

18 May 2022

To: Users of The Broker's Workstation and/or The Underwriter's Workstation

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)**:


### *Contents*

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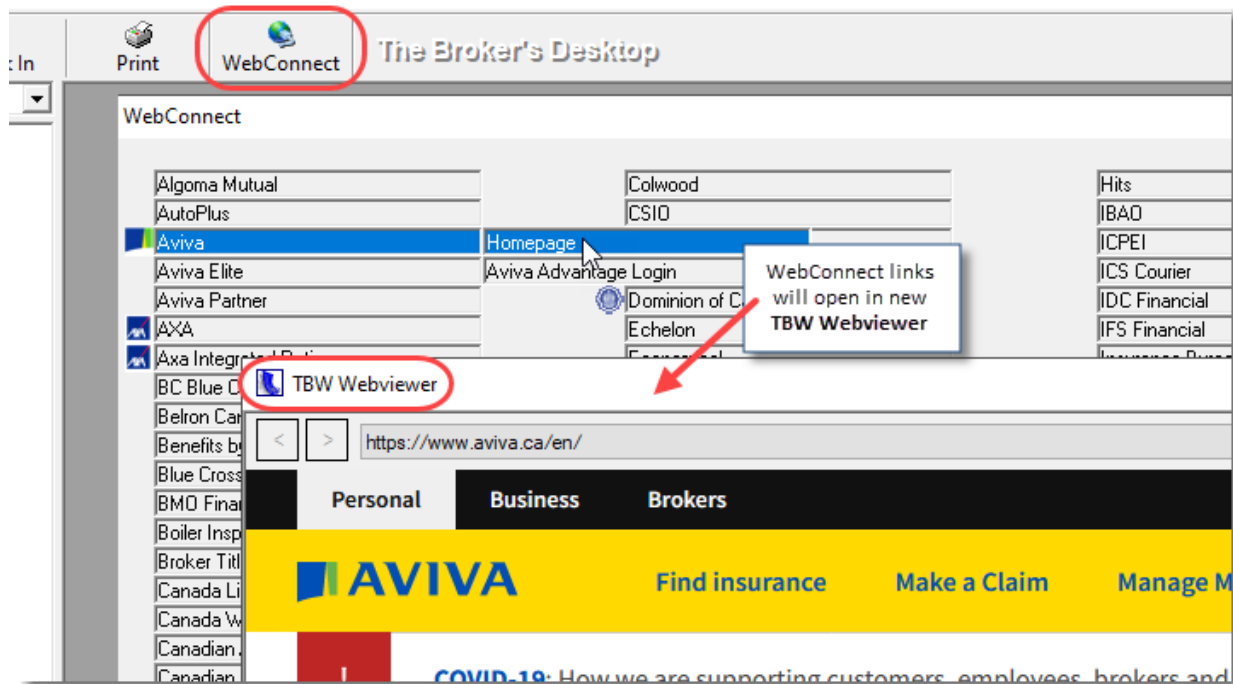
[New TBW Webviewer](#) – Now, when you use TBW/TUW WebConnect to access various insurance company and service bureau websites, the target page will open in the new TBW Webviewer.

## New TBW Webviewer

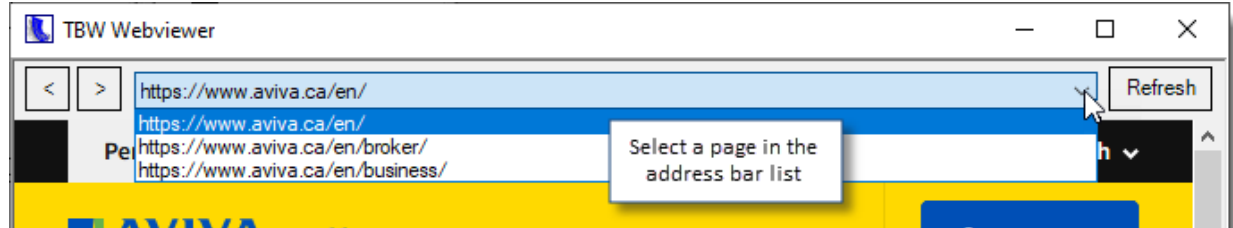
Now, when you use TBW/TUW WebConnect to access various insurance company and service bureau websites, the target page will open in the new TBW Webviewer.

To view the new TBW Webviewer, click the **WebConnect**  button on the TBW toolbar to open the WebConnect window. Hover your mouse over the applicable company and select an option in the menu that displays. The selected page will open in the TBW Webviewer.

- If the selected web page has an automatic login set up with user credentials in WebConnect, the login will be completed as usual.



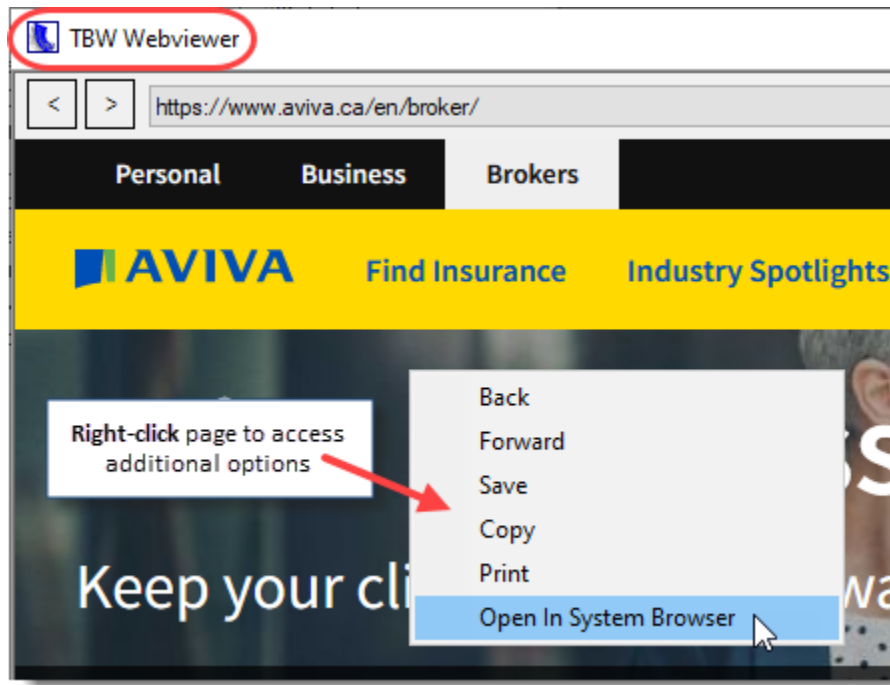
In TBW Webviewer, you can navigate through the company's website by clicking links, using the Back and Forward buttons, or selecting a page in the address bar list.



- Note that the address bar is not editable, and you cannot type in the address bar to browse to another website or page.
- If you click a link or select a page in the address bar list, the new page will open in the same page or in a new pop-out window, rather than on a new tab.
- If you click a link to a PDF file, the Save As window will open automatically, allowing you to select a location on your computer to save the PDF.

Click the **Refresh** button if you would like to reload the current page.

You can right-click the page to access additional options, including **Back/Forward**, as well as the ability to **Save, Copy, or Print** the page, or **Open** the page in your default browser.



Any open TBW Webviewer windows will be closed automatically when TBW is closed.

Please note, other links in TBW that previously opened in your default web browser (such as the Google maps button in Folder Details and links in email messages) will continue to open in the default browser.

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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](mailto:clientservices@cssionline.com) (email) 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.



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