

31 October 2022

Dear Valued Client:

Re: The Broker's Workstation and The Underwriter's Workstation – Important Releases and Changes

Custom Software Solutions Inc. (CSSI) is pleased to announce the release of the following enhancements and new features to **The Broker's Workstation (TBW)** and **The Underwriter's Workstation (TUW)**:

Multifactor Authentication for Dominion and Travelers Essential

Existing services for Dominion and Travelers Essential have been improved with the addition of Multifactor Authentication (MFA). MFA will occur when the company portal is accessed from TBW through new business uploads. This security feature is applicable for personal lines property and auto policies in the various regions where Dominion conducts business.

When you upload a property or auto application for Dominion or Travelers Essential, the portal sign-in page will open automatically in your default external web browser. Enter your User ID and Password to access the portal, where you can verify and edit application details as usual.

TRAVELERS | Sign In

Welcome to Travelers

USER ID

PASSWORD

Remember Me

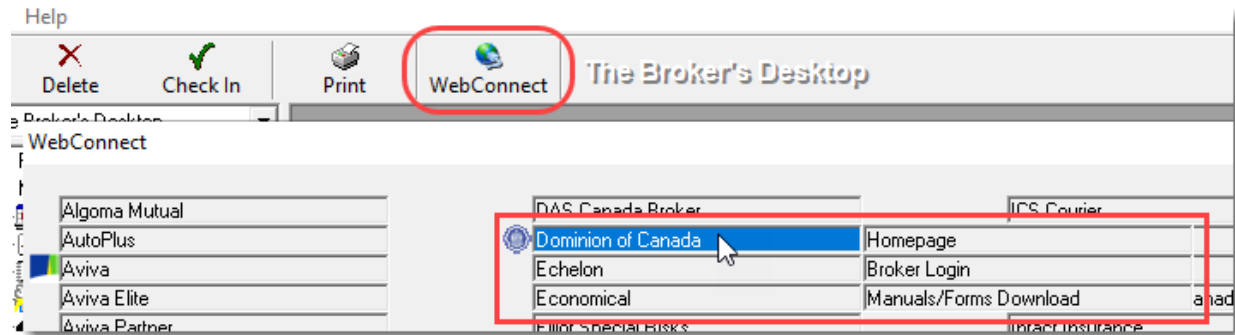
SIGN IN

REGISTER

NEED HELP SIGNING IN? ▾

Please note, multifactor authentication for Dominion is session based. Once the MFA process has been completed, it will apply to subsequent uploads and actions **as long as the external web browser window is open**. When the web browser window is closed, MFA expires and, if you need to access the company portal again, you will be required to go through the MFA process once again.

Also included in this enhancement, options for Dominion in TBW WebConnect will now open in an external web browser window (rather than the TBW Webviewer). When you click the WebConnect button on the TBW toolbar and select an item in the Dominion menu, the target page will open in your default web browser.



WebConnect options accessed by clicking the WebConnect button on the document toolbar in a Dominion or Travelers Essential policy will also now open in an external web browser.

Please share this information with the appropriate TBW and TUW users in your office(s). Once you have reviewed this document, if you have any questions regarding these features or need further assistance in their usage, please contact our Client Services Team at clientservices@cssionline.com or 1-888-291-3588 (toll-free telephone).

Thank you for using The Broker's Workstation and The Underwriter's Workstation.

Yours sincerely,

Custom Software Solutions Inc.



Gold Application Development
Silver DevOps
Silver Application Integration

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