Welcome to Track4LA™

Our insurance and bonds compliance system has been designed to make the experience around submitting and retrieving insurance information quick and easy. The system is designed to be used primarily by insurance brokers and agents as they submit client insurance certificates directly to the City.

This instruction guide has been created to help new users of Track4LA™ better understand the purpose and functions of this new system as they navigate to their respective areas of interest.

Overview

Track4LA™ caters to the following community of stakeholders

- **Insurance Brokers** ¹, ² - from initial registration to ongoing submittal, retrieval and creation/editing of new or existing certificates of insurance.
- **Contractors, Vendors, Permitees** ³ - access and look up of certificates of insurance and bonds
- **City Departments** - access to submittals of certificates of insurance and bond documents
- **Expediters** ¹, ³ - access to monitor approval process and insure client submission is satisfactory
- **Insurance Companies** - insurance submittals and cancellation notices
This instruction manual has been bookmarked for easy access to the section pertaining to each of the above stakeholders and the areas within Track4LA™ that provide them with their respective functions.

**Instructions for Insurance Brokers**

**Getting Started:** The first step to electronically submitting insurance to Track4LA™ is registration.

1. The registration process initially requires online confirmation from the California Department of Insurance (CDI) Licensing database that your status as a California licensee is **active** and that your Fire and Casualty license is also **active**. The Broker Registration page provides a way of looking up your Broker ID if you do not know it or are unsure as to your present status.
The CDI database search screen should launch.

You can copy your broker ID from the licensee screen if you don’t know it and then paste it into the **Broker License No.** field in Track4LA OR you can simply enter it.

2. Before you do the lookup you will need to **Read and Agree** to the **Warranty and Acknowledgment Notice.** You do this by simply clicking on the **Warranty and Acknowledgment Notice** button.

**Please Note:** The Lookup button will not be active until you have agreed to the notice.

Once you have agreed to the notice the Read and Agreed checkbox will automatically check itself. You can now do the lookup.
There are three message boxes that could appear

1. An error has occurred. Please capture this error message and contact the administrator. The system could not find the specified license number.

   This happens if you have inadvertently entered your broker ID incorrectly. This Lookup is NOT case sensitive.

2. Broker with this ID already registered.

   This means that you have already registered. If you haven’t please contact us at cao.riskmgmt@lacity.org.

3. John Broker

   We were able to locate you in the CDI database and will use the information to prefill the registration information.

   Once the system validates your status as active, you will receive an email confirmation with an assigned password to log into Broker Central.

   A temporary password is assigned to you.

From here you can return to the home page and enter your broker ID and password to log into Broker Central.
From within **Broker Central** you will have the ability to:

- Edit an existing certificate of insurance
- Submit a new certificate of insurance
- Edit your broker information

### Edit an Existing Certificate
Insurance Brokers are able to review insurance that has been previously submitted and approved through a search as shown below. The system has been designed to simplify the renewal process so that information on the form does not have to be re-entered at the time of renewal.

When the **Edit an existing client certificate** is selected you simply type in your client’s name. All certificates under that client’s name will be listed in the search results screen (as seen below).
2. Filling Out the ACORD Form25: The second step is to fill out the ACORD certificate. The form launches with a preliminary screen that requires entry of information, some of which will be filled into the certificate and some that will populate the CAO database directly.

After you click “OK”, the ACORD certificate will pre fill with some of the information entered in this screen.
The ACORD Form25 is then presented for filling out and submitting. We have included a number of validation rules to ensure that important fields are filled out.

The following instructions will take you through key parts of the form.

**Insurer’s Affording Coverage**
The entry of at least one Insurer is a requirement in this section. While the entry of an Insurer is manual, the associated NAIC code is NOT and is populated via the clicking of the “eyeglasses” button. The form does a lookup into the Best Guide to find the correct NAIC code.

Because this lookup is performed, an exact name of the Insurer is required. The form assists in helping you to identify the correct name.

It begins by alerting you either that too many insurers were found whereby you are prompted to continue to enter the name, OR in the case of the above, the number of insurers found.
The form then presents the choices available.

After the Insurer name and the NAIC auto-fills in their respective fields, you will be able to enter the letter in the **INSR LTR** box.

These fields are also required.

**Policy Dates** – Will let you know if the date is expired.

**Each Occurrence** – Must be at least $1,000,000 General Liability.

You can now finish filling out the remaining fields on the form.
Names and additional information can be entered into the available lines in **Appendix A**.

**3. Submitting Insurance:** The third step is to electronically **submit** the insurance certificate after filling in the ACORD certificate online. Once the certificate has been approved, you will receive an e-mail confirmation.

Click Ok to submit form. The form will report to you any unfinished fields that may still need to be filled in......

**IMPORTANT**

If the certificate holder is an ADDITIONAL INSURED, the policyholder must be endorsed. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

**DISCLAIMER**

The Certificate of Insurance does not constitute a contract between the issuing insurer, authorized representatives, or the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the insurance policy.

Submit

.....and if you had previously checked the box for **additional insured parties**
Choose each applicable endorsement.

**Important Note:** The screen below will temporarily re-appear as the form is being processed prior to submittal. DO NOT click **Submit** a 2nd time.
An email will be sent to you and everyone you added to the email field in the preliminary screen. The email will include a link back to Track4LA and a link to a Read-Only version of the newly submitted ACORD certificate.

You will also be returned back to **Broker Central** where you can search to see your newly submitted ACORD certificate.

### Submit a new certificate
You would follow the same instructions as in the *Editing an existing client certificate* section.

### Edit my broker information
This section allows you to edit contact information, company name and your password.
Contractors, Vendors, Permitees, Expediters –

 Contractors, vendors and permitees are responsible for acquiring the appropriate levels of insurance as required for the specific City contract they have entered into or are in the process of being awarded. The minimum level of insurance required is based on the specifics of each individual contract. A search is available to find submitted certificates.

The CAO Simple Search
The search for submitted certificates within the CAO database will return all certificates submitted prior to July 1 in one table and those submitted through the new Track4LA system in another. For those who have used the CAO database to search for submitted certificates in the past nothing has changed as far as how you search. The following is the simple steps to accomplish that search.

1. Go to the Track4LA home page and click on Verify Insurance/Bonds.

2. Type in Insured Name
3. The search results will return in two tables. The top table has all certificates submitted prior to July 1, 2009. You may need to scroll down to the second table that contains all certificates submitted using Track4LA.

As you can see, the second table is titled **Track4LA Search Results**. Simply click on the **Certificate Approval #** to launch the Certificate. You can save it to your desktop by clicking on the **Save** button.
City Departments

City Departments (contract administration staff) are responsible for providing their contractors, vendors and permitees with the current insurance submittal instructions provided by the CAO Risk Management Office. They also make sure that their contractor has met the minimum insurance/bond requirements included in their contract.

Contract administrators can review insurance and/or bond information by clicking on the Verify Insurance/Bonds button. They also can be emailed an approval notification if necessary through Track4LA™.

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Insurance Companies

Traditionally, insurance companies are not usually involved in the process of submitting ACORD insurance certificates to the City. However some insurance companies do submit insurance and when they do it may be on their own custom forms. If this is the case, these forms should be sent electronically via email if possible to cao.insurance.bonds@lacity.org. Cancellation notices can also be sent via email to the City’s insurance inbox listed above.

Track4LA™ does provide the Broker with the ability to submit the insurance certificate with the new end date(s) in the event of cancellation.

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