

Lesson 1

This lesson covers the basic information a user will need to know and the steps they need to take before beginning to use the SERFF system.

An overview of the recommended browser settings is provided, with steps showing users how to change their own settings. The SERFF informational website, www.serff.com, is reviewed and instructions on how to access the SERFF application are provided.

Before accessing SERFF, users will be assigned an ID which appoints various roles and is associated with one or more SERFF instances. An explanation of these concepts is provided in this lesson.

This lesson covers the following topics:

- [Browser Configuration](#)
- [SERFF Website](#)
- [Accessing SERFF](#)
- [SERFF Roles](#)
- [SERFF Instances](#)



Browser Configuration

SERFF supports Microsoft Internet Explorer 6.0 version and above. Using a browser the same way it is used to access other websites, type in the URL for the SERFF application in the appropriate area of the browser. The URL for SERFF is <https://login.serff.com>. The NAIC recommends you use Internet Explorer (IE) to access SERFF. The SERFF views are based on advanced technologies which are currently available in IE. This section highlights browser configuration settings that need to be applied prior to using the SERFF application. Only IE browsers configured with the following settings will be supported.

Note: The screen shots for illustration purposes use the current IE 6.0 version. Users with different versions may notice slight differences in their actual screen display.

Changing Browser Settings

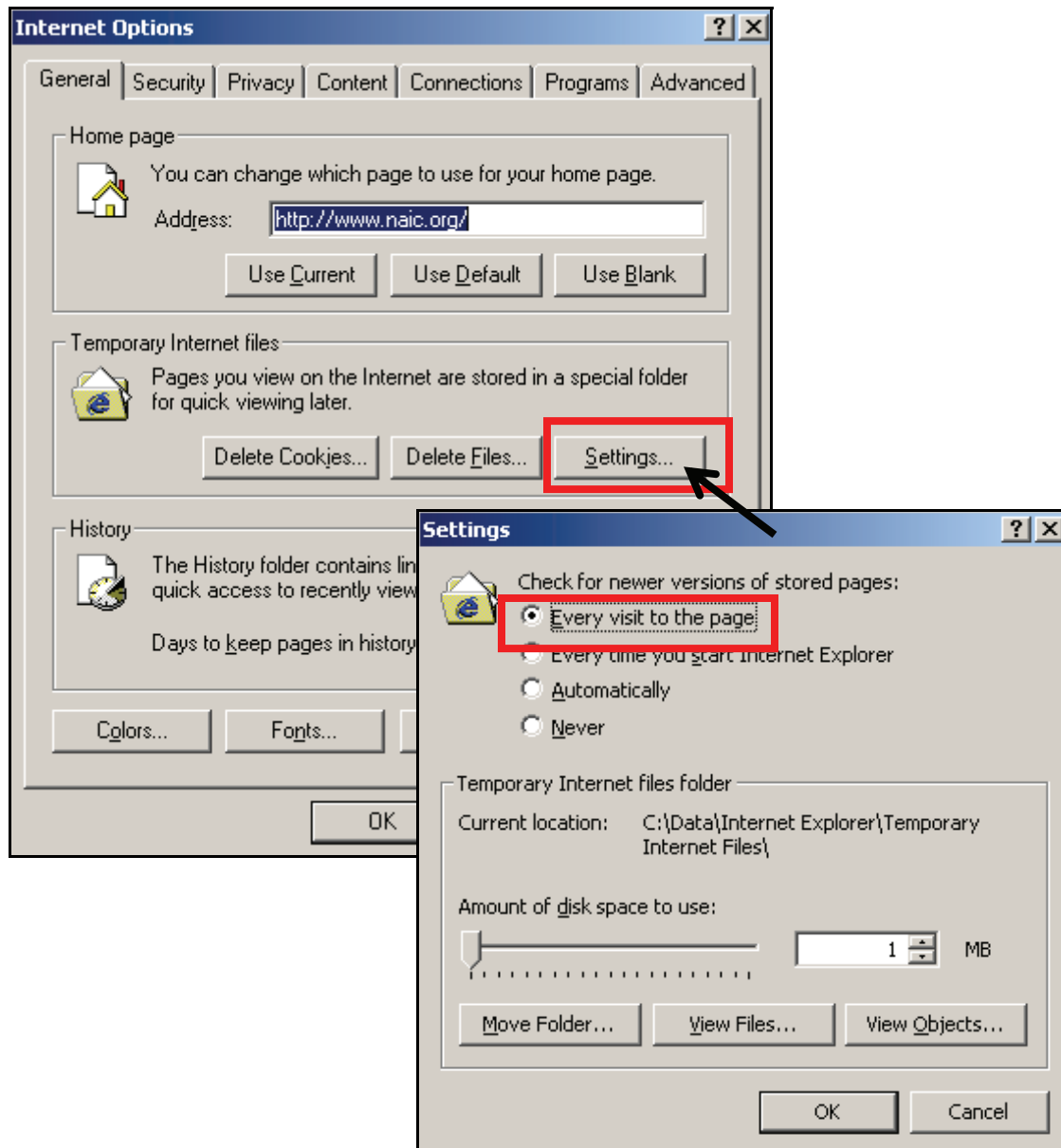
Open Internet Explorer (web browser) by either choosing Start > Programs > Internet Explorer or by clicking the desktop Internet Explorer shortcut.

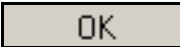
Use the following instructions to configure your browser for optimal SERFF operation:

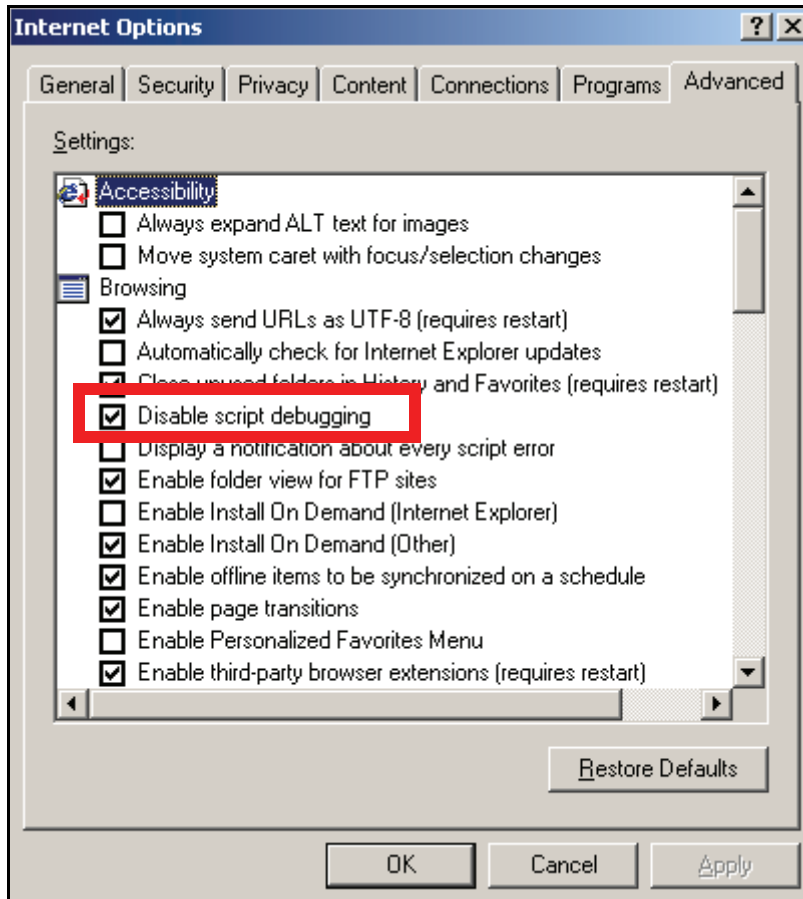
1. Select Internet Options from the Tools menu to open the Internet Options window.



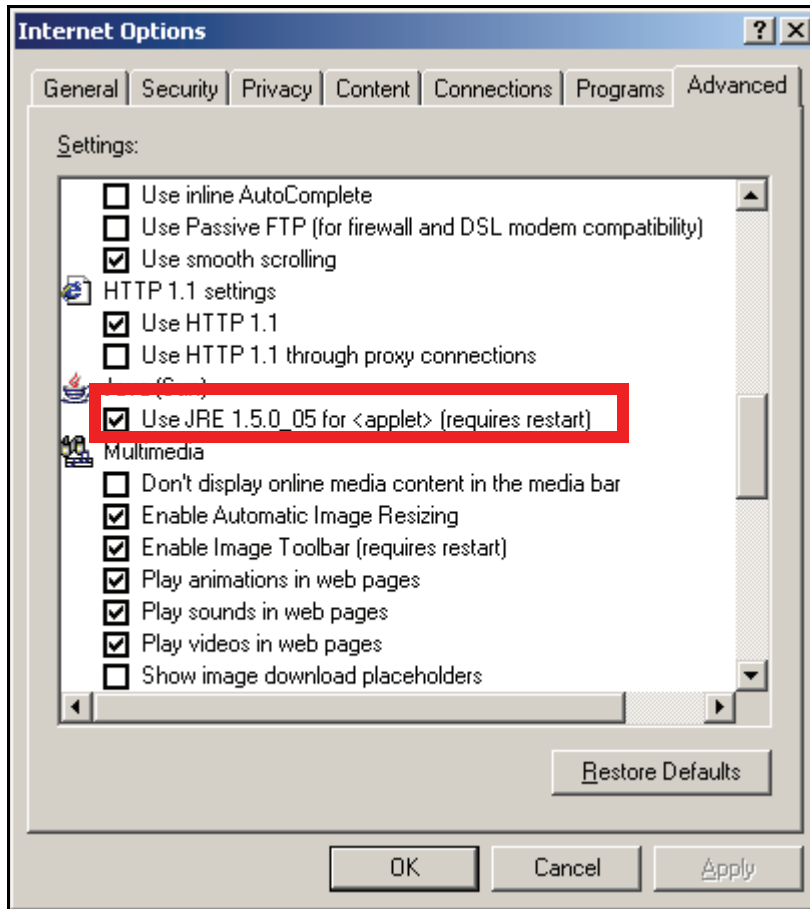
2. Under the General Tab, click Settings button in the Temporary Internet Files section.



3. Select the option 'Every visit to the page', listed under 'Check for newer versions of stored pages'.
4. Click  button.
5. Go to the Advanced Tab.
6. Scroll to the 'Browsing' options.
7. Check the option for 'Disable script debugging'. This will prevent script errors that do not impact use of the application.




7. Scroll to the Java (Sun) options (If you do not have these options, skip step eight).
8. Check the option for 'Use JRE 1.5...'.



9. Scroll to the Microsoft VM options.

10. Check the option for the Java or JIT compiler. This will enable the Java applets.

11. Click the  button.

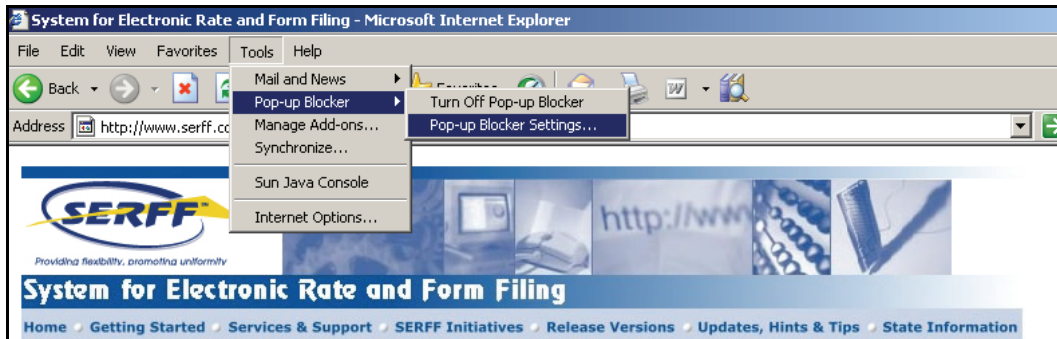
 For the settings to take effect, the user may have to close and reopen the browser.

Pop Up Blockers

SERFF will not work correctly for users with pop up blockers. If you have a pop up blocker installed, please contact your IT department or the SERFF Help Desk for assistance in configuring it to allow pop ups from the SERFF application.

Pop-up Blocker Settings

1. Open Internet Explorer.
2. Click Tools.
3. Hover your mouse over Pop-Up Blocker.
4. Choose Pop-up Blocker Settings...



5. In the list of exceptions, add the web address used to log into SERFF.



6. Click Close.

SERFF Website

The official SERFF website is <http://www.serff.com>.

SERFF
Providing flexibility. promoting uniformity.

NAIC National Association of Insurance Commissioners

System for Electronic Rate and Form Filing

Uniform.

About SERFF

Getting Started / Sign Up

State Participation

Data Hosting

Training

SERFF Events

SERFF API

IIPRC

NAIC

Contact Us

Help

SERFFing States

Have you heard? There are currently 20 states that have made it official - they want you to SERFF or file electronically!

[Click here for a list of states that mandate SERFF.](#)

In addition to mandating SERFF, Iowa, Rhode Island, New Hampshire, Minnesota, South Dakota, Massachusetts, West Virginia, Vermont, and Georgia require that all state filing fees be paid via Electronic Funds Transfer (EFT). Oklahoma will mandate EFT on 7/14/09.

Maryland has mandated EFT payments for all SERFF filings, both Life and Health and Property and Casualty.

What does this mean to you? If you are not already SERFF and EFT licensed, you need to get licensed as quickly as possible!

Contact our SERFF Marketing Team to initiate the process:
serffmktg@naic.org.

SERFF 411

The SERFF v5 Insider

Speed to Market Tools

Regulator Manual

Industry Manual

SERFF Tutorials

Tips & Tricks

Friends of SERFF

State Insurance Departments

SBS

NIPR

AICP

LHCA

Some of the available links that might be of interest to SERFF users include:

- State Insurance Department Contacts
- Information on how to get started using SERFF
- FAQs – Frequently Asked Questions
- The lines of business and filing types accepted in SERFF - by state
- SERFF User Guide Download
- Information on SERFF vendors
- Details on implementing EFT
- Guides for interfacing with the State Application Program Interface

Accessing SERFF

Department of Insurance regulators log in to SERFF via the Internet at <https://login.serff.com>, using a registered user name and password. SERFF IDs and passwords are obtained by emailing the SERFF Help Desk at serffhelp@naic.org.

The ability to perform certain functions within the SERFF application is based on the roles and permissions assigned to the users by their management. All roles and permissions are set up and maintained at the NAIC.

SERFF Roles

Each SERFF User ID must have at least one user role assigned to it. Multiple roles may be assigned to a user. Some users may have a role assigned to their ID that permits greater access while other users may have a role with limited access to SERFF functions. Roles have pre-determined functions within the SERFF application that dictate role related responsibilities. The SERFF Help Desk maintains and assigns roles for all users. Below is a table that explains the permissions associated with each state SERFF User role:

State – Roles	Description
State Configuration Manager	Can Create/Edit Instance Preferences & Settings, including: <ul style="list-style-type: none"> • Quick Text • State Statuses • Objection Letter default text • State Specific Field labels • Companies & Contacts for Paper Tracking • Filing Rules
State Filing Manager	Can assign, update, and review any filing.
State Reviewer	Can only re-assign, update and review filings to which they have been assigned.
State Receiver	Can access the Intake view to assign, update, and review new filings.
EFT Report	Can run EFT reports.
State Read-Only	Can view all filings in their instance but not make any other changes. Read-only can be used as a dual role. For example, a State Reviewer and State Receiver can also have a Read-Only role, allowing them to view filings to which they aren't assigned.
State Export	This role allows use of the Export Tool and must accompany another role.

SERFF Instances

A user is constrained not only by the roles assigned to their User ID, but also by the instance(s) to which their ID is associated. While SERFF utilizes one database, the database is divided by subsections called “instances.” Every filing belongs to one state instance and one industry instance.

States can and do have multiple instances. Many create separate instances for each business area to segregate their filings. While a user may have access to more than one instance with the same ID, they must have the same roles for each instance as well.

A user may only be logged into one instance at a time and will only see filings and other information for their current instance.