify, click **Edit**.
4. In the **Edit** form, which displays below the table, make changes to the necessary fields.

Adding exams

Agency owners, producers, and sub-producers can add any exams that they have taken to the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Credentials**.
2. Next to the **Exams** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, which displays below the table, complete the necessary fields.

Editing exams

Agency owners, producers, and sub-producers can modify any exam information that they have added to the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Credentials**.
2. Next to the **Exams** heading, click the pencil icon .
3. Next to the exam information you want to modify, click the **Edit** link.
4. In the **Edit** form, which displays below the table, complete the necessary fields.

Adding exam windows

Agency owners, producers, and sub-producers can add exam windows to the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Credentials**.
2. Next to the **Exam Window** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, which displays below the table, complete the necessary fields.

Editing exam windows

Agency owners, producers, and sub-producers can modify any exam windows that they have added to the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Credentials**.
2. Next to the **Exam Window** heading, click the pencil icon .
3. Next to the exam window you want to modify, click the **Edit** link.
4. In the **Edit** form, which displays below the table, complete the necessary fields.

Adding your credentials

On the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management, agency owners, producers, and sub-producers can add products that a producer can sell under various contracts.


Procedure

1. Click **Producer Credentials**.
2. Next to the **Credential Summary** heading, click the pencil icon .
3. Click **Add**.
4. In the form that displays below the table, complete the necessary fields.
5. Click **Submit**.

Editing your credentials

On the **Credentials** tab in IBM Cognos Producer Lifecycle and Credential Management, agency owners, producers, and sub-producers can edit the products that a producer can sell under various contracts.

Procedure

1. Click **Producer Credentials**.
2. Next to the **Credential Summary** heading, click the pencil icon .
3. Next to the contract you want to modify, click the **Edit** link.
4. In the form that displays below the table, modify the information in the fields.
5. Click **Submit**.

Chapter 6. Producer Contract

On the **Producer Contracts** tab in IBM Cognos Producer Lifecycle and Credential Management, users can create new contracts and edit current ones.

Creating a new contract

You can create a new contract in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Producer Contract**.
2. Click **Create New Contract**.
3. Complete the necessary fields.
4. Click **Submit**.

Updating your contracts

You can make changes to your contracts in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Producer Contract**.
2. In the table, click the link of the producer contract you want to update.
3. Next to the heading of the type of information that you want to modify, click the pencil icon  .
4. To add information to a table, click **Add**.
5. In the **Add** form, complete the necessary information.

Chapter 7. Hierarchy

Authorized agency managers, agency supervisors, and agency administrators in IBM Cognos Producer Lifecycle and Credential Management can view and modify hierarchies.

Authorized users can view the following hierarchy types from the Hierarchy management page: Agency Reporting, Agency Supervisor, Internal Sales Management, and Wholesaler. Hierarchies are effective dated. By default, the hierarchy structure effective on the current date is displayed. Users have the option to view a hierarchy as of a different date as well as make changes to nodes in the hierarchy. Users must have appropriate permissions to view and edit hierarchies.

Viewing a hierarchy

You can view the structure of the following hierarchies: agency reporting hierarchy, agency supervisor hierarchy, internal sales management hierarchy, team hierarchy, and wholesaler hierarchy in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Hierarchy**.
2. From the **Hierarchy Type** drop-down list, select the hierarchy you want to view.
3. If you selected Agency Reporting Hierarchy or Agency Supervisor Hierarchy, in the **Firm External ID** field, type the agency code of the agency hierarchy you want to view.
4. To view the hierarchy structure and nodes that were effective on a specific date, enter the date in the **Date** field.

Searching within a hierarchy

You can perform a search for nodes within a hierarchy in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Hierarchy**.
2. In the **Search** field, type the name of the node you want to find.

Chapter 8. Workflow Tasklist

If you have permission to view the **Workflow Tasklist** page, you can view tasks and perform tasks that are assigned to you in IBM Cognos Producer Lifecycle and Credential Management.

The following types of tasks can be created:

- Approve producer onboarding kits
- Approve agency onboarding kits
- Approve branch onboarding kits
- Approve U4 form
- Approve U4 amendment
- Approve U5 form
- Resolve inquiries

Tasks are assigned to the appropriate workflow queues, if you have the required permissions, you can choose to assign tasks in the workflow queue to yourself or reassign tasks to a team member.

For more information on setting up workflow queues, see “Workflow queue management” on page 46.

Assigning a task to yourself

In IBM Cognos Producer Lifecycle and Credential Management, you can choose to assign a task in a workflow queue to yourself.

Procedure

1. Click **Workflow Tasklist**.
2. On the **My Worklist** tab, from the **Queues** table, select a queue.
3. Click **Assign Task**.

The next task in the queue, based on due date and priority, is displayed in the **My Worklist** table.

Reassigning your task

If you have the appropriate permission, you can choose to assign a task from your worklist to another user or workflow queue in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Workflow Tasklist**.
2. On the **My WorkList** tab, from the **My WorkList** table, select the task that you want to assign to another user or workflow queue.
3. Click **Reassign Task**.
4. Complete the necessary fields.
5. Click **Submit**.

The user who was originally assigned the task and the user who is now assigned the task are sent an email notifying them that the task was reassigned.

Opening your task

You can open a task that is assigned to you in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Workflow Tasklist**.
2. On the **My WorkList** tab, from the **My WorkList** table, select the task that you want to open.
3. Click **Work Task**.

Viewing a team member's tasks

You can view the worklists for members of your team from the **Workflow Tasklist** page in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Workflow Tasklist**.
2. Click the **Team WorkList** tab.
3. From the **Team View** table, select a team member.
The **Team Member TaskList** table updates with the tasks that are assigned to the selected team member.

Reassigning a team member's tasks

You can choose to assign a team member's task to a different user or workflow queue in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Workflow Tasklist**.
2. Click the **Team WorkList** tab.
3. From the **Team View** table, select the team member.
4. From the **Team Member TaskList**, select the task to reassign.
5. Click **Reassign Task**.
6. Complete the necessary fields.
7. Click **Submit**.

The user who was originally assigned the task and the user who is now assigned the task are sent an email notifying them that the task was reassigned.

Opening a team member's tasks

You can open a team members task in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Workflow Tasklist**.
2. Click the **Team WorkList** tab.
3. From the **Team View** table, select the team member.

4. From the **Team Member TaskList**, select the task to open.
5. Click **Work Task**.

Viewing the tasks in a queue

You can view the work lists for members of a queue or queues that you have permission to view on the **Workflow Tasklist** page in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Workflow Tasklist**.
2. Click the **Queue WorkList** tab.
3. From the **Queues** table, select a queue.
The **Queue TaskList** table updates with the tasks assigned to the selected queue that have not been canceled or resolved.

Reassigning the tasks in a queue

You can choose to assign a task in a queue to a different user in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Workflow Tasklist**.
2. Click the **Queue WorkList** tab.
3. From the **Queues** table, select the queue.
4. From the **Queue TaskList**, select the task to reassign.
5. Click **Reassign Task**.
6. Complete the necessary fields.
7. Click **Submit**.
The user who was originally assigned the task and the user who is now assigned the task are sent an email notifying them that the task was reassigned.

Opening a task in a queue

You can open a task in a workflow queue in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Workflow Tasklist**.
2. Click the **Queue WorkList** tab.
3. From the **Queues** table, select the queue.
4. From the **Queue TaskList**, select the task to open.
5. Click **Work Task**.

Onboarding kits

You can be assigned the task of approving or completing an onboarding kit in IBM Cognos Producer Lifecycle and Credential Management.

The **Submit** tab of the onboarding approval task displays the completion status of required onboarding forms and documents. If an item is required but not complete, you must update the information in the onboarding kit before submitting it.

Performing a background check

You can request a background check for a producer and add background check results to IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Click **Workflow Tasklist**.
2. From the **My WorkList**, **Team WorkList**, or **Queue WorkList** tab, select the onboarding kit for which you want to run a background check.
3. Click **Work Task**.
4. Click the **Background Check** tab.
5. You can perform the following actions from this tab:
 - Click **Request Background Check**. This submits a request to a background check vendor and initiates the investigation process.
 - Click **Upload Results** to upload a received background check file to Cognos Producer Lifecycle and Credential Management. You are prompted to open the file and the system then updates the Onboarding Kit Background Check record to have a status of "received".
 - In the **Background Check Response** form, ensure all the necessary fields are complete.
 - In the **Review Status and Comments** section, you can change the status of the background check and add a comment.

Completing and reviewing onboarding kits

If you are assigned an onboarding kit to complete or review in IBM Cognos Producer Lifecycle and Credential Management, you must make any required changes before the kit can be submitted.

Procedure

1. Click **Workflow Tasklist**.
2. Select the onboarding kit that is assigned to you, and click **Work Task**.
3. Select the tab containing the information you want to review.
4. You can perform the following tasks to update the information in a table:
 - Click the **Edit** link to modify an entry in a table.
 - Click the pencil icon  then click **Add** to add another entry to the table.
 - Click the **Delete** link to remove an entry from a table.
5. If you are reviewing an onboarding kit, in the **Review Status and Comments** section, select a review status and add any comments about the changes you made.

Reviewing and approving documents

In IBM Cognos Producer Lifecycle and Credential Management, you can review and approve documents that are submitted with onboarding kits.

You can also reject the package or request resubmission of the data and enter a reason for resubmission in the comments field of a specific tab in the kit.

Procedure

1. Click **Workflow Tasklist**.
2. Select the onboarding kit that is assigned to you for approval, and click **Work Task**.
3. Select the **Documents** tab.
4. In the **Producer Contract Documents** and **Continuing Education Documents** tables, you can perform the following actions:
 - In the **Review Status** column, you can change the status of the document.
 - In the **Comment** column, you can type a comment related to the status of the document.
5. In the **Comment** section, you can type a comment and attach a document.
6. Click **Save As Draft** to save your changes.

Activating, rejecting, or returning an onboarding kit

After reviewing the items in the onboarding kit, you can submit the kit and activate the producer in IBM Cognos Producer Lifecycle and Credential Management, you can reject the onboarding kit, or return the onboarding kit to the producer.

If you reject the onboarding kit, an email notification is sent to the producer.

Procedure

1. Click **Workflow Tasklist**.
2. Select the onboarding kit that is assigned to you for approval, and click **Work Task**.
3. Select the **Approve & Activate** tab.
4. Make sure the items in the **Producer Onboarding Forms** and **Producer Onboarding Documents** tables are approved and reviewed.
5. In the **Review Status and Comments** section, from the **Review Status** drop-down list, select the appropriate status.
6. In the **Comment** field, you can optionally add a comment related to the review.
7. Click **Submit**.
 - If the onboarding kit is approved, a message is sent to the user who initiated the kit indicating the onboarding process has completed successfully.
 - If the onboarding kit requires additional approvals, a task is assigned to the appropriate workflow queue .
 - If the onboarding kit is returned for resubmission, a task is assigned to the appropriate workflow queue and the user who completed the onboarding kit is notified that the kit must be modified. The notification is sent to the user who initiated the onboarding kit as well.
 - If the onboarding kti is rejected, the user who completed the onboarding kit is notified as well as the user who initiated the onboarding kit.

Inquiries

When an inquiry is submitted by a user in IBM Cognos Producer Lifecycle and Credential Management, it is assigned to the appropriate workflow queue and a task is created.

If an inquiry task is assigned to you, or if you have chosen to assign the inquiry to yourself on the **Workflow Tasklist** page, you can then resolve, return, comment on, or close the inquiry.

Resolving inquiries

Inquiries created in IBM Cognos Producer Lifecycle and Credential Management can be closed by the user who submitted the inquiry. The user assigned to the inquiry can close, resolve, or return the inquiry to the submitter.

Procedure

1. Click **Workflow Tasklist**.
2. Select the inquiry task assigned to you or assign the inquiry task to yourself.
3. Click **Work Task**.
4. You can perform the following actions before resolving the inquiry:
 - In the **Add Comments** field, type any comments related to the inquiry.
 - Click **Select** to attach a document to the inquiry.
 - In the **Add Inquiry Notes** field, type any notes related to the inquiry. Inquiry notes can only be added by the user assigned to the inquiry. The notes are not visible to the producer.
5. If the inquiry was submitted to you, perform one of the following actions:
 - Click **Resolve Inquiry** after the appropriate actions have been take to resolve the inquiry. Comments must be added when an inquiry is resolved. These comments are sent via external email to the producer and saved with the inquiry.
 - Click **Return Inquiry** to send the inquiry back to the user who created the inquiry. Comments must be added when an inquiry is returned. These comments are sent via external email to the producer and saved with the inquiry.
 - Click **Save Changes** to save any comments and documents that you added to the inquiry.
6. If you submitted the inquiry, you can perform one of the following actions:
 - Click **Submit** to send your inquiry to the Home Office Analyst.
 - Click **Close Inquiry** to end the inquiry process.
 - Click **Save Changes** to save any comments and documents that you added to the inquiry.

Chapter 9. Security

As an administrator, you can set up and define users groups and permissions in IBM Cognos Producer Lifecycle and Credential Management.

By default, only the administrator can perform many of the tasks in Cognos Producer Lifecycle and Credential Management. However, if you want some users or user groups to be able to perform certain tasks, you can grant permissions to those users or user groups.

Users

The administrator must ensure that all required users have appropriate access to IBM Cognos Producer Lifecycle and Credential Management.

Producer records in the Users table are created and updated when the producer onboarding kits are approved and activated. Other users, such as Agency Administrators, Owners, Supervisors, and Managers, are added to the Users table when hierarchies are updated. Users can also be created manually by administrators with appropriate permission.

Creating a user

You can add users to IBM Cognos Producer Lifecycle and Credential Management. Users can then be added to user groups and granted permissions.


Procedure

1. Expand **Security** and click **User**.
2. Click **Create User**.
3. Complete the required fields.
4. Click **Submit**.

Adding user group assignments to a new user

When creating a new user, you can add the user to groups that have the authorizations required by the user in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Create a new user.
2. In the **User Group Assignments** table, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, which displays below the table, complete the required fields.

Adding authorizations for users

When you are editing or adding a new user group in IBM Cognos Producer Lifecycle and Credential Management, you can assign authorizations to the user.

Procedure

1. Create or edit a user.
2. In the **Authorization Assignments** table, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, which displays below the table, set the type of authorization you want to give the user.

Searching for a user

You can perform a search for a user in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **Security**.
2. Click **User**.
3. Select one of the following search parameters:
 - **Name Search** - search by the last name or first and last name of the user.
 - **Login Identifier Search** - search by the login name of the user.
 - **User Type Search** - search by the type of user.
4. Complete the required field.
5. Click **Search**.

Editing a user

After searching for a user in IBM Cognos Producer Lifecycle and Credential Management, you can make changes to the user's details, user group assignments, authorization assignments.

Procedure

1. Expand **Security**.
2. Click **Users**.
3. Search for the user that you want to edit.
4. In the **User Name** column of the table, click the link of the user that you want to edit.
5. Next to the section you want to edit, click the pencil icon .
6. To modify information in the **User Group Assignments** and **Authorization Assignments** tables, you can perform the following actions:
 - To add a new row, click **Add**.
 - To remove a row, click **Delete** next to the row you want to remove.
 - To edit a row, click **Edit** next to the row you want to modify.

User groups

You must ensure that the appropriate collections of users have the permission they require in IBM Cognos Producer Lifecycle and Credential Management.

When you grant permissions to a user group, the users within the group inherit those permissions. For example, you can create a user group for agency administrators; they are agency personnel who are given access to act on behalf of the agency owner.

Creating a user group

You must add user groups to organize users into roles in IBM Cognos Producer Lifecycle and Credential Management. Any permissions granted to a user group are applied to all users within the group.


Procedure

1. Click **Security**.
2. Click **User Group**.
3. Click **Create User Group**.
4. Type a name for the user group, add a description, and enter a start and end date for the group.
5. Click **Submit**.

Adding authorizations to user groups

When you are editing or adding a new user group in IBM Cognos Producer Lifecycle and Credential Management, you can assign authorizations to the group.


Procedure

1. Create or edit a user group.
2. In the **Authorization Assignments** table, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, which displays below the table, set the type of authorization you want to give the user group.

Adding user assignments to a user group

When you are editing or adding a new user group in IBM Cognos Producer Lifecycle and Credential Management, you can assign users to the group.

Procedure

1. Create or edit a user group.
2. In the **User Assignments** table, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, which displays below the table, complete the required fields.

Editing a user group

You can change the permissions of a user group after it is added to IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Security**.
2. Click **User Group**.
3. In the **User Group** column of the table, click the user group that you want to modify.
4. Next to the section you want to edit, click the pencil icon.
5. To modify information in the **Authorization Assignments** table, you can perform the following actions:

- To add a new authorization, click **Add**, and fill in the necessary fields in the **Add** form, which displays below the table.
 - To remove a authorization, click **Delete** next to the row you want to remove.
 - To edit a authorization, click **Edit** next to the row you want to modify, and make changes to the fields in the **Edit** form, which displays below the table.
6. To modify information in the **User Assignments** table, you can perform the following actions:
- To remove a user, click **Delete** next to the user you want to remove.

Authorization

Authorizations can be created to define the permissions for a user or user group in IBM Cognos Producer Lifecycle and Credential Management.

Administrators can give specific users or user groups access to manage different aspects of Cognos Producer Lifecycle and Credential Management. These authorization can restrict access to a specific field in a form. For example, an authorization can be created to give assigned users permission to access a producer's current salary field in the producer contract details form.

Authorization restrictions can also be added. This can limit a user to have permission to create, or edit, or delete data in a selected field for a certain territory. For example, an authorization restriction can be created to limit a user to updating the agency hierarchy for the life insurance division in the North East territory.

After authorizations are created, they can be assigned to user groups. Multiple authorizations can be assigned to one user or user group.

Creating authorizations

Administrators can set up permission for users to access specific fields and forms in IBM Cognos Producer Lifecycle and Credential Management.

For example, you can create an authorization to allow users to manage the firm's address.

Procedure

1. Click **Security**.
2. Click **Authorization**.
3. Click **Create Authorization**.
4. Complete the necessary fields.
5. Click **Submit**.

Editing authorizations

Administrators can modify authorizations for users and user groups in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Click **Security**.
2. Click **Authorization**.
3. In the **Authorization** column of the table, click the link of the authorization you want to modify.
4. Next to the section you want to edit, click the pencil icon.


5. To modify users and user groups in the **Authorization Assignments** table, you can perform the following actions:
 - To add a new user or user group, click **Add**.
 - To remove a user or user group, click **Delete** next to the user or user group you want to remove.
 - To edit the authorization for a user or user group, click **Edit** next to the user or user group you want to modify.

Adding user authorization assignments

You can assign authorizations and set access for users and user groups in IBM Cognos Producer Lifecycle and Credential Management.

For example, you can create an authorization called "View Producer Data", assign the "Producer" user group to it, and set **Retrieve Access**.

Procedure

1. Click **Security**.
2. Click **Authorization**.
3. Edit or create a new authorization.
4. In the **Authorization Assignments** table, click the pencil icon .
5. Click **Add**.
6. Complete the required fields.
7. Click **Submit**.

Chapter 10. System tables

From the **System Tables** pages, administrators can set up and configure settings in IBM Cognos Producer Lifecycle and Credential Management.

Administrators can configure the following settings:

- Reference data
- System settings
- State appointment rules
- Continuing education rules
- Workflow queues
- User-defined sections in forms
- User-defined attributes in forms

Reference data


You can set up reference data used in forms in IBM Cognos Producer Lifecycle and Credential Management.

First, you must create a reference data type, then, add the reference data that can be used in forms to the data type. For example, you can add an address type to the reference data table. You can then add the different types of addresses users can choose from when selecting from the **Address Type** drop-down menu.

Creating reference types

You can add reference types used in IBM Cognos Producer Lifecycle and Credential Management forms.

Procedure

1. Expand **System Tables**, and click **PLCM Reference Data**.
2. Next to the **Reference Types** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, fill in the necessary fields.
5. Click **Submit**.

What to do next


After adding a reference type, you must add reference data to the reference type.

Adding reference data

You can add reference data to reference types used in IBM Cognos Producer Lifecycle and Credential Management forms.

Procedure

1. Expand **System Tables**, and click **PLCM Reference Data**.
2. In the **Reference Types** table, in the **Reference Data Type** column, click the link of the reference data type for which you want to add reference data.

3. Next to the **Reference Data** heading, click the pencil icon  .
4. Click **Add**.
5. In the **Add** form, fill in the necessary fields.
6. Click **Submit**.

Editing reference types

You can modify the description of reference types added to IBM Cognos Producer Lifecycle and Credential Management forms.

Procedure

1. Expand **System Tables**, and click **PLCM Reference Data**.
2. Next to the **Reference Types** heading, click the pencil icon.
3. Next to the reference type you want to modify, click the **Edit** link.
4. In the **Edit** form, modify the description.
5. Click **Submit**.

System configuration settings

Administrators can configure access to National Insurance Producer Registry (NIPR), Financial Industry Regulatory Authority (FINRA), DTCC, and Vertafore from IBM Cognos Producer Lifecycle and Credential Management.

NIPR integration

If you have a contract with NIPR, Cognos Producer Lifecycle and Credential Management can integrate directly with NIPR. Real-time calls are made from Cognos Producer Lifecycle and Credential Management to the NIPR database to obtain license and appointment data. Cognos Producer Lifecycle and Credential Management sends requests for new appointments and termination of appointments and receives files of license renewals, revocations, suspensions, alerts, and other license or appointment changes.

FINRA integration

If you subscribe to the FINRA webEFT Form Filing service, Cognos Producer Lifecycle and Credential Management can submit files with U4, U4 Amendment, and U5 forms to FINRA and data from FINRA, such as exam results, exam windows, and state registrations, can be uploaded.

DTCC integration

If you subscribe to the DTCC service and receive DTCC Training Update and Training Expiration records from external firms, Cognos Producer Lifecycle and Credential Management can upload continuing education data in files received from DTCC.

Vertafore integration


If you have a contract with Vertafore, Cognos Producer Lifecycle and Credential Management can integrate directly with Vertafore Sircon or Vertafore Kaplan G2 to manage licenses and appointments.

After access to the databases has been configured, Cognos Producer Lifecycle and Credential Management can access these systems to import and export data.

Adding National Insurance Producer Registry configuration settings

You can configure access to the National Insurance Producer Registry (NIPR) database from IBM Cognos Producer Lifecycle and Credential Management.

Procedure


1. Expand **System Tables**, and click **System Config Settings**.
2. On the **NIPR** tab, click the pencil icon .
3. Complete all the fields.
4. Click **Submit**.

Adding Financial Industry Regulatory Authority configuration settings

You can configure access to the Financial Industry Regulatory Authority (FINRA) database from IBM Cognos Producer Lifecycle and Credential Management.

With the use of a scheduling tool, Cognos Producer Lifecycle and Credential Management can then import and export data to and from FINRA.

Procedure


1. Expand **System Tables**, and click **System Config Settings**.
2. On the **FINRA** tab, click the pencil icon .
3. Complete all the fields.
4. Click **Submit**.

Adding Depository Trust & Clearing Corporation configuration settings

You can configure access to the DTCC database from IBM Cognos Producer Lifecycle and Credential Management.

With the use of a scheduling tool, Cognos Producer Lifecycle and Credential Management can then obtain continuing education data from DTCC.

Procedure


1. Expand **System Tables**, and click **System Config Settings**.
2. On the **DTCC** tab, click the pencil icon .
3. Complete all the fields.
4. Click **Submit**.

Adding Vertafore configuration settings

You can configure access to the Vertafore database from IBM Cognos Producer Lifecycle and Credential Management.

With the use of a scheduling tool, Cognos Producer Lifecycle and Credential Management can then obtain data from the Vertafore configuration table on a scheduled basis.

Procedure

1. Expand **System Tables**, and click **System Config Settings**.
2. On the **Vertafore** tab, click the pencil icon .
3. Complete all the fields.
4. Click **Submit**.


State appointment rules

Administrators can add and modify state appointment rules, companies, and lines of authority in IBM Cognos Producer Lifecycle and Credential Management.

Creating state appointment rules

You can add rules for state appointments in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **State Appointment Rules**.
2. Next to the **State Appointment Rules** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, complete the necessary fields.

Editing state appointment rules

You can make changes to rules for state appointments that are added to IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **System Tables**, and click **State Appointment Rules**.
2. Next to the **State Appointment Rules** heading, click the pencil icon .
3. Next to the state appointment rule you want to modify, click the **Edit** link.
4. In the **Edit** form, edit the necessary fields.

Creating state appointment companies

You can add companies for state appointments in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **State Appointment Rules**.
2. Next to the **State Appointment Companies** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, complete the necessary fields.

Editing state appointment companies

You can make changes to state appointments companies that are added to IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **System Tables**, and click **State Appointment Rules**.
2. Next to the **State Appointment Companies** heading, click the pencil icon .
3. Next to the company you want to modify, click the **Edit** link.
4. In the **Edit** form, edit the necessary fields.

Creating state appointment authorities

You can add lines of authority for state appointments in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **State Appointment Rules**.
2. Next to the **State Appointment Authority** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, complete the necessary fields.

Editing state appointment authorities

You can modify lines of authority for state appointments that are added to IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **State Appointment Rules**.
2. Next to the **State Appointment Authority** heading, click the pencil icon .
3. Next to the line of authority for the company that you want to modify, click the **Edit** link.
4. In the **Edit** form, edit the necessary fields.


Rules for continuing education

In IBM Cognos Producer Lifecycle and Credential Management, administrators can add and modify continuing education rules and courses.

Creating continuing education rules

You can add rules for continuing education courses created by users in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **System Tables**, and click **Continuing Education Rules**.
2. Next to the **Continuing Education Rules** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, complete the necessary fields.

Editing continuing education rules

You can make changes to continuing education course rules in IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **System Tables**, and click **Continuing Education Rules**.
2. Next to the **Continuing Education Rules** heading, click the pencil icon .
3. Next to the rule you want to modify, click the **Edit** link.
4. In the **Edit** form, edit the necessary fields.

Creating continuing education courses

You can add continuing education courses to IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **System Tables**, and click **Continuing Education Rules**.
2. Next to the **Continuing Education Course** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, complete the necessary fields.

Editing continuing education courses

You can make changes to the continuing education courses added to IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **Continuing Education Rules**.
2. Next to the **Continuing Education Course** heading, click the pencil icon .
3. Next to the course you want to modify, click the **Edit** link.
4. In the **Edit** form, complete the necessary fields.

Workflow queue management


In IBM Cognos Producer Lifecycle and Credential Management, administrators can add and modify workflow queues to which tasks can be assigned.

Users and user groups can then be assigned to workflow queues. For more information on workflows, see Chapter 8, “Workflow Tasklist,” on page 29.

Adding a workflow queue

In IBM Cognos Producer Lifecycle and Credential Management, you can create workflow queues to which users, user groups, and tasks can be assigned.


Procedure

1. Expand **System Tables**, and click **Workflow Queue Management**.
2. Next to the **Queues** heading, click the pencil icon .
3. Click **Add**.
4. In the **Add** form, type a name and description for the queue.
5. Click **Submit**.
6. To exit edit mode, click the pencil icon again.

Editing a workflow queue

You can modify workflow queues that are added to IBM Cognos Producer Lifecycle and Credential Management.


Procedure

1. Expand **System Tables**, and click **Workflow Queue Management**.
2. Next to the **Queues** heading, click the pencil icon .
3. Next to the workflow queue that you want to modify, click the **Edit** link.
4. In the **Edit** form, modify the name or description of the queue.
5. Click **Submit**.
6. To exit edit mode, click the pencil icon again.

Adding users to a workflow queue

You can add users and user groups to workflow queues that are created in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **Workflow Queue Assignment**.
2. From the **Queue Names** drop-down list, select the queue to which you want to add users.
3. Click the pencil icon .
4. Click **Add**.
5. In the **Add** form, select the user or user group that you want to add to the queue.
6. Click **Submit**.
7. To exit edit mode, click the pencil icon again.

User-defined sections

Home office administrators can add user-defined sections to forms in IBM Cognos Producer Lifecycle and Credential Management.

Adding a user defined section

You can create user defined sections in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **User Defined Sections**.
2. Click the **Update** link.
3. Click **Add**.
4. In the **Add/Edit User Defined Section** form, fill in the necessary fields.
5. Click **Submit**.

Editing a user-defined section

You can make changes to user defined sections that are added to IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **User Defined Sections**.
2. Click the **Update** link.
3. Next to the section you want to modify, click **Edit**.
4. In the **Add/Edit User Defined Section** form, make changes to the necessary fields.
5. Click **Submit**.

User-defined attributes

Searching for user defined attributes

You can search for any user defined attributes in IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **User Defined Attributes**.
2. Select one of the following options to search by:
 - PLCM Object
 - User Defined Section
3. From the drop-down list select the parameter by which you want to perform the search.
4. Click **Search**.

Editing user defined attributes

You can modify user defined attributes that are added to IBM Cognos Producer Lifecycle and Credential Management.

Procedure

1. Expand **System Tables**, and click **User Defined Attributes**.
2. Click the **Update** link.
3. Next to the Cognos Producer Lifecycle and Credential Management object or user defined section that you want to modify, click the **Edit** link.
4. Make changes to the necessary fields.
5. Click **Submit**.

Appendix. Accessibility features

IBM Cognos Producer Lifecycle and Credential Management has accessibility features that help users who have a physical disability to use the product.

Keyboard shortcuts

IBM Cognos Producer Lifecycle and Credential Management includes keyboard shortcuts to help you navigate the product and perform tasks.

The following keyboard shortcuts are based on U.S. standard keyboards.

Table 1. General keyboard shortcuts

Applies to	Action	Shortcut keys
General	Perform the command for an active command button.	Enter
General	Move forward to the next item in the tab index order. Cycle to the first tab index when at the end.	Tab
General	Move backward to the previous item in the tab index order. Cycle to the last tab index when at the beginning.	Shift+Tab
Check boxes	Select or clear the checkbox.	Spacebar
Menus	Navigate down a menu and select a menu item.	Down arrow and then Enter
Menus	Navigate up a menu and select a menu item.	Up arrow and then Enter
Scrolling	Scroll down.	Down arrow
Scrolling	Scroll up.	Up arrow
Zooming	Zooming in.	Ctrl and +, or Ctrl+Mouse wheel up
Zooming	Zooming out.	Ctrl and -, or Ctrl+Mouse wheel down
Zooming	Return to default zoom level.	Ctrl+0
Navigation	Reload the current page.	F5
Navigation	Move backward to the previously opened page.	Alt+Left Arrow, Backspace
Navigation	Move forward to the previously opened page.	Alt+Right Arrow, Shift+Backspace
Navigation	Stop a page from loading.	Escape
Search	Open a search box to perform a search on the current page.	Ctrl+F, F3
Search	Find the next match of the searched text on the current page.	Ctrl+G, F3
Search	Find the previous match of the searched text on the page.	Ctrl+Shift+G, Shift+F3

IBM and accessibility

See the IBM Accessibility Center for more information about the commitment that IBM has to accessibility.

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