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## **Online Services**

### **What online services are available to me as a user of RCIS.com for Producers?**

You may elect to:

- receive electronic delivery of Federal Crop Insurance Policy Documents, Hail and Named Peril Documents, and Special Provisions of Insurance Documents
- digitally sign policy documents (if your agency has selected this configuration) and claim documents
- upload Precision Farming data

### **What policy documents are available?**

The following policy documents are available for electronic delivery:

- MPCl Policy Declaration Page/Change form with policy issuance, if applicable
- MPCl Schedule of Insurance
- MPCl Notice of Prevented Planting, Damage, or Loss Confirmation
- Assignment of Indemnity Confirmation
- Transfer of Rights Confirmation
- Replant Option Declaration Page with policy issuance, if applicable
- Replant Option Schedule of Insurance
- Special Provisions of Insurance (SPs)
- Crop Hail Insurance Policy Declaration
- Hail Production Plan (HPP) Declaration Page
- Hail Assignment of Indemnity Confirmation
- Approved Actual Production Summary
- Production and Yield Report
- Production and Yield Worksheet Report for Cat C Crops
- Summary of Revenue History for Pecans
- Actual Revenue History Production, Revenue and Yield Report
- Late Plant Option Schedule of Insurance
- Late Plant Option Policy Declaration Page
- Added Price Option Schedule of Insurance
- Added Price Option Policy Declaration Page

A full list of the documents is available:

- in the Account Preferences step of the registration process (in the Online Delivery section)  
- and -
- in My Accounts > Services (also in the Online Delivery section)

## ***Enrollment and Registration***

### **How do I enroll?**

Go to RCIS.com and select the registration link for producers. You will be guided through the registration process. Once registration is complete, you will receive two emails within the next two hours, one containing the username you created and the other your temporary password. Once you receive your log-in criteria, go to RCIS.com for Producers and sign in. After signing in with the temporary password from the email, you must set up your security questions. If you ever forget your password, the security questions will allow you to reset your password without having to call your agent for assistance. The Please set up your Security Questions page will display. Click **Set Up Security Questions** to go to the Security Questions page. After completing your security questions, the My Account page will display. In the Account Information section, change your password to something you will remember.

If you registered for a policy with a tax ID type of EIN or BIA for which you are the SBI or POA and digital signing authority was requested, you will be granted Read Only access while our Underwriting Office reviews the request. You and/or your agent may be contacted by RCIS to verify the information provided. If signing authority is confirmed, you will receive an email informing you that the request has been granted. If signing authority cannot be verified, then your agent will be notified.

Note that you can see the list of policies you have access to and whether or not you have signing authority by clicking the **My Account** link and viewing Policy Information after signing in to RCIS.com for Producers.

### **Do I have to enroll in the Portal Services to receive policy documents online?**

Yes. If you would like to receive policy documents online, the services can be elected when you register or in My Accounts > Services (in the Online Delivery section).

***Access/Digital Signing Authority***

***Policy Documents: How do I get started with Digital Signature Services for policy documents?***

Your agency must be enabled for digital signature services in order to route policy documents to you for signature. Once the agency is enabled, if you have Digital Signing Authority for the policy and have registered for policy access on RCIS.com for Producers, then policy documents can be routed to you for digital signature.

There is no set-up required to allow the insured on a policy with a tax ID type of SSN or RAN to register for RCIS.com for Producers and/or sign documents digitally. However, there are currently restrictions on the ability to grant Read Only access or Digital Signing Authority to the insured's Substantial Beneficial Interests (SBIs), Power of Attorneys (POAs), and Authorized Signers. The restrictions are based on the insured's Identity Number Type.

<b>If the insured's Identity Number Type is:</b>	<b>Then:</b>
SSN or RAN	By default, the insured is eligible to register for RCIS.com for Producers and/or sign policy documents digitally, and is the only person who can access the policy.  Though the agent will be able to grant Read Only access or Digital Signing Authority to SBIs, POAs, Authorized Representatives, and Authorized Signers in the RCIS policy-processing system, they will not be able to register for RCIS.com at this time. This is foundational work to provide future capabilities in RCIS.com for Producers.

If the insured's Identity Number Type is:	Then:
SSN or RAN	<p>By default, the insured is eligible to register for RCIS.com for Producers and/or sign policy documents digitally, and is the only person who can access the policy.</p> <p>Though the agent will be able to grant Read Only access or Digital Signing Authority to SBIs, POAs, Authorized Representatives, and Authorized Signers in the RCIS policy-processing system, they will not be able to register for RCIS.com at this time. This is foundational work to provide future capabilities in RCIS.com for Producers.</p>
EIN or BIA	<p><u>MPCI Policies</u></p> <p>The agent will be able to grant Read Only access or Digital Signing Authority to the policy's SBIs, POAs, or Authorized Signers in the RCIS policy-processing system. Authorized Representatives will only be allowed to have Read Only access; they will not be allowed to have Digital Signing Authority. The first person who registers for the policy in RCIS.com for Producers will be the only one with access to the policy.</p> <p>If an SBI or POA registers for a policy for which the agent has granted Digital Signing Authority, the RCIS Regional Service Office (RSO) must review and approve the request prior to the signing authority being granted. Until the request is reviewed, the SBI or POA will have Read Only access to the policy.</p> <p><u>Hail/HPP Policies</u></p> <p>The agent will be able to grant Read Only access or Digital Signing Authority to the insured's Authorized Representatives.</p>

Work with your agent to ensure that your policy has the correct access/Digital Signing Authority designations.

**How long does it take to receive my policy documents?**

When routing policy documents for digital signature between you and your agent, the document will arrive within 3 to 5 minutes from the time it's sent.

### **How do I know when documents are ready for me to sign or view?**

The email address provided in the registration process will be used to send notifications when new documents have been posted to your inbox.

For policy documents, the email may inform you that a document (for example, an acreage report) is ready for signature, or it may let you know that a document such as a Schedule of Insurance is available for viewing.

Document notifications are also displayed in My Inbox on the RCIS.com for Producers home page.

### ***Claim Documents:* How do I get started with Digital Signature Services for claim documents?**

If you have the authority to sign claims for the policy and have registered for an account on RCIS.com for Producers, then claims can be routed to you for digital signature.

There is no set-up required to allow the insured on a policy with a tax ID type of SSN or RAN to register for RCIS.com for Producers and/or sign documents digitally. However, there are currently restrictions on the ability to grant Read Only access or Digital Signing Authority to the insured's Substantial Beneficial Interest (SBI), Power of Attorney (POA), Authorized Representatives, and Authorized Signers. The restrictions are based on the insured's Identity Number Type.

If the insured's Identity Number Type is:	Then:
SSN or RAN	<p>By default, the insured is eligible to register for RCIS.com for Producers and/or sign documents digitally, and is the only person who can access the policy.</p> <p>Note: At this time, claims can only be routed for digital signature for MPCl policies, not for Hail or HPP policies.</p> <p>Though the agent will be able to grant Read Only access or Digital Signing Authority to SBIs, POAs, Authorized Representatives, and Authorized Signers in the RCIS policy-processing system, they will not be able to register for RCIS.com at this time. This is foundational work to provide future capabilities in RCIS.com for Producers.</p>
EIN or BIA	<p><u>MPCl Policies</u></p> <p>The agent will be able to grant Read Only access or Digital Signing Authority to the policy's SBIs, POAs, or Authorized Signers in the RCIS policy-processing system. Authorized Representatives will only be allowed to have Read Only access; they will not be allowed to have Digital Signing Authority. The first person who registers for the policy in RCIS.com for Producers will be the only one with access to the policy.</p> <p>If an SBI or POA registers for a policy for which the agent has granted Digital Signing Authority, the RCIS Regional Service Office (RSO) must review and approve the request prior to the signing authority being granted. Until the request is reviewed, the SBI or POA will have Read Only access to the policy.</p> <p>Note that an SBI will not be able to digitally sign claims documents—only the Authorized Signer or POA associated to the policy are eligible to digitally sign claims if they have been granted Digital Signing Authority (POA must also be approved by the RSO).</p> <p><u>Hail/HPP Policies</u></p> <p>The agent will be able to grant Read Only access or Digital Signing Authority to the insured's Authorized Representatives. Hail and HPP policies are not eligible for claims digital signatures at this time.</p>



Work with your agent to ensure that your policy has the correct access/Digital Signing Authority designations.

## ***Precision Farming***

### **What does the Upload Precision Farming Data button do?**

Precision Farming uses technologies such as global positioning system (GPS) and geographic information systems (GIS) to manage crops.

You can load Precision Farming planting data directly from your computer and then upload to the agency using the **Upload Data Precision Farming** button.

With a few clicks, information is transmitted to the agency and loaded directly into the *FarmMaps<sup>sm</sup>* system. Once loaded, your agent can review planting data within each mapped field before finalizing the acreage report.

To upload Precision Farming planting data:

1. Click **Upload Precision Farming Data**.
2. Specify crop year, policyholder, vendor, and software.
3. Specify the data file(s). Allowable file types are listed on the Upload Precision Farming Data page.
4. If you want to receive a copy of the email that will be sent to your agent notifying them that the Precision Farming data is available, check the checkbox in STEP 3.
5. Click **Submit**. Your agent will receive an email notifying them that the Precision Farming data is available.

## ***Passwords and Passphrases***

### **What if I forget my password?**

There is a self-service, online password reset tool available for policyholders. When you first log in to RCIS.com for Producers, you will be required to set up your security questions. Once you have established your security questions, you can use the service going forward. If you forget your password in the future, you can select the **Forgot your Password?** link from the Sign in page, answer the security questions to gain access to the system, and then reset your password.

### **What if I know my password and/or passphrase but want to change it?**

My Account > Account Information allows you to change your password.

My Account > Services allows you to change your passphrase. To update your passphrase, enter your new passphrase in the New Passphrase field. Then, enter the same new passphrase in the Confirm Passphrase field.

**Why do I have both a password and a passphrase?**

This is for security purposes when using the digital signature tools. The password is needed to access the site. Once in the site and using the digital signature features, the passphrase is issued in conjunction with the login information to verify the person signing is authorized to complete the action.

**I already have a passphrase for policy documents. Do I have to have a different passphrase for claim documents?**

No. The same passphrase will be used for policy documents and claim documents.

***Claims Digital Signature: Routing*****How do I know a claim document has been routed to me?**

When the RCIS adjuster identifies one of your claim documents as available to be digitally signed, the document will be routed to you. You will be notified via an entry in your My Inbox, in which you can select the document for viewing. You will also receive an email notifying you that a claim document has been routed to you.

Note: When you sign or reject a claim (or if the claim is recalled by the RCIS adjuster), the corresponding message will be removed from your My Inbox.

**Will I be reminded that a claim document has been routed to me?**

Yes. You will receive reminder emails informing you that a claim document has been routed for digital signature and hasn't been signed yet. A reminder will be sent 3 days after the claim document was originally routed for signature and again after 6 days. No more reminders will be sent after the second reminder email. If you do not digitally sign the document after the second reminder, the RCIS adjuster will contact you to determine the course of action.

***Claims Digital Signature: Digital Signing Authority*****Who can digitally sign a claim document in RCIS.com for Producers?**

For policies with a tax ID type of SSN or RAN, claim documents are only routed to the insured who owns the policy.

For a policy where the insured's tax ID type is EIN or BIA, only a Power of Attorney (POA) or Authorized Signer can digitally sign claim documents.

### **How do I know if I have the rights required to sign claim documents (and/or policy documents)?**

In the My Account > Policy Information grid, two columns indicate a person/role's authority to sign documents digitally. The columns are Policy Signing Authority and Claims Signing Authority.

The value in each column indicates whether the person/role specified in the Relationship column (Insured, SBI, POA, etc.) has been granted authority to sign policy documents and/or claim documents for the specified policy(s).

For each person/role, the columns can be blank or contain one of the following values: N/A, a checkmark, Pending, or Declined.

- *Blank* means Digital Signing Authority has not been requested for the person/role.
- *N/A* means the person/role is not eligible to sign documents digitally.
- A *checkmark* means that Digitally Signing Authority has been granted to the person/role (i.e. they are allowed to sign documents digitally).
- *Pending* means Digital Signing Authority has been requested for the person/role, but RCIS hasn't approved or declined the request yet.
- *Declined* means Digital Signing Authority has been requested for the person/role, and RCIS declined the request.

### **I know I should have Digital Signing Authority, but RCIS.com for Producers is showing that I don't have it. What should I do?**

If you are the insured on the given MPCl policy with a tax ID type of SSN or RAN, then you will automatically have Digital Signing Authority for claim documents related to the policy.

For a policy that has an EIN or BIA tax ID type, you need to work with your agent to make sure your RCIS.com for Producers access is set up properly.

### **Can I digitally sign claim documents for Hail/HPP policies?**

No. Currently, only claim documents for *MPCl* policies can be signed digitally. Claim documents for Hail/HPP policies are not currently supported.

### ***Claims Digital Signature: Claims Signature Requests tab***

**In the Document Library's Claims Signature Requests tab, there is a Status drop-down. What does each status mean? What should I select when searching for claim documents?**

- Select *All* to search for all of your claim documents, regardless of status.
- Select *Ready for Producer's Signature* to search for claim documents that are ready for your signature.
- Select *Submitted for Processing* to search for claim documents that you have signed and have been submitted for RCIS processing.
- Select *Rejected by Producer* to search for claim documents that you have rejected (i.e. that you chose not to sign).

Note: You are not allowed to view a Rejected claim document. You will see it in the Claims Signature Requests list (if you select *All* or *Rejected* from the Status drop-down), but you will not be able to select it for viewing.

- Select *Recalled* to search for claim documents that have been pulled back by an RCIS employee (for example, the adjuster). A Recalled claim document is one that RCIS pulled back because it's no longer valid—possibly because the original data was in error, or the claim has become delayed since being routed.

Note: You are not allowed to view a Recalled claim document. You will see it in the Claims Signature Requests list (if you select *All* or *Recalled* from the Status drop-down), but you will not be able to select it for viewing.

- Select *Signatures Complete* to search for claim documents that have been signed by both you and the RCIS adjuster.

### **What are the allowable entries in the Policy Name or Number search-criteria field?**

Partial name entries are allowed. For example, an entry of *whit* would find Morris *Whitman*, *Whitney* Smith, and Oscar *White* Farms.

Partial policy-number entries are also allowed. The application will add leading zeros to your entry. For example, if you type 99, the application will search for policy number 000099.

### **What is the difference between My Inbox and the Claims Signature Requests tab?**

The Claims Signature Requests tab lists current and historical (i.e. closed) items. My Inbox is a working queue.

### **How long will my claim documents be displayed in the Claims Signature Requests tab?**

Claim documents for current crop year plus the previous three crop years will be retained. Example: In 2015, claim documents from 2012, 2013, 2014, and 2015 will be displayed.

**I know claim documents have been routed to me, but there are no claim documents displayed in the Claims Signature Requests tab. Where are my claim documents?**

When you first access the tab, the status defaults to *Ready for Producer's Signature*. You may not have any claim documents in this status. Try changing the status to *All*.

**What are the possible values in the Action column, and what do they mean?**

- Blank either means you have rejected the claim document or it has been recalled by RCIS. In either case, the document is not available for viewing.
- Sign means the claim document is ready for you to sign or reject.
- View means you have signed the claim document (or you and RCIS have signed the claim). The only action you can take on/with a View document is to view it.

***Claims Digital Signature: Claim Documents*****How do I view my claim document?**

There are three ways to open a claim document:

- Click on the My Inbox message notifying you that the document has been routed to you.
- On the Claims Signature Requests tab, click either View or Sign in the Action column.
- On the Claims Signature Requests tab, click on the description of the document.

**I am viewing a claim document on the Claims Signature Requests tab. Where are the *Sign Document* and *Reject Document* buttons?**

If you have already signed or rejected the document, these buttons will not display.

**Why are my *Sign Document* and *Reject Document* buttons disabled?**

When viewing a document, you are not allowed to sign or reject until you reach the last page. You must scroll through to the last page of the document/document package in order to enable the **Sign Document** and **Reject Document** buttons.

**Where can I see the date on which the RCIS adjuster signed the claim?**

If the document's status is *Signatures Complete*, then when you view the document, a watermark will display at the top of each page showing the name of the RCIS adjuster and the signature date.

### **Who should I contact if I have questions about my claim documents?**

The RCIS adjuster. Their name and phone number are listed in the email you receive. This information is also listed in the Claims Signature Requests tab. Hover your cursor over the adjuster's name to display the adjuster's contact information.

### **When I display a document, is it just one document or multiple documents packaged together?**

When you click [View](#), [Sign](#), or a document description, one document may display or multiple documents may display as a single claims package.

### **If multiple documents display as a single claims package, will I have to digitally sign each document?**

No. Regardless of whether a single document displays or multiple documents display as a single claims package, you will only have to digitally sign the document(s) once.

### **Why can't I view a rejected or recalled claim?**

Because in both cases, the version of the claim document that was routed is not currently valid—which is why the claim document was rejected or recalled.

## ***Assistance***

### **How do I get help and other instructional/reference information?**

There is online help and instructional information available in the “Help” section of the RCIS.com for Producers site. For additional assistance, contact your agency.