

FSC Manager

» [Service Link Instruction Guide](#)

Introduction

Welcome to Service Link

Service Link™ gives you real-time inquiry for your insured's from within a single entry point in FSC Manager™. With just a click of your mouse, Service Link allows you to view policy, claims, billing, loss runs, or make a payment for your insured and comes at no additional cost to your management system service.

This guide will provide you with detailed instructions on how to setup and use this feature. If you have any questions about this document, please contact FSC Customer Support at (715) 287-4262.

Setup Instructions

Setup Requirements

Service Link can be setup from any machine with an Internet connection and where FSC Manager is already installed.

Service Link Setup

- Step 1:** Select any policy from the client screen.
- Step 2:** Click the [Service Link] button.
- Step 3:** Click the [Add New Carrier] button (see Figure 1 below).

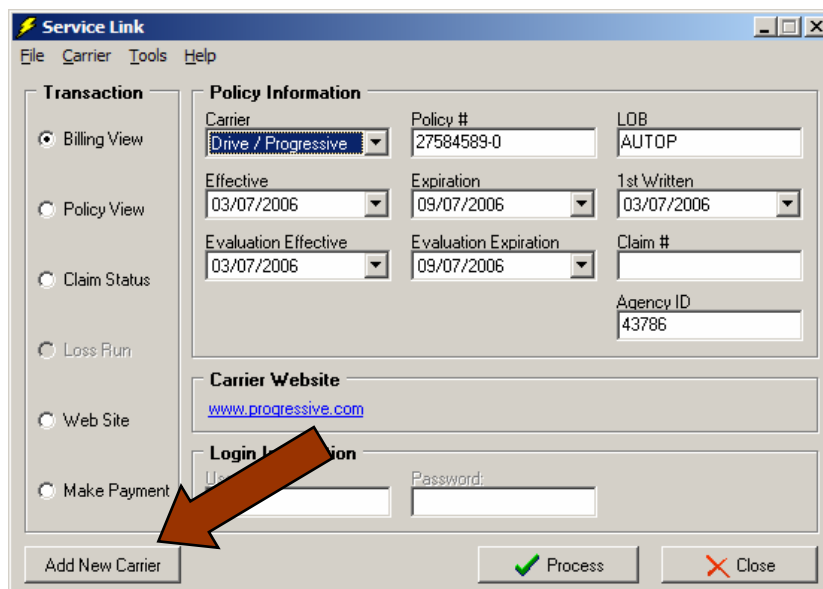


Figure 1: Add New Carrier Button in Service Link

(Setup Instructions - Continued)

Step 4: Locate the company you would like to setup and select the empty field next to the name in the Service Link Carrier column (see Figure 2 below).

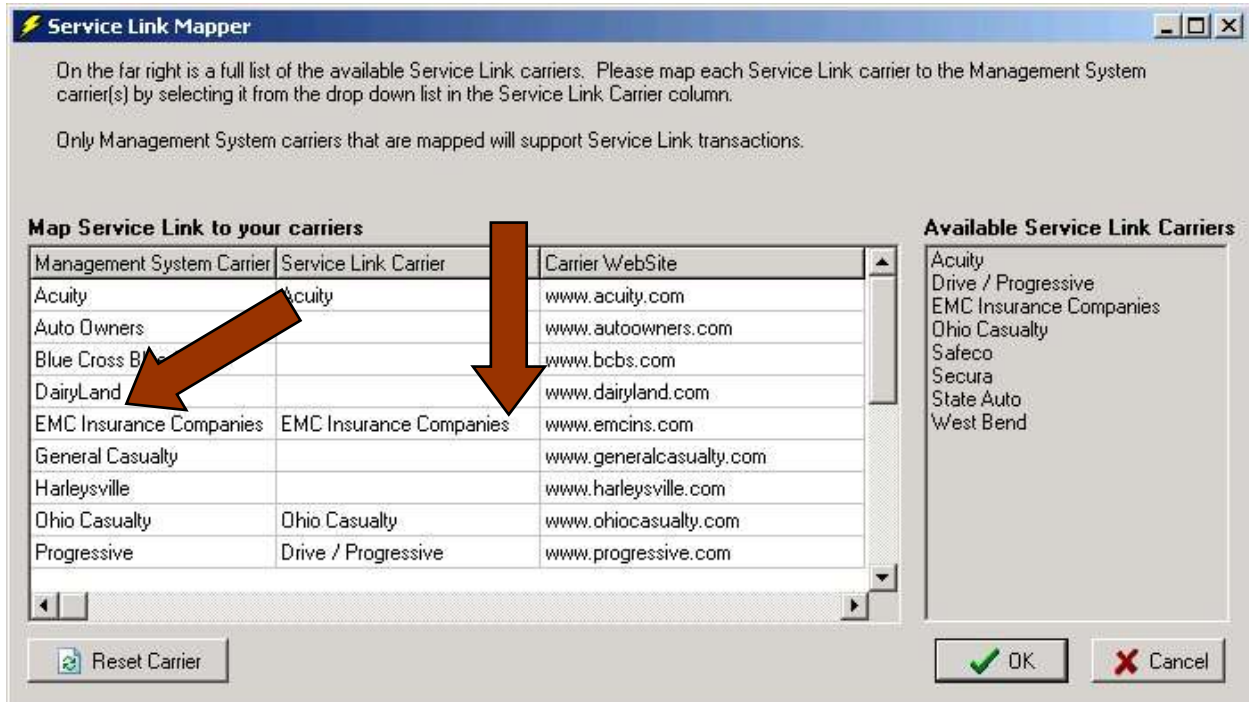


Figure 2: New Service Link Carrier Setup

Step 5: Once you have made your selection, click the [OK] button to finish.

Optional Carrier Website Setup

FSC has also added the ability to access carrier websites for those carriers that do not offer real-time inquiry. This allows for a single workflow, but you will still have to manually log in and input policy information for any non Service Link carrier.

To use this feature, input the URL (website address) in the Carrier Website field next to the corresponding carrier (see Figure 2 above).

How to Use Service Link

Using Service Link in FSC Manager

- Step 1:** Select a policy from the client screen.
- Step 2:** Click the [Service Link] button.
- Step 3:** Select your transaction type (see Figure 3 below)

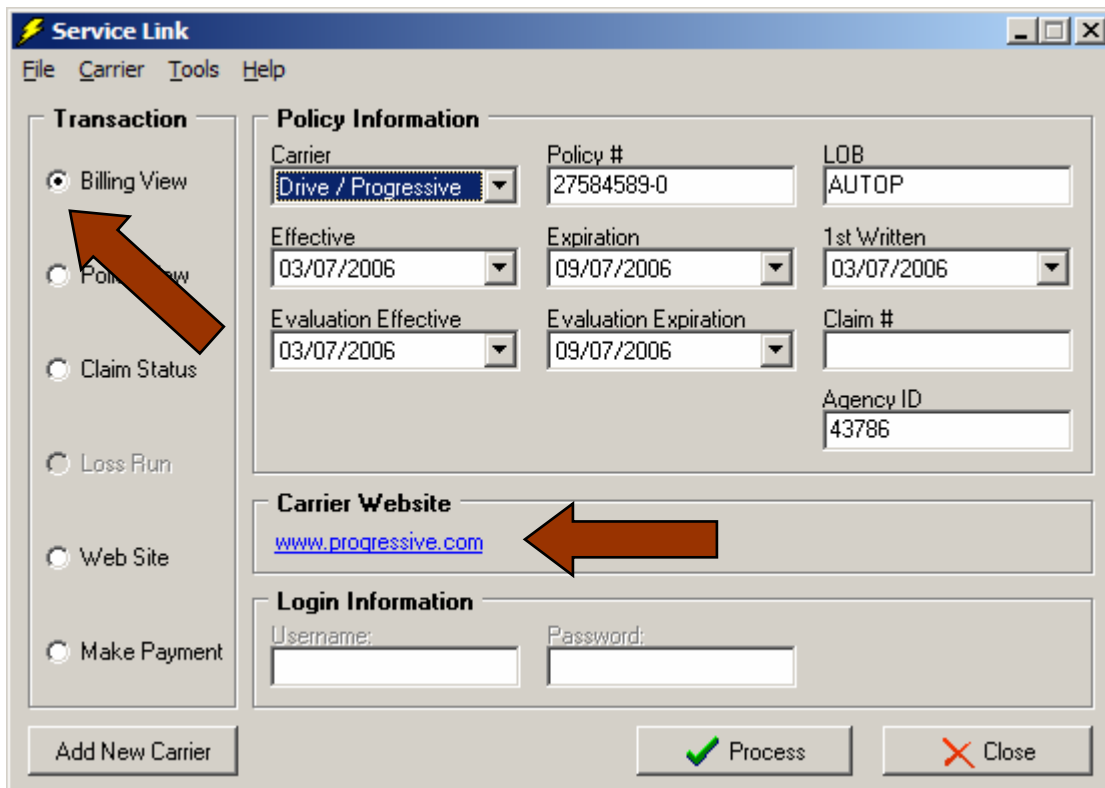


Figure 3: Service Link Request Window

Step 4: Click [Process] and the results of your inquiry are displayed for you.

Note: Depending on the carrier, not all transaction types may be available.

Optional Carrier Website Link

For those carriers that do not yet participate with Service Link, you may still use Service Link to launch the carrier website (See Figure 3 above).

Note: If a carrier website is not available, you have not configured the website in the Service Link Setup. Please refer to the setup instructions on pages 1-2 of this document.

Service Link Carriers

Participating Service Link Carriers

An updated list of carriers with Service Link available can be found at:

<http://www.mi-assistant.com/resources/carrierinterfaces1.pdf>

Obtaining Support

How to Reach Us

If you have any questions about Service Link, please contact FSC Customer Support at (715) 287-4262 or via email at fscmanagersupport@fiserv.com. Thank you and enjoy using Service Link!