



ezClaims Adjuster Console QuickStart

For Flood Certified Adjusters

NFIP IT Services User Guide

Production Release 1.0 | May 2008



FEMA

ezClaims

This document is a guide for the NFIP IT Services ezClaims Adjuster Console application. This guide is divided into several parts. The first part provides background on the ezClaims application and its benefits to National Flood Insurance Program (NFIP) stakeholders. The second part serves as a user guide for the Adjuster Console, a Web portal that facilitates information and application access for NFIP certified claims adjusters. The Third section serves as a user guide for Preliminary Damage Assessment (PDA), a Web-based module that supports adjuster assessment of potentially substantially damage properties.

The ezClaims application is developed under the NextGen Bureau Systems Modernization Project and is released as a production application. With your suggestions and feedback, NFIP IT Services continues to improve production applications with new features and enhancements. Feel free to provide feedback by sending e-mail to **nextgen@ostglobal.com** or calling our service desk at **(202) 467-7602**.

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EZCLAIMS OVERVIEW

ezClaims is a NFIP IT Services Core Application Component that provides a one-stop shop application for NFIP stakeholders to input, view, validate and manage NFIP insurance claims, disaster information, re-inspections and flood certified adjuster data. ezClaims is comprised of six modules. ezClaims modules are available to authorized and authenticated users based upon a user's business need and role. Each module provides access to specific business-driven features designed to facilitate reporting, monitoring and workflow management of NFIP claims-related information.

ezClaims provides a number of benefits for NFIP stakeholders. Below is a list of the major benefits for affected stakeholders.

- Improve data integrity through upfront validations
- Increase NFIP operational workflow and efficiency
- Increase NFIP analytical capabilities
- Establish consistent communications
- Facilitate increased NFIP business transactions

NFIP IT SERVICES EZCLAIMS FOR ADJUSTERS

Preliminary Damage Assessment (PDA) module allows validated adjusters to submit data on potentially substantially damaged losses. This web-based Preliminary Damage Assessment form allows users to enter and view their submissions. Users are NFIP certified Adjusters, Bureau and FEMA Claims staff.

Adjuster Console is a self-service module for that allows all adjusters to view claims related information. Flood certified adjusters can view their professional information, such as address, phone numbers, flood certification applications, and yearly claims workshop training credits. All submissions are routed to the Bureau for approval. This one-stop shop for certified adjusters will also allow users to print their adjuster card, view claim workshop dates, access CAT information and announcements. Public pages allow all users to view adjuster related news, access forms and other adjuster related information. Users are Flood Certified Adjusters and Bureau staff.

The following table provides a list of the typographic conventions used in this document.

Typeface	Description	Samples
Italic	Italic style is used to denote variable text that must be replaced with the appropriate value, such as filenames and form field values. It is also used for emphasis.	<i>filename1</i> <i>default-value</i>
Bold	Bold style is used to denote GUI elements and text that is to be entered, such as window or form field names and keyboard input text.	Start Menu cd ..
Monospace	A monospace font is used to denote command names, on-screen computer output and filenames.	<code>mkdir</code> <code>config.sys</code>

EZCLAIMS

ADJUSTER CONSOLE

The Adjuster Console QuickStart is a mini guide to help you get started with the Adjuster Console module of the ezClaims application. Adjuster Console is a web based portal that facilitates access applications, news, forms and profile information all geared towards the needs of NFIP certified adjusters.

This guide is divided into multiple sections. The first section provides background information on the Adjuster Console module that is relevant to all users. The second section provides information for users, primarily certified claims adjusters, on the Preliminary Damage Assessment module of ezClaims.

For a complete listing of NFIP IT Services' QuickStarts and additional help, please refer to <http://www.NFIPBureau.FEMA.Gov/help.html>.

OBJECTIVES AND PREREQUISITES

After reading this guide, users should possess the following skills and knowledge.

- Users should be able to access the ezClaims Adjuster Console and PDA module.
- Users should be able to navigate the Adjust Console/PDA modules.
- Users should be able to complete a PDA form.
- Users should be able to download and print PDA forms in Adobe PDF format.

SYSTEM REQUIREMENTS

- **Microsoft Internet Explorer 5.5 or better** – Microsoft Internet Explorer for Windows can be downloaded for free at <http://www.microsoft.com/downloads/results.aspx?productID=&freetext=IE&DisplayLang=en>.
- **Adobe Reader** – The Adobe Reader application can be downloaded for free at <http://www.adobe.com>.

RESTRICTED ACCESS

ezClaims Adjuster Console access is limited to authorized NFIP stakeholders. Contact NFIP IT Services to request an account at <http://www.NFIPBureau.FEMA.Gov/NGUsers/signup.do>.

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ADJUSTER CONSOLE ACCESSING ADJUSTER CONSOLE

Adjuster Console is one of the modules of the ezClaims application; the ezClaims application is accessible through the NFIP IT Services Portal. The following process describes how to access the NFIP IT Services Portal, ezClaims and the Adjuster Console module.

2

3

- 1 Open Internet Explorer. Shortcuts for Internet Explorer are typically located in the Start Menu or on the Desktop.
- 2 Type <http://www.NFIPBureau.FEMA.Gov> in the **Address** bar and press <Enter> or click the **Go** button.
- 3 Click the **Adjuster Console** link.

Note: When accessing ezClaims you will be prompted for your NFIP IT Services username and password.

NFIP IT Services Tip

Please note that <http://NFIPBureau.FEMAGov> requires Internet Explorer 5.5. or better, performance on other browsers may vary.

ADJUSTER CONSOLE LOGIN TO ADJUSTER CONSOLE

Adjuster Console users must login to the application to ensure that the right users have access to the right data. Intended users can request access to ezClaims through the link titled **Request an Account** on the NFIP IT Services Portal homepage. NFIP IT Services utilizes a single sign-on mechanism, which means that users have the same username and password for all NFIP IT Services applications, such as FREE and AW501. The following steps should be performed in the **NFIP IT Services Account Sign In** section of the Sign in Page.



AdjusterConsole Unprotected [11:09:05:5340]

User name: 1

Password: 2

Remember my password

3

- 1 Enter your NFIP IT Services username in the **User name:** field.
- 2 Enter your password in the **Password:** field.
- 3 Click the **OK** button to complete the sign in process.

NFIP IT Services Tip

You will be prompted to change your password after you login the first time. Directions are provided in the NFIP IT Services Portal and Access Control QuickStart, located at http://www.NFIPBureau.FEMA.Gov/pdf/QuickStart_Portal_Access.pdf. Read the tips on choosing a secure but memorable password.

If you encounter issues with your username and password, contact us by sending e-mail to nextgen@ostglobal.com or calling our service desk at (202) 467-7602 for assistance.

NFIP IT Services Note

Users who want to access the Adjuster Console public pages can do so just by visiting <http://www.nfipbureau.fema.gov> and clicking the Adjuster Console link as outlined on the **Accessing the Adjuster Console** page.

ADJUSTER CONSOLE NAVIGATIONAL LAYOUT

The Adjuster Console contains links to a variety of resources for adjusters, including access to applications, forms, and information. The major navigational elements are listed below.

The screenshot shows the Adjuster Console homepage with the following elements highlighted by numbered callouts:

- 1** Claims: The main header area.
- 2** Back to NFIP Bureau, FEMA.gov: A link in the top navigation bar.
- 3** Getting Started: A sidebar menu with links like Quick-Start, Account Signup, and Update My Profile.
- 4** News: A section titled "New Web-Based PDA Application - Get Started Today!" with a sub-header "As of June 1, 2008, adjusters are required to fill out the PDA form using the web-based ezClaims Adjuster Console and PDA application. Click here to request access to ezClaims applications."
- 5** My Profile: A section displaying user information: Name: Test Test, Address: 2000 M Street, Washington, DC 20036, Phone: 202-380-2814, E-mail: nextgen@ostglobal.com.
- 6** Claims Presentation (Workshops): A section with links for 2008 Claims Presentation Schedule, 2008 NFIP Adjuster Recertification Memorandum, and Adjuster Certification and Presentations (Workshops).
- 7** My Adjuster Profile: A section displaying user information: Adjuster Type: Independent, FCN: 30000040, Qualification: Manufactured (Mobile), Level: Home/Travel Trailer, 01/01/2008, Status: Active. Includes a "Print your FCN Card!" link.
- 8** Forms: A section listing various forms such as Notice of Loss (FF 81-43), NFIP Preliminary Report (FF 81-57), NFIP Final Report (FF 81-58), Worksheet - Contents - Personal Property (FF 81-40), Worksheet - Building (FF 81-41), Proof of Loss (FF 81-42), Statement of Full Repair or Replacement (FF 81-44), ICC Proof of Loss Form (FF 81-42a), Manufactured Home/Travel Trailer Worksheet (FF 81-96), ICC Adjuster Report (FF 81-98), Adjuster Preliminary Damage Assessment (FF 81-109), Re-Inspection Report, and Cause of Loss and Subrogation Report (FF 81-63).
- 9** FAQuestions: A section at the bottom left for frequently asked questions.

Navigational Elements

- 1 Adjuster Console Primary Navigation Menu** - These links provide access to the My Adjuster Console homepage, return to the Work List or open a new PDA form.
- 2 Adjuster Console Secondary Navigation Menu** - These links provide access to return to the NFIP IT Services Portal homepage, access Adjuster Console online help and logout of the Adjuster Console.
- 3 Adjuster Console Action Menu** - This menu offers a number of links for adjusters. These links include the Claims Handbook and access to the PDA application.
- 4 Adjuster Console News** - This section of the portal contains the latest news for Adjusters.
- 5 Adjuster Console My Profile** - This section displays the user's profile information. This section also facilitates user profile management by allowing user updates to profile information.
- 6 Adjuster Console Claims Presentations** - This section displays links to upcoming workshop schedules.
- 7 My Adjuster Profile** - This section displays information specific to each Adjuster. It also includes a link to allow adjusters to print their FCN cards.
- 8 Adjuster Console Forms** - This section displays a selection of NFIP forms.
- 9 Adjuster Console FAQuestions** - This section contains a list of frequently asked questions related to adjuster related activities.

NFIP IT Services Note

Only authorized users will be able to see the **My Profile** and **My Adjuster Profile** sections of the homepage. Users can request an account by clicking the **Account Signup Link** on the **Adjuster Console Action Menu**.

ADJUSTER CONSOLE FLOOD CERTIFICATION NUMBER (FCN) CARDS

Flood Certification Number (FCN) cards replace the original Flood Certifications that were traditionally issued in letter format. FCN cards are available to authorized adjusters on the My Adjuster Console homepage. A description of an FCN card is listed below.



Viewing and printing your FCN card from the My Adjuster Console Homepage.

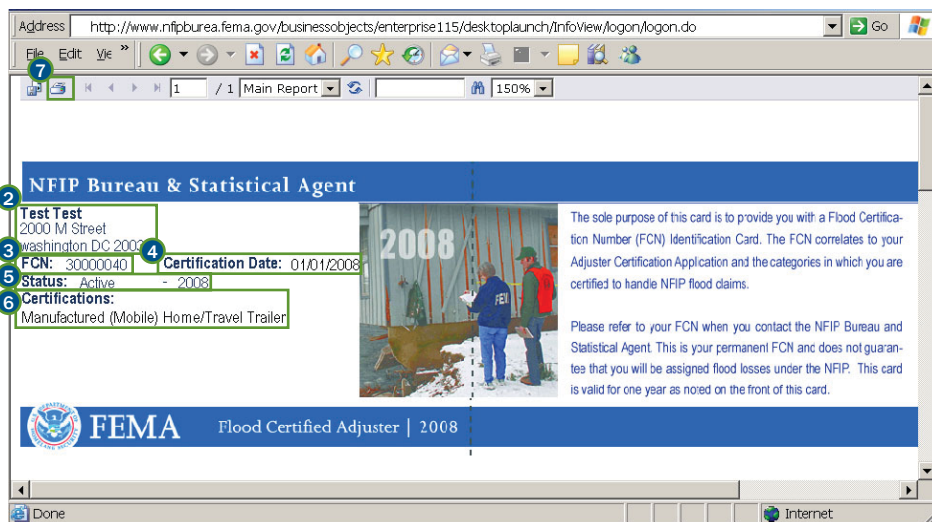
- 1 Click the **Print your FCN Card!** link located in the My Adjuster Profile section of the homepage.

Once the image of the FCN card appears the user can view the following information.

- 2 This section contains the Adjuster's name and address.
- 3 **FCN Number:** - This field contains the Adjuster's current FCN number.
- 4 **Certification Date:** - This field shows the date of certification for the adjuster.
- 5 **Status:** - This section describes the adjuster's current status.
- 6 **Certifications:** - This section lists any specific certifications an adjuster may have.

Adjuster's also have the ability to print a personal wallet sized FCN card. The instructions below outline this procedure.

- 7 Click the Print icon at the top of the FCN card window.



NFIP IT Services Tip

Printing your FCN requires the use of pop-ups. Make sure that your browser is set to allow pop-ups in order to be able to print your FCN card.

PDA ACCESSING PDA

Preliminary Damage Assessment (PDA) is one of the modules of the ezClaims application; the ezClaims application is accessible through the NFIP IT Services Portal as well as through the Adjuster Console. The following process describes how to access the PDA module.

validate, and geo-code an address. All addresses are validated by the US Postal Database, standardized based on NFIP standards, and system geo coded. *Production Level 1.0 | January 2008*

FREE (Flood Rating Engine Environment) allows users to generate a flood insurance quote for Submit-For-Rate, Emergency Program, and some Regular Program policy in seconds. *Production Level 1.0 | January 2008*

Forms allows users to complete online NFIP forms, for printing or downloading purposes. *Production Level 1.0 | January 2008*

My Profile allows users to modify their production user account online (i.e., change password, change contact information, request forgotten password). *Production Level 1.0 | January 2008*

Attention NextGen Pilot Users: The NextGen Team is in the process of verifying our current NextGen pilot users for access to the production level applications as they become available. Your pilot user account will be updated. You will receive an email with instructions and the upgrades to your account during the transition period.

ezClaims

- Adjuster Console
- Prelim Damage Assessment
- Adjuster Lookup

LOCATION VALIDATION

Accessing PDA from the NFIP IT Service Portal Home page

- 1 Open Internet Explorer. Shortcuts for Internet Explorer are typically located in the Start Menu or on the Desktop.
- 2 Type <http://www.NFIPBureau.FEMA.Gov> in the **Address** bar and press <Enter> or click the **Go** button.
- 3 Click the **Prelim Damage Assessment** link.

Note: When accessing ezClaims you will be prompted for your NFIP IT Services username and password.

Accessing PDA from the ezClaims Adjuster Console portal.

Follow the previous instructions to a log into the Adjuster Console module.

- 4 Once you are logged into the Adjuster Console module click the **New PDA** link to access the PDA module and begin a new PDA form.

adjuster console
ezClaims
Adjuster Console Home • Work List • **New PDA** • Back to NFIPBureau.FEMA.gov • Help • Logout

Getting Started

- Quick Start
- Account Setup
- Update My Profile

Adjuster Links

- Create New PDA
- Active FRO
- Active CCO
- Claims Handbook
- CBRA System
- Community Rating

News

New Web-Based PDA Application - Get Started Today!

As of June 1, 2008, adjusters are required to fill out the PDA form using the web-based ezClaims Adjuster Console and PDA application. [Click here](#) to request access to ezClaims applications.

My Profile

Name: James Younger
Address: 2001 M St NW Suite 3000
Washington, DC 20036
Phone: 202677644
E-mail: jyounger@ostglobal.com

Claims Presentation (Workshops)

- 2008 Claims Presentation Schedule
- 2008 NFIP Adjuster Recertification Memorandum
- Adjuster Certification and Presentations (Workshops)

NFIP Claims Forms

- forms
- Notice of Loss (FF 81-43)
- NFIP Preliminary Report (FF 81-57)
- NFIP Final Report (FF 81-58)
- Worksheet - Contents - Personal Property (FF 81-40)
- Worksheet - Building (FF 81-41)
- Proof of Loss (FF 81-42)
- Statement of Full Repair or Replacement (FF 81-44)
- ICC Proof of Loss Form (FF 81-42a)
- Manufactured Home/Travel Trailer Worksheet (FF 81-36)
- ICC Adjuster Report (FF 81-98)
- Adjuster Preliminary Damage Assessment (FF 81-109)
- Re-Inspection Report
- Cause of Loss and Subrogation Report (FF 81-69)

NFIP IT Services Tip

Please note that NFIP IT Services utilizes a Single Sign On mechanism. If you log into the Adjuster Console you will be able to access the PDA module directly from the Adjuster Console Primary Menu.

PDA WORK LIST PAGE

The Work List is the first page that a user sees when they login to the PDA module. The contents of the work list will be customized based on the user's role. If you have previously created a PDA form those records will be displayed in your work list.

The screenshot shows the Adjuster Console Work List page. The browser address bar is <http://fema.nfipnextgen.com/NGAdjusterConsole/worklist.do>. The page title is "adjuster console". The left navigation menu includes sections like "Getting Started", "Adjuster Links", and "Additional Links". The main content area displays a table of work list items with columns for Transaction Number, Update Date, Type, Status, and Submitter/Updater. Three callout boxes are present: 1 points to the "Claims" logo, 2 points to the top navigation links, and 3 points to the table header.

Transaction Number	Update Date	Type	Status	Submitter/Updater
000067	May 29, 2008	PDA	Submitted PDA	afester@ostglobal.com
000047	May 27, 2008	PDA	Submitted PDA	jyounger@ostglobal.com

WORK LIST PAGE ELEMENTS

- 1 PDA Primary Navigation Menu** – These links provide access to return the Adjuster Console home page, return to the Work List or create New PDA forms.
- 2 PDA Secondary Navigation Menu** – These links provide access to return to the NFIP IT Services Portal home page, access PDA online help and logout of PDA and the Adjuster Console.
- 3 PDA Action Menu** – These links provide information relevant to adjusters including tips

WORK LIST STATUS

Only your work List entries in PDA are displayed. You will not have the ability to see data which belongs to other adjusters. Only "saved" submissions will be listed. If the PDA has not been submitted the user will not see the PDA in their work list.

PDA Tip

Each column heading is a link that allows you to sort the Work List by the entries in that column. For instance, you can sort the Work List by **Update Date** to group the PDA by last update or by **Submitter/Updater** to group the Work List alphabetically by the Submitter's e-mail address.

PDA CREATE A NEW PDA

The main activity of the ezClaims PDA module is the creation of a PDA form. The PDA form consists of a number of fields including the Adjuster FCN and Date of loss. In order to begin a new PDA entry the user must first select a policy and then enter damage assessment information for that policy. Clicking the New PDA or the Create New PDA link initiates the PDA form creation process. New PDA forms are created by adjusters and the data is entered through a manual process.

- 1 Select a WYO Company from the **WYO Company:** pull down menu.
- 2 Enter the last name of the policy holder in the Insured **Last Name:** field.
- 3 Enter the first name of the policy holder in the Insured **First Name:** field
- 4 Enter the policy TRRP number in the TRRP Reported **Policy Number:** field
- 5 Enter the street name in the **Property Street:** field.
- 6 Enter the unit number in the **Unit Number:** field.
- 7 Enter the city in the **City:** field.
- 8 Select the state from the **State:** pull down menu.
- 9 Enter the Zip Code in the **Zip:** field.
- 10 Click **Search** to generate a list of policies.
- 11 Click **Reset** to clear all fields and enter new information.
- 11 Click **Cancel** to cancel data submission and return to the PDA work list page.

PDA Tip

To get the best search results try using PDA's "fuzzy matching" abilities. Just enter a company name and partial address and PDA will return all results that match. Example: Entering a company and "1503" in the address field will return both 1503 4th Avenue and 1503 Fourth Avenue.

PDA CREATE A PDA (CONTINUED)

2. Your Search Results - Click on Policy Number to Enter Preliminary Damage Assessment Information.

1 7 policies found, displaying 1 to 20.[First/Prev] 1, 2, 3, 4, 5, 6 [Next/Last]

Insured	Policy No.	Address	WYO Co.	Policy Effective Date	Building Coverate Amount
...	11.04.07-11.04.08	...
...	09.22.07-09.22.08	\$125,000.00
...	06.26.07-06.26.08	\$75,000.00
...	07.20.07-07.20.08	\$75,000.00
...	07.07.07-07.07.08	\$250,000.00
...	10.23.07-10.23.08	\$250,000.00
...	06.30.07-06.30.08	\$75,000.00
...	11.09.07-11.09.08	\$168,200.00
...	07.30.07-07.30.08	\$102,700.00
...	06.08.07-06.08.08	\$101,200.00
...	06.08.07-06.08.08	\$0.00
...	09.25.07-09.25.08	\$250,000.00
...	09.14.07-09.14.08	\$50,000.00
...	11.24.07-11.24.08	\$30,000.00
...	12.07.07-12.07.08	\$61,700.00
...	08.23.07-08.23.08	\$40,000.00
...	06.19.07-06.19.08	\$250,000.00
...	07.11.07-07.11.08	\$150,000.00
...	11.16.07-11.16.08	\$35,000.00
...	10.05.07-10.05.08	\$155,000.00

2 117 policies found, displaying 1 to 20.[First/Prev] 1, 2, 3, 4, 5, 6 [Next/Last]

After entering search criteria and clicking **Search**, the system will display a list of results in the **2. Your Search Results** section.

- 1 Click on the column headers to re-organize the search results based on the contents of that column.
- 2 If there are more than 20 results, the application will display additional results on subsequent pages. Use the links provided to navigate through the results.

PDA CREATE A PDA (CONTINUED)

Once you have selected a policy, you must enter the assessed damage data.

adjuster console
ezClaims
Adjuster Console Home • Work List • New PDA • Back to NFIPBureau.FEMA.gov • Help • Logout

Potentially Substantially Damaged Building → Lookup → Enter → View & Print → Completed PDA

3. Adjuster Preliminary Damage Assessment Form - Enter in data below.

Adjuster FCN: 11060045

WYO Company | NAIC Number: [REDACTED]

Insured Name: [REDACTED]

Policy Number: [REDACTED]

Property Address: [REDACTED]

City, State, Zip: [REDACTED]

1 Date of Loss: January 1 2008

2 FICO Number | Type: 6009 | Other

3 Probable Repair Cost*: \$20000.00

4 Building Replacement Cost Value: \$8000.00

5 Building Actual Cash Value: \$808080.00

6 Adjuster's Notes: Demo

* This is an estimate of the cost to repair the building to its pre-flood condition.

This form is to be used for advisory purposes in helping FEMA and communities identify potential substantially damaged buildings. The adjuster will use ?replacement cost? when completing this form; however, the community is required under the National Flood Insurance Program to use ?market value? in determining substantial damage.

7 Cancel 8 Continue

- 1 Select the appropriate Month, Date and Year from the **Date of Loss:** drop down menus.
- 2 Select the FICO number and Type in the **FICO Number | Type:** drop down menu.
- 3 Enter the probable repair cost in the **Probable Repair Cost*:** field.
- 4 Enter the building replacement cost in the **Building Replacement Cost Value:** field.
- 5 Enter the building actual cash value in the **Building Actual Cash Value:** field.
- 6 Enter notes in the **Adjuster's Notes:** field.
- 7 Click **Cancel** to cancel data submission and return to the PDA work list page.
- 8 Click **Continue** to view a summary of the information entered in the previous fields.

PDA VIEW AND PRINT A PDA

After clicking Continue on the Create a new PDA page the **View & Print PDA** data form is displayed. This page provides the user with the ability to review, make edits to, cancel or save and download a PDA form for printing.

adjuster console
ezClaims
Adjuster Console Home • Work List • New PDA
Back to NFIPBureau.FEMA.gov • Help • Logout

Potentially Substantially Damaged Building → Lookup → Enter → **View & Print** → Completed PDA

4. Adjuster Preliminary Damage Assessment Form - View & print data below.

Adjuster Name: [REDACTED]
FCN | Level: [REDACTED]
WYO Company | NAIC Number: [REDACTED]
Insured Name: [REDACTED]
Policy Number: [REDACTED]
Property Address: [REDACTED]
City, State, Zip: [REDACTED]
Date of Loss: [REDACTED]
FICG Number | Type: [REDACTED]
Probable Repair Cost*: [REDACTED]
Building Replacement Cost Value: [REDACTED]
Building Actual Cash Value: [REDACTED]
Adjuster's Notes:
Original Entry Date: [REDACTED]
Date Last Updated: [REDACTED]

* This is an estimate of the cost to repair the building to its pre-flood condition.

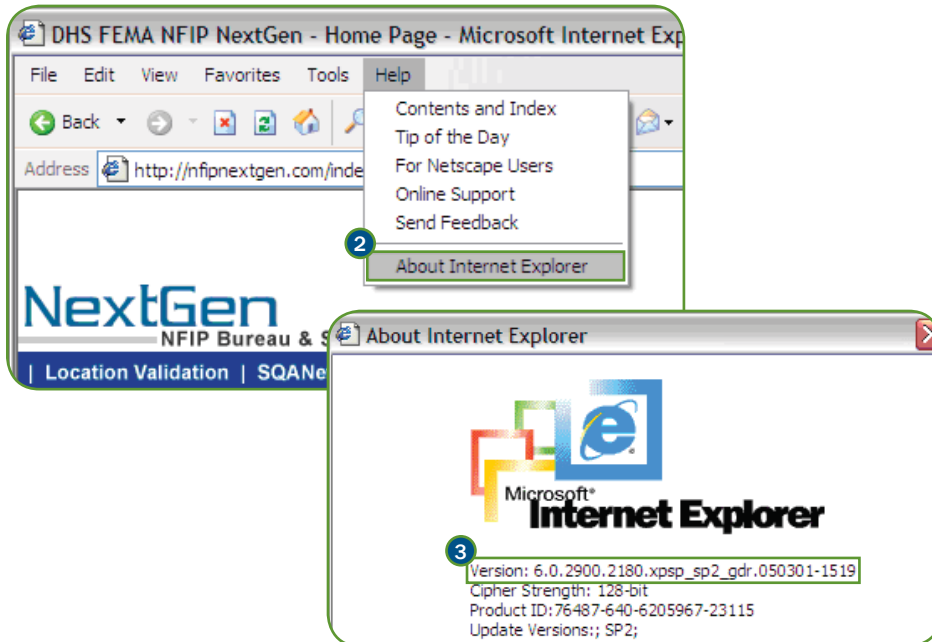
This form is to be used for advisory purposes in helping FEMA and communities identify potential substantially damaged buildings. The adjuster will use 'replacement cost' when completing this form; however, the community is required under the National Flood Insurance Program to use 'market value' in determining substantial damage.

1 2 3 4
Cancel Edit Save Save & Download | Print

- 1 Click **Cancel** to go back to the Work List page.
- 2 Click **Edit** to make changes to the PDA form. This action will take users back to the Enter section of the PDA application and allow the user to make edits to the PDA form. Once the desired changes have been made, clicking Continue will take the user back to the View & Print PDA form.
- 3 Click **Save** to save the current PDA form. This action will take the user to the Work List page.
- 4 Click the **Save & Download | Print** link to save the PDA form. This action will open a printer-friendly version of the form that can be saved to a local workstation or printed to a printer.

ADJUSTER CONSOLE MICROSOFT INTERNET EXPLORER

The NFIP IT Services Portal is designed for use on Internet Explorer 5.5 or better. Performance on other browsers may vary and some options may not be available.



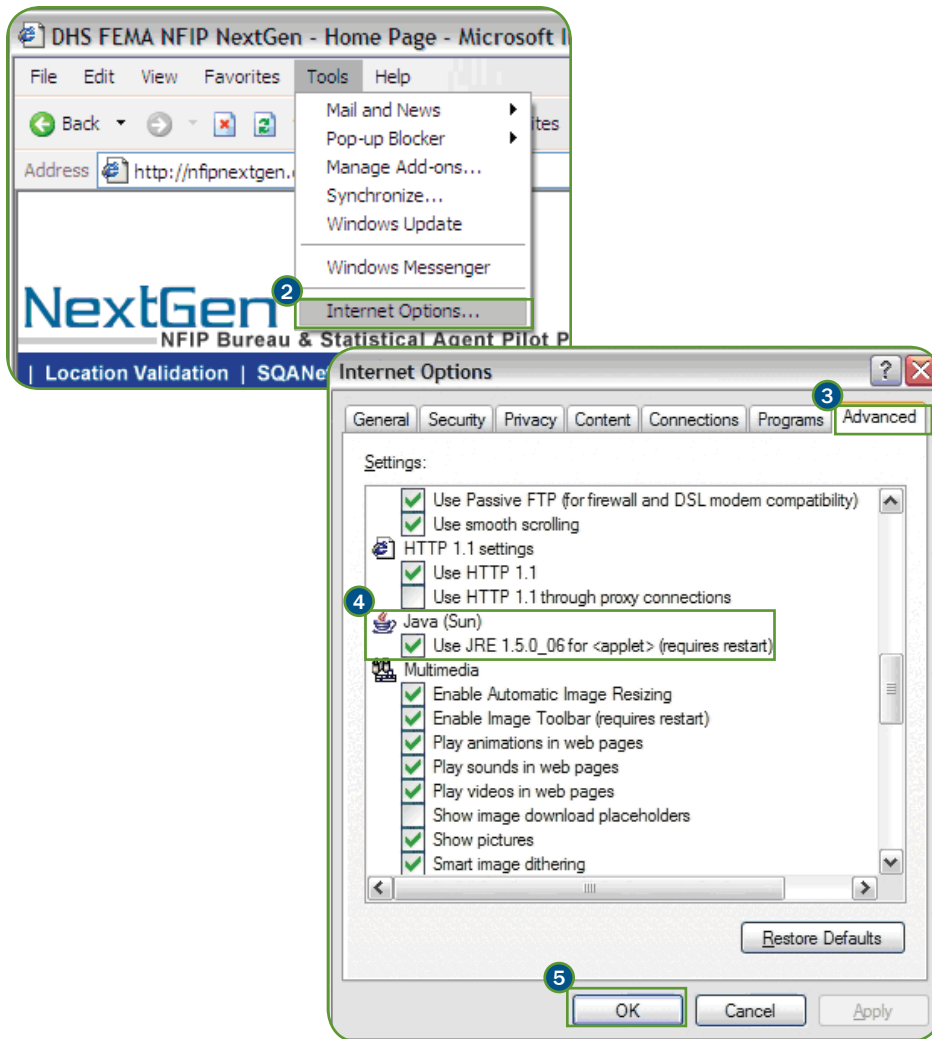
The following steps will provide users with the Internet Explorer version number for their computer.

- 1 Open Internet Explorer. Shortcuts for Internet Explorer are typically located in the Start Menu or on the Desktop.
- 2 Open the **Help** menu in Internet Explorer and select the **About Internet Explorer** option.
- 3 The **About Internet Explorer** window has a version field that displays the current version of the browser.

If your Internet Explorer version is not at 5.5 or above, it is recommended that you upgrade to a more current version. Internet Explorer is available for download from the Microsoft Website at <http://www.microsoft.com/downloads/results.aspx?productID=&freetext=IE&DisplayLang=en>.

ADJUSTER CONSOLE JAVA

The NFIP IT Services applications were designed for use with Java. If you receive errors related to Java, use the following steps to check your Java settings.



- 1 Open Internet Explorer. Shortcuts for Internet Explorer are typically located in the Start Menu or on the Desktop.
- 2 Open the **Tools** menu and select **Internet Options...** from the menu.
- 3 Select the **Advanced** tab in the **Internet Options** window.
- 4 Make sure that the option under **Java (Sun)** is checked.
- 5 Click **OK** to close the dialog.
- 6 Restart your computer.

ADJUSTER CONSOLE ADOBE READER & PDFS

Many of the NFIP IT Services informational materials are published in Adobe PDF format. Users must have Adobe Reader 5.0 or better installed on their computer in order to be able to view these files. The latest version of the Adobe Reader application can be downloaded for free at <http://www.adobe.com>.

Occasionally, users experience issues with Adobe PDFs in SQANet or other NFIP IT Services applications. The following quick steps can help troubleshoot issues with PDF reports. The estimated time is about 10 minutes. Please start by answering the questions, then following the recommended configurations in the “how to” in the table below.

No	SQANet-Adobe Reader PDF Action List	Answer 1	Answer 2	How To
1	Can you currently open up any Adobe PDFs outside of SQANet?	Yes, go to No. 2	No, Check to see if Adobe Reader is Installed.	
2	What version of Microsoft Internet Explorer (IE) are you using?	If 6.x or better, go to No. 3	IE 5.5 or worse - Upgrade IE	See A
3	What version of Adobe Reader are you using?	If 6.x or better, go to No. 4. (If you are using Adobe Professional 6.0 – please contact the NFIP IT Services)	Adobe Reader 5.x or worse–Upgrade Adobe Reader	See B
4	Check/Adjust your Adobe Reader Settings	I can view PDFs!	I still cannot view PDFs – go to No 5	See C
5	Uninstall Adobe Reader & Reinstall	I can view PDFs!	I still cannot view PDFs – Contact NFIP IT Services	

HOW TO

A. *What version of Microsoft Internet Explorer (IE) are you using?*

Open IE and click on “Help” in the top menu bar. Select “About Internet Explorer.” In the window that pops up, please report the “version” (e.g., 6.0.2800.1106IC).

B. *What version of Adobe Reader are you using?*

Open up Adobe Reader. Click “Help” in the top menu bar and select “About Adobe Reader.” In the window that pops up, please report the “version” (e.g., 6.0.3).

If you would like to look for updates click the top menu “Help” button. Select “Update,” see screenshot below. The software will update by itself.

C. *Check/Adjust your Adobe Reader Settings.*

C1: Close all Internet Explorer windows before going to step 2.

C2: Open up Acrobat Reader on your computer. If Adobe Reader does not open, there may be an issue with the Adobe Reader on your machine, or you may not have it installed. It is recommended that you uninstall and reinstall Adobe Reader, as a fresh install will reset your configuration to defaults, which may resolve your issue. If you do not have Adobe Reader installed, please do so at this time.

C3: In Acrobat Reader, click on the top menu “Edit” button and select “Preferences” from the list.

C4: Select “Internet” from the list of Categories.

C5: Under the “Web Browser Options” make sure the checkbox for “Display PDF in browser” is selected. If it is not checked, select it by clicking on the checkbox. (If the box is already selected, uncheck and check it again.)

ADJUSTER CONSOLE **ADOBE READER & PDFS (CONTINUED)**

HOW TO (CONTINUED)

C6: Click the “OK” button on the bottom. It may ask you if you would like to restart your machine. If so, please restart your machine.

C7: Leave the Adobe Reader open. If you re-started your computer, open Adobe Reader. Go to www.NFIPBureau.FEMA.Gov and log into SQANet. Run any SQANet report (non-AW501) in PDF format. To do this, select “Printing (PDF - Optimized for printing & saving your report)” on the launch page in the display section.

If the report shows up, continue to Step C8. If not, contact NFIP IT Services.

C8: Run the AW501 report. Try it using all the search methods, i.e. Lookup by RL Number, Lookup by Community ID (CID) and Lookup by Address.

If the report shows up in PDF format, continue to Step C9. If not, check to see if the report shows up in any of the other lookup options. If it doesn't, contact NFIP IT Services.

C9: Close the Acrobat Reader. Run another AW501 report.

If the report shows up, you should be set. If it does not, return to the #5 in the troubleshooting table.