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### **ACCOUNT CREATION GUIDE**

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# CAPP<sup>®</sup> ACCOUNT CREATION OVERVIEW

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### **Guide Purpose**

The purpose of this guide is to describe the Crop Adjuster Proficiency Program (CAPP®) account creation process. You can use this guide to help you create a CAPP® login account.

Please note the CAPP<sup>®</sup> web site is a dynamic computer system and some screen prints in this guide will look slightly different to various users, but the function of a given web page will be as described herein. This guide will be updated periodically as web site functionality is enhanced over time. The most recent version of this guide will be available for download via the CAPP<sup>®</sup> web site.

### **Section 508 Compliance**

In compliance with Section 508 (a) (1) (B) of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998, individuals with disabilities should contact NCIS regarding alternative means by which they may complete the CAPP<sup>®</sup> accreditation process. You, or a representative of the individual with a disability, will need to complete the "Application For Assistance" in the exhibits of this guide. Completed applications are to be sent to NCIS per the instructions in the application.



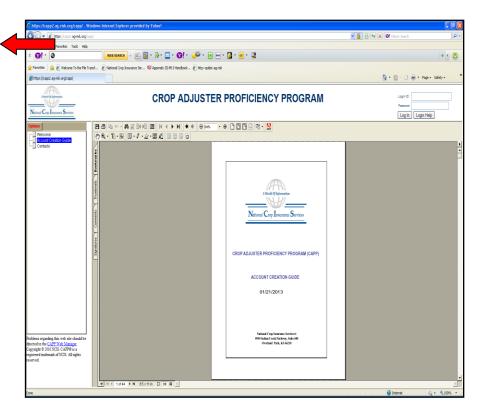
### <u>CAPP <sup>®</sup> Welcome &</u> Login

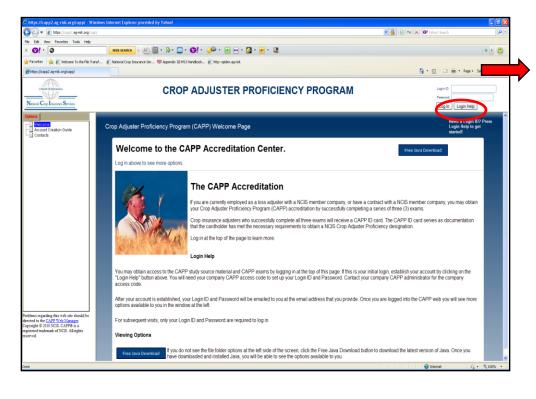
This is the CAPP<sup>®</sup> welcome page and is accessible by following the link on NCIS' Home Page (<u>http://www.agrisk.org</u>) or by entering the URL <u>https://capp.ag-risk.org/</u> in the address field of your browser. The only options here are to follow the Contacts link on the left, reviewing this guide by selecting the "Account Creation Guide" link

on the left, or selecting "Login Help" just below the Login and Password fields in the upper right-hand corner. The browser window above features three sections: 1) the top pane, which contains the web site title, any screen subtitle and the login fields; 2) the left pane, which contains a Java-based navigation applet that is dynamically changed based on which user is logged in; and, 3) the main pane which displays the selected web page. If you cannot see the navigation tree on the left, you must install a current version of Java at <a href="https://www.java.com/">https://www.java.com/</a> or request your IT department do this for you.

#### **Account Creation Guide**

The most current version of this Guide is always available on the CAPP® web site. Simply click on the "Account Creation Guide" link to view the latest version of this guide. This material is made available to the user in portable document format (.pdf). Adobe Reader is required to view this guide. Download the Adobe Reader free of charge by visiting the Adobe web site at www.adobe.com.



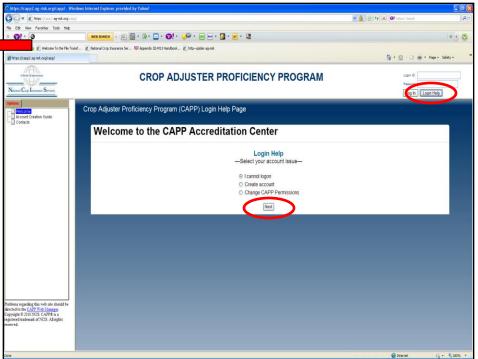


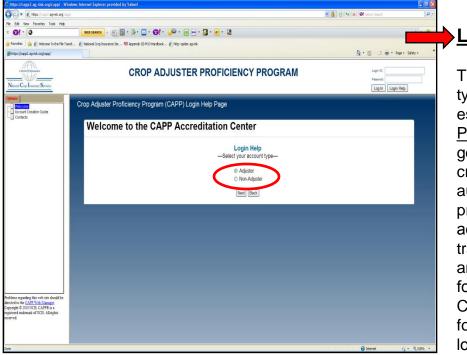
#### Login Creation

To access the CAPP® website, you first need to establish a login account. To get started, press the "Login Help" button that appears in the right hand corner of the screen.

#### Login Help Screen

After you select Login Help on the Welcome page, you'll see this screen. To set up an account you'll select the "Create Account" button and press the "Next" button. For a description of the "I cannot logon" option, see the appropriate "Adjuster Login Issues" or "Non-Adjuster Login Issues" sections later in this guide.





#### Login Help

This next screen we ask what type of account you are trying to establish. <u>Approved Insurance</u> <u>Provider</u> (AIP) Loss Adjusters will go through an automated account creation process that utilizes authenticating information provided by your AIP, while nonadjusters will utilize NCIS' traditional account authentication and creation process. The following "Adjuster Login Creation" section details the steps for an Adjuster to create their login account, while the "Non-

Adjuster Login Creation" section on page 21 describes how to obtain a login account for any other CAPP® user. To get started with your account creation, select the "Account Type" button and press "Next."

#### Pop-Up Error Message Box



Throughout the manual on any screen that requests you to enter information, you could see an error message pop-up box like this if you failed to enter a value for every field on that screen. The pop-up box will display an error message for the field that was omitted or incorrectly entered. Click "OK" and reenter the correct information

# ADJUSTER LOGIN CREATION

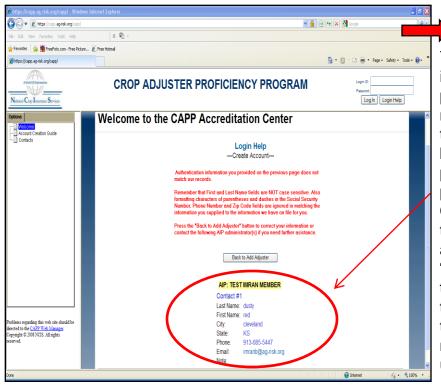
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#### **Create Account**

On this screen we ask you for identifying information needed to establish your Adjuster account. Enter the requested information and press the "Add Adjuster" button at the bottom. You can erase all the field contents by pressing the "Reset" button, and return to the previous screen by hitting the "Back" button. The CAPP® Access Code will be provided to you by your AIP's CAPP® Administrator. The email address may be any email address you currently use, but it must be an active email account.

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All of the fields marked with an "\*" are required, and the information you provide will be matched to information provided by your AIP. The name and email fields are **NOT** case sensitive and the SSN and the phone fields can have dashes and parenthesis, or they may be omitted. Zip Code should only be the 5 digit zip code without the 4 digit zip extension. Click "Add Adjuster" to continue.

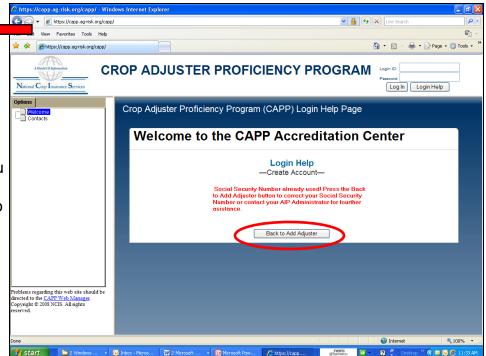


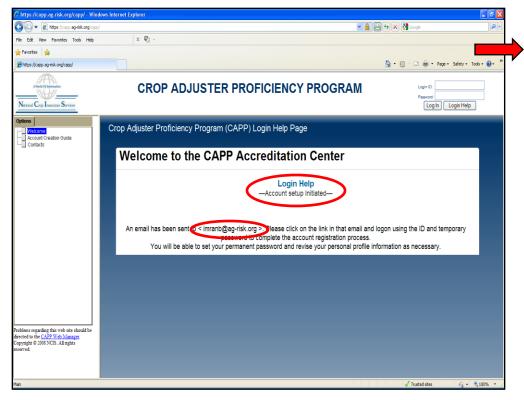
#### **Authentication Error**

You will see this screen if the information you supplied on the previous screen does not match the information provided to NCIS by your AIP. If you believe the information previously supplied is correct, please contact one of the AIP CAPP® Administrators listed at the bottom of this screen for assistance. You may press the "Back to Add Adjuster" button to return to the previous screen to correct any information and try again. The system does not lock your account after unsuccessful attempts.

#### SSN Already Exist Screen

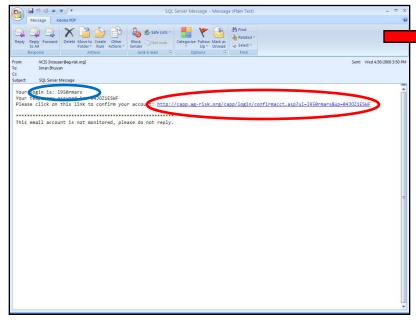
You will see this screen if an account with the SSN entered on the "Create Account" page already exists in our database. You can press the "Back to Add Adjuster" button to return to the previous screen and correct your SSN. If your SSN is accurately entered, please contact your AIP's CAPP® Administrator for assistance.





#### Successful Authentication

You will see this screen if the information you provided on the previous "Create Account" screen has been successfully authenticated. An email has been sent to the email address shown here. The email will have instructions on how to complete the Adjuster account registration process.



### **Email Confirmation Message**

This is a sample of the email message you'll receive once your account information has been authenticated. You will complete the account registration process by clicking on the link or by copying everything from "http:" to the end of the line into the address bar on your browser and pressing enter. Please note your temporary password on the 2<sup>nd</sup> line of the email, as you will need to enter this temporary password to complete the account registration process.

Generally, this email should arrive within minutes of completing the account registration process. Remember to check your "Junk" email folder if you do not see this email in your system and enter <a href="mailto:ncis@ag-risk.org">ncis@ag-risk.org</a> as a valid email address in your junk email filter system. If you do not receive this email (possibly because the email address you provided was invalid), you can review the "Adjuster Login Issues" section on page 25 to reinitiate the account registration process. However, the account registration process cannot be completed without using the temporary password provided in this email. If for any reason you cannot click on the link in this email or paste the entire link into your web browser, simply return to the CAPP® website and enter your Login ID and the temporary password from this email into the login fields and you will be taken through the registration process as shown on the top of page 19. This email based account registration process to that email account.

#### **Reset Password**

This is the screen you'll see when you click on the link in the account registration email above. Here you'll enter the temporary password provided to you in the email (the email link has already filled in the Login ID for you automatically). Next you'll enter your permanent password and confirm the new password. You'll need to use this new password to gain entry to the CAPP® web site on all future visits. Passwords are case sensitive and you will need to use the

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same password case (upper, lower or mixed case) that you used to create this password the next time you logon to the CAPP® system. Passwords must be at least 8 characters and can consist of any combination of letters and numbers, but must contain of least one number. Once you've entered this information, press "Next" to continue.

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#### Establish Primary Address

Once you have successfully established your personal password on the previous page, next you will need to establish a mailing address for us to send correspondence to (including your CAPP® Accreditation Card). You have two options to update your mailing address. In the middle of the account info screen immediately below the

yellow headers are the address(es) we have on file for you. For an Adjuster whose AIP has sent multiple addresses or they work for multiple AIP(s), you will see multiple address lines in this part of the screen. For any Adjuster address submitted by an AIP, this section of the screen shows which AIP sent us this address and whether or not you have designated this address as your primary record. The address is followed by a radial () button to let you select this address as your primary address. You may elect any of these address(es) as your primary address simply by clicking on the radial button next to the desired address.

Your 2<sup>nd</sup> option to change your mailing address is to enter any address you desire, even one that is not listed as an AIP provided address. To enter your preferred mailing address, click on the radial button on the line labeled as "Primary Address." Then, fill in the fields below the "Primary Address" label. Address 1 would typically be the primary street address or PO Box, while Address 2 could be used for PO Boxes when Address 1 is a street address, suite identifiers, etc. Address 2 could also be left blank. Type in the name of the City for that mailing address. Then select the state for the mailing address from the drop down list of "State" names. Lastly, enter the 5 or 9 digit zip code for this mailing address. The 4-digit zip code extension does not have to be entered, but if it is entered, it may be separated by a dash but does NOT have to be. For example, you can enter a zip of "55213", "552130001" or "55213-0001." Note that the zip code must be valid for the PO Box if a PO Box is entered in Address 1 or Address 2, otherwise the zip code and the 4-digit zip code extension must be valid. The post office will return to NCIS any mail with an invalid zip code. This can greatly delay your receipt of any correspondence we send you.

#### Email Correspondence

Next you are asked if you wish to receive electronic copies of correspondence via email. <u>ALL</u> correspondence sent to you by NCIS will be sent to you via USPS. As an option, we'll <u>also</u> send a copy of the correspondence via email. Selecting this option does <u>not</u> eliminate the regular mail correspondence. Simply check the square box to receive copies of correspondence electronically and press "Submit."

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		OK Canal		

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#### Email Correspondence Warning

This warning box alerts you that the "Email Correspondence" check box was not selected. Press "OK" to continue or "Cancel" to return to the "Email Correspondence" screen.

#### Fully Logged In

At this point you have successfully established your account and are logged into the CAPP® web site where you'll see this main Welcome page. Any options selected during the account registration process, including your password and mailing address, can be changed on the "Account Info" screen once you have successfully created your account.

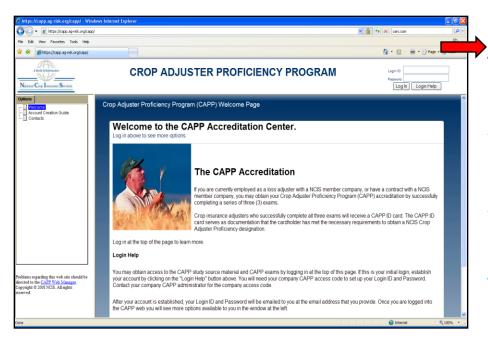


#### Email Profile Message

This is a copy of the account profile email message you'll receive after successfully registering your account. This email should arrive soon after registering your account. Please note that this is the same account profile email message you will receive any time you update your account information. It includes your Login ID but not your password for security reasons. This email will only be sent to the email address we already have on file for you. If you receive this email

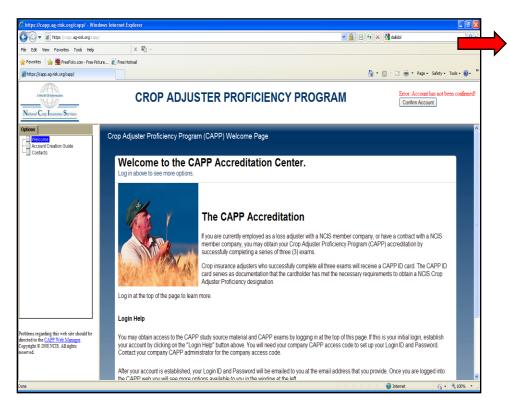
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Χ	the "Login Help" or "Account Info" screens. If you did not initiate this action, please contact your AIP CAPP Administrator immediately.	
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	This email account is not monitored, please do not reply.	

at any time without having initiated a change to your account information, please notify your AIP CAPP® Administrator and immediately change your password. Your AIP CAPP® Administrator can also send you a copy of this account profile email should you need help logging into the CAPP® system.



#### Inactive Email Hyperlink

If for any reason you cannot click the account confirmation link in the email shown on the top of the page 15, you can complete the account confirmation process by entering your Login ID and temporary password provided in that email on the CAPP® home page (https://capp.agrisk.org). You will resume the account confirmation process as described on the next page.



#### Account Has Not Been Confirmed

When you enter your Login ID and Temporary Password without having previously completed the account confirmation process, you will see this error message. You can complete the account confirmation process by clicking the "Confirm Account " button, which will take you to the screen shown on the bottom of page 15 to complete the account confirmation process.

#### No Primary Address

When you enter your Login ID and Password without having previously verified your primary address during the account creation process, you will see this error message. When you click "Select Primary Address" you will be taken to the screen shown on page 16 to establish your primary address.

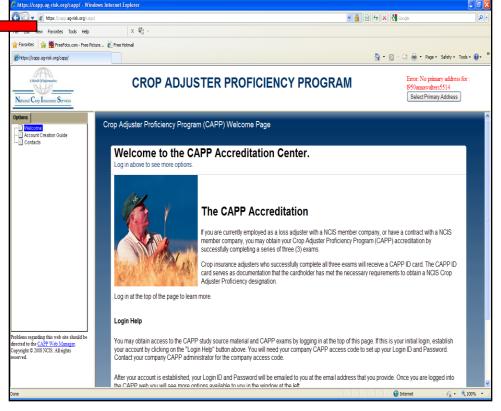


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#### Email Link For Account Confirmation Error

You will see this screen anytime you click on the link in the email shown on the top of the page 15 when you have already established a permanent password during the account creation process, but you did not fully complete your account registration. Enter your current password and press the "Next" button. You will be taken to the screen shown on page 16 to complete your account registration.

#### Email Link for Previously Confirmed Accounts

You will see this screen anytime you click on the link in the email shown on the top of the page 15 after you have already confirmed your account. Press the "Go to CAPP® Web" button to login to the CAPP® website.

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Problems regarding this web site should be directed to the ( <u>CAPP Web Manager</u> . Copyright © 2008 NCIS. All rights reserved.			
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#### Non-Adjuster Login Creation

Non-adjusters will follow NCIS' traditional account creation process. This allows us to coordinate Login IDs across NCIS' secured web sites so that you only have one Login ID and Password to remember to access any of NCIS secured web sites. To begin requesting your non-adjuster ID or to request access to the CAPP® web site using your

current NCIS Login ID, select the "Non-Adjuster" button and press "Next" on this screen.

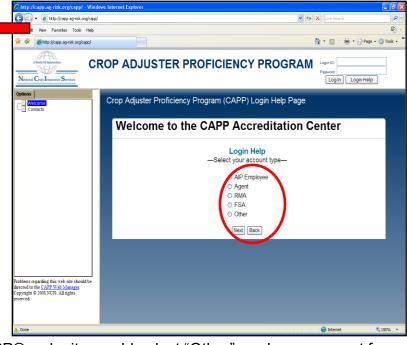
#### Proctor Accounts

Proctors can login to the CAPP® website using assigned current Proctor Login ID and Password. Proctors will have access to the same source material used by Adjusters to complete the CAPP® exam, the current set of proctoring duties and responsibilities, the ability to maintain their account information, and, the ability to establish a Proctoring Session Password. Please see the Proctoring Exams Guide for more information on a Proctor's access to the CAPP® website.

Proctor accounts will be manually created by NCIS based on an approved Proctor Application. Proctor Applications, available from an AIP CAPP® Administrator, details the procedures for obtaining approval as an authorized CAPP® Proctor. The remaining screens outlined in this section of the CAPP® Account Creation Guide are not applicable to a Proctor account. Contact your AIP CAPP® Administrator or the NCIS CAPP® Management Team should you have any issues with your Proctor account.

#### Select Account Type

On this screen you'll identify for us the type of account you need established or that you already have so that we can grant you appropriate access. Note that an "AIP Employee" does not include Adjusters. Adjuster should use the automated account creation process described earlier in this guide. Agents cannot gain access to the CAPP® web site, and will be redirected to the MPCI Actuarial downloads request screen (the only NCIS web based service currently available to agents). RMA and FSA staff will be granted any approved access. Any



other person needing access to the CAPP® web site would select "Other", and your request for CAPP® access will be considered. Select "Next" after choosing your account type.

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#### Request CAPP <sup>®</sup> Access Form

On this "Request CAPP® Access Form" you'll enter your contact information to help us identify you and establish the appropriate account for you. Please enter information in each field and press the "Submit Form" key. If you currently have a Login ID from NCIS, please enter your Login ID in the comment field (please do not include your password for security reasons).

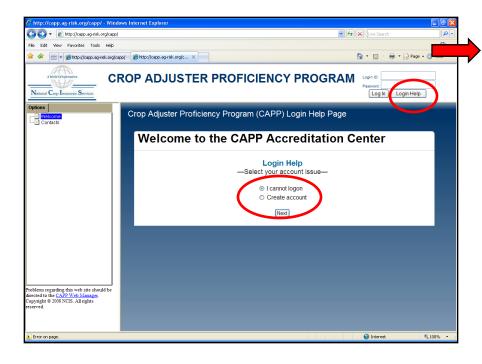
Press the "Reset Form" to clear all field entries and start over. Once you press the "Submit Form" key, your request will be emailed to the NCIS CAPP® Administration team and they will contact you shortly with your Login ID and password or notify you that your current NCIS Login ID has been granted access to the CAPP® web site.

If you will be serving as a CAPP® Administrator for your AIP, please indicate this in the Comment field. After verifying this with your company, we'll grant you access to the CAPP® web site with the appropriate administrative privileges for your AIP. Please see the CAPP® AIP Administrator's Guide for additional information on these functions.

CAPP® Account Creation Guide ©2013

# ADJUSTER LOGIN ISSUES

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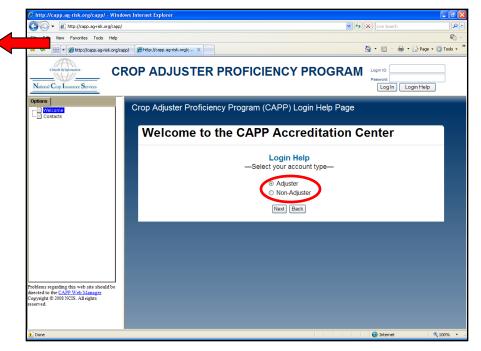


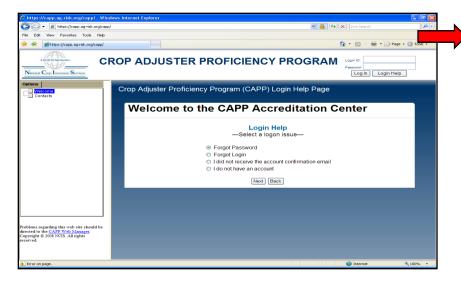
#### Adjuster Login Help

If at any time after you have established your Login ID and you are having trouble logging in or if any part of the account registration process was not successful, please use our online Login Help screens to resolve your login issue. You get to this screen by selecting "Login Help" on the Welcome page. Here you'll select the "I cannot logon" button and press "Next."

#### <u>Select Account</u> <u>Type</u>

Next identify what type of account you have. Adjusters will utilize an automated Login Help process. Non-adjusters will be assisted by the NCIS CAPP® Administration team. First we'll review the Login Help process for Adjusters. Non-Adjuster Login Issues are discussed beginning on page 37.



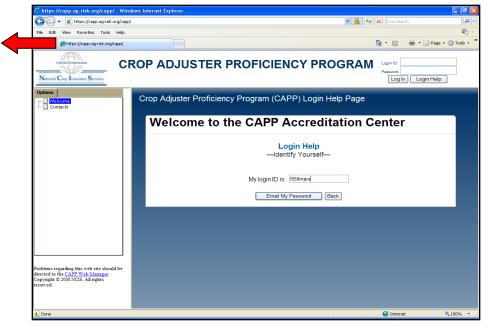


#### Adjuster Forgot Password

Next you'll identify the problem you're having logging on. We'll first look at the "Forgot Password" option. Press "Next" to continue.

#### **Identify Yourself**

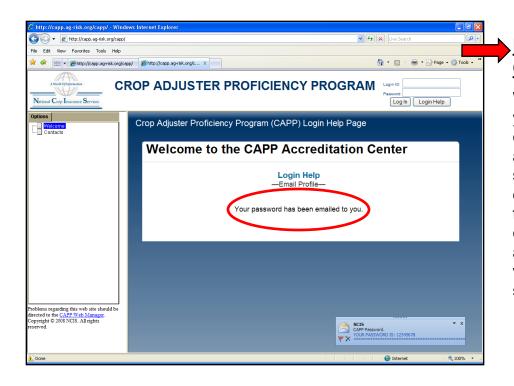
On this screen you'll enter your Login ID and press "Email My Password." The password for the Login ID entered will be sent to the email address we have on file for that Login ID.





#### Invalid Login ID

You will see this screen if you miskey your Login ID on the above screen. Press "Back" and enter your correct Login ID.

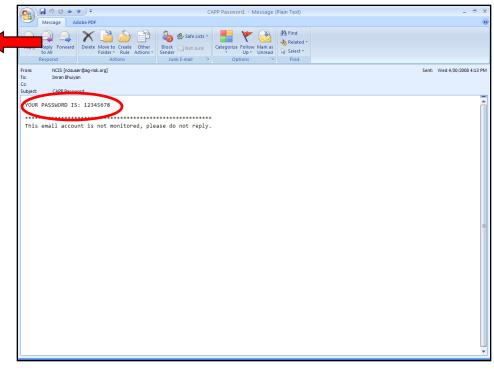


#### Email Password Confirmation

When you see this screen, your password has been emailed to you and should arrive in your email box shortly. Remember to check your "Junk email" folder if you don't see this email in your system and add <u>ncis@ag-risk.org</u> as a valid email address to your spam email filter system.

#### <u>Password Email</u> <u>Message</u>

This is a copy of the email message you'll receive from the CAPP® system containing your Login password. For security purposes, the email does not contain your Login ID. If you receive this email without having initiated the "Forgot Password" process, you should notify your AIP CAPP® Administrator and immediately change your password.





#### Adjuster Forgot Login ID

If you have forgotten your Logon ID, select this option on the "Select a logon issue" screen and press "Next."

### **Identify Yourself**

Next you'll have to identify who you are by entering your last name and social security number. Your social security number can, but does not have to, contain dashes. Once you have entered your information, press "Email My Profile."

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Login Help Identify Yourself		
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Email My Profile Back * Required feats		
Problems regarding this web into hold be detected to the C <sub>2</sub> ( <b>2</b> )/Web Manager Copyright © 3001 NCIS. All rights reserved.		
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#### Identify Yourself Error

If the information that you provided on the previous screen does not match the information on file for your account, you will see this error message screen. Press "Back" and correct the erroneous information.

#### Email Sent

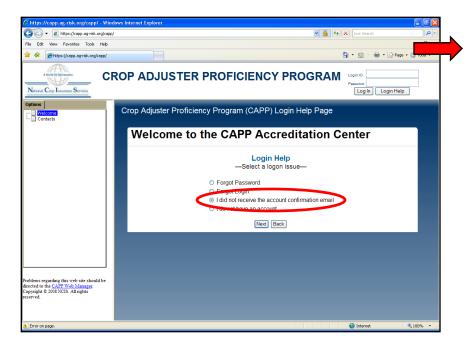
You will see this screen when you correctly entered your information in the screen on the bottom of page 30.



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#### Email Profile Message

This is a copy of the account profile email message you'll receive from the CAPP® system containing your Login ID. Please note that this is the same account profile email message you receive any time you update your account information. This email will only be sent to the email address we already have on file for you. Remember to check your "Junk email" folder if you don't see this email in your system and add <u>ncis@ag-risk.org</u> as a valid email address to your spam email filter system.



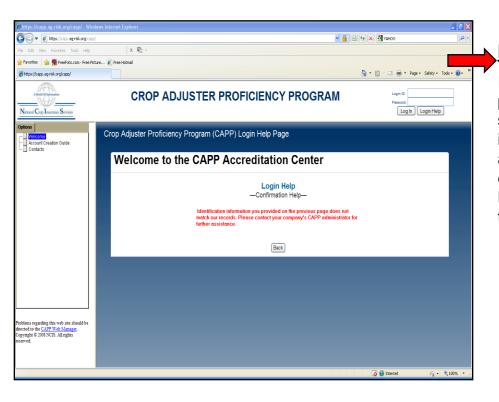
#### Adjuster Did Not Receive Confirmation Email

If for any reason you did not receive the account confirmation email, you can reinitiate the account creation process by selecting the "I did not receive the account confirmation email" option and pressing "Next." The most likely reason you did not receive the email is that the email address you previously provided was invalid.

#### **Identify Yourself**

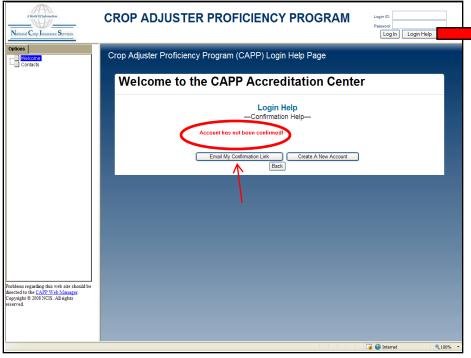
You will need to identify yourself by entering your last name and social security number. Your social security number can, but does not have to, contain dashes. Once you have successfully identified yourself, then press "Next."

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	Welcome to the CAPP Accreditation Center		
	Login Help —Identify Yourself—		
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#### Identify Yourself Error

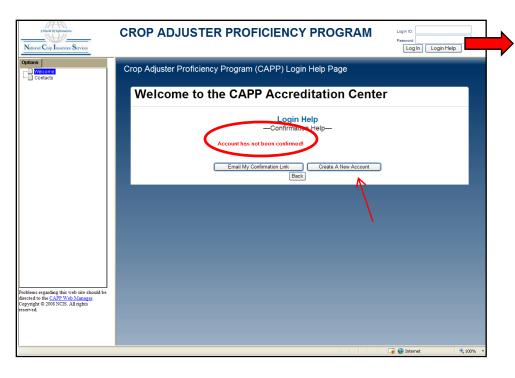
If the information that you provided on the previous screen does not match the information on file for your account, you will see this error message screen. Press "Back" and correct the erroneous information.



#### Incompleted Account Confirmation - Email My Confirmation Link

You will see this screen when you have successfully identified yourself on the screen at the bottom of page 32. On this screen you can either have your account confirmation email link resent to you or you can start the account creation process all over. First let's look at the "Email My Confirmation Link." When you select the "Email My Confirmation Link" option,

the email shown on page 15 will be sent to the email address you used during the account creation process. Use this option any time that you have not received the confirmation email within a reasonable period of time.



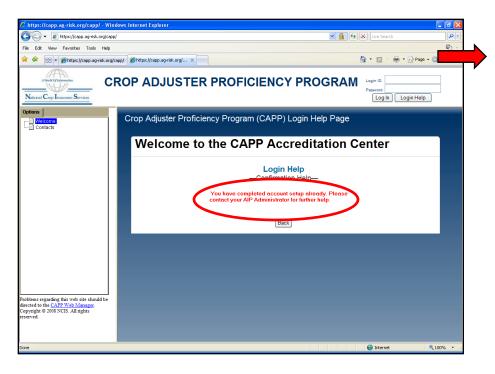
#### Incompleted Account Confirmation -Create A New Account

Your 2<sup>nd</sup> option on this Account Confirmation Help screen is to start the account creation process all over. Use this option any time you think you may have entered an incorrect email address during the account creation process.

#### **Confirm Message**

You will be prompted to confirm that you want to reinitiate the account creation process. This is because we wipe out the previously entered account information in our database and then begin the account creation process again. When you click "OK" you will be taken through the "Adjuster Login Creation" process described beginning on page 13 in this guide.





#### Confirmation Help Screen

You will see this screen when the account information provided on the "Identify Yourself" screen on the bottom of page 32 matches an account that has already been successfully registered. Please contact your AIP CAPP® Administrator if you are having difficulty logging in or select another issue on the "Login Help" screen shown on the top of page 28.

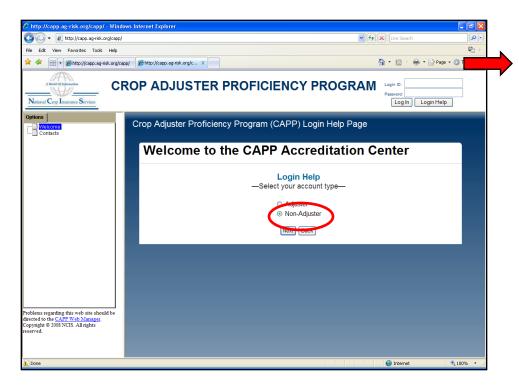


#### Adjuster Does Not Have Login

If you select the "I do not have an account" option, you'll be taken through the "Adjuster Login Creation" process described beginning on page 13 in this guide. Simply select this option and press "Next." This page intentionally left blank.

# NON - ADJUSTER LOGIN ISSUES

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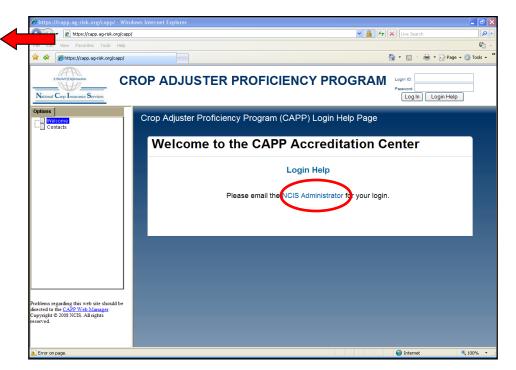


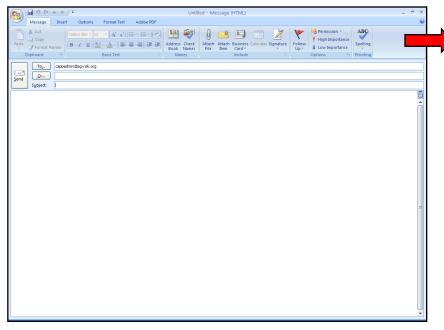
#### <u>Non-Adjuster</u> Login Help

Non-adjusters will be assisted by the NCIS CAPP® Administration team with help resolving login issues. Simply select the "Non-Adjuster" account type and press "Next." Please Note this same process will be use for Proctor Account login issues.

#### <u>Email Help</u>

On this next screen, press the highlighted "NCIS Administrator" hot link. This will open an email dialogue box addressed to the CAPP® Administration team for you to request the necessary assistance in resolving your login issue, such as getting your Login ID and Password sent to you.





#### Email to Capp<sup>®</sup> Administrator

A dialogue box similar to this will open from your email client. Simply detail the login assistance you need and send it to the

#### cappadmin@ag-risk.org

email address that has been entered in the "To" field for you. You may also request logon assistance by calling the NCIS CAPP® Administration team at 1-800-951-6247.

# **EXHIBITS**

### **APPLICATION FOR ASSISTANCE**

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The Crop Adjuster Proficiency Program (CAPP) is intended to be made available to all individuals in accordance with Section 508 of the Rehabilitation Act of 1973. The primary purpose of the Act is to provide access to and use of Federal executive agencies' electronic and information technology (EIT) by individuals with disabilities. NCIS intends to provide reasonable accommodations for individuals with disabilities to gain access to The CAPP accreditation process. NCIS does not discriminate on the basis of an individual's disability.

NCIS recognizes that completion of this application may require the assistance of another individual to provide the requested information necessary to determine appropriate accommodations.

Please mail or fax the completed application to:

National Crop Insurance Services, Inc. ATTN: CAPP 8900 Indian Creek Parkway, Suite 600 Overland Park, KS 66215

Fax: (913)685-3080

Please complete the following:

Personal Contac	t Information
-----------------	---------------

*Name:				
8	(First)	(M.I.)	(Læt)	
*SSN:				
*Street Address:				
*City:		State:	Zip:	
*Daytime Phone:		*E-Mail Address:		

#### **Contact Information for Persons Providing Assistance**

*Name:				ā
	(First)	(M.I.)	(Last)	
*Street Address:				ā
*City:		State:	Zip:	2
*Daytime Phone:		*E-Mail Address:		

\* Required Entries

To adequately determine necessary accommodations, a description of the medically diagnosed disability or disabilities that prevent access to the CAPP system is requested on the following page.

(See Reverse Side of Form for Statement Required by Privacy Act of 1974)

#### Description of Disability

Please provide or attach a statement of the medical diagnosis of the disability or disabilities.

#### **Accommodations Requested**

Please indicate the accommodations requested. For example, request a paper exam or additional time to complete the exam.

Signature:

Date:

If assistance was required in the completion of this application, please include the signature of the person providing assistance below.

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Date:

#### COLLECTION OF INFORMATION AND DATA (PRIVACY ACT) STATEMENT

The following statements are made in accordance with the Privacy Act of 1974 (5 U.S.C. 552a): The Risk Management Agency (RMA) is authorized by the Federal Crop Insurance Act (7 U.S.C. 1501-1524) or other Acts, and the regulations promulgated thereunder, to solicit the information requested on documents established by RMA or by approved insurance providers (AIPs) that have been approved by the Federal Crop Insurance Corporation (FCIC) to deliver Federal crop insurance. The information is necessary for AIPs and RMA to operate the Federal crop insurance program, determine program eligibility, conduct statistical analysis, and ensure program integrity. Information provided herein may be furnished to other Federal, State, or local agencies, as required or permitted by law, law enforcement agencies, courts or adjudicative bodies, foreign agencies, magistrate, administrative tribunal, AIP's contractors and cooperators, Comprehensive Information Management System (CIMS), congressional offices, or entities under contract with RMA. For insurance agents, certain information may also be disclosed to the public to assist interested individuals in locating agents in a particular area. Disclosure of the information requested is voluntary. However, failure to correctly report the requested information may result in the rejection of this document by the AIP or RMA in accordance with the Standard Reinsurance Agreement between the AIP and FCIC, Federal regulations, or RMA-approved procedures and the denial of program eligibility or benefits derived therefrom. Also, failure to provide true and correct information may result in civil suit or criminal prosecution and the assessment of penalties or pursuit of other remedies.

8900 Indian Creek Parkway, Suite 600 • Overland Park, KS 66210 • (913) 685-2767 • Fax (913) 685-3080 www.ag-risk.org