



# NRS WEBSITE INSTRUCTIONS FOR INSPECTORS

## TABLE OF CONTENTS

<b>SECTION</b> .....	<b>PAGE</b>
I. INTRODUCTION .....	2
II. LOG INTO THE WEBSITE .....	2
III. ACCOUNT SUMMARY INFORMATION .....	2
IV. OPEN A BATCH AND PRINT NEW REQUESTS .....	3
V. CHECK IN A NEW BATCH .....	6
VI. REVIEW YOUR INVENTORY .....	6
VII. SUBMIT A PROGRESS REPORT .....	7
APPENDIX A: DESCRIPTION OF ICONS AND BUTTONS .....	9
APPENDIX B: QUICK REFERENCE – PRINT NEW REQUESTS .....	10

# NRS WEBSITE INSTRUCTIONS FOR INSPECTORS

## I. INTRODUCTION

This document describes how to use the NRS website to print and manage your inspection request inventory.

If you have questions related to any of this material, please contact NRS Technical Support at:

Telephone: 800-779-6663 Ext. 225  
E-mail: [nrstech@natrisk.com](mailto:nrstech@natrisk.com)

**Important!** – To use the NRS website, you must have Adobe Reader version 6 or greater installed. You can download and install the free Adobe Reader from <http://www.adobe.com/products/acrobat/readstep2.html>.

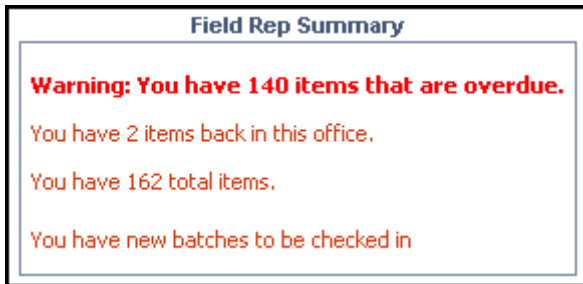
Pop-up blocker software interferes with the viewing and downloading of Adobe Reader files on the NRS website. If you have pop-up blocking software running, you must disable it for our web address: <http://www.natrisk.com>.

## II. LOG INTO THE WEBSITE

1. Go to <http://www.natrisk.com/login.aspx> .
2. Log in with the user name and password supplied to you by NRS. If you don't have a user name or password, please contact NRS Technical Support at 800-779-6663 Ext. 225, or via e-mail at [nrstech@natrisk.com](mailto:nrstech@natrisk.com).

## III. ACCOUNT SUMMARY INFORMATION

Active links on the Account Summary page summarize the status of your current inventory:



- |                                |  |
|--------------------------------|--|
| Overdue –                      | This link takes you to items that are considered late. Late items are open inspections that are not yet back in office or in route to NRS.                                 |
| Back in office –               | This link takes you to completed items that have been received by NRS.   |
| Total items –                  | This link takes you to all open items, regardless of status.   |
| In route to NRS –              | This link takes you to those completed items you have marked as being returned in the mail to NRS, but that NRS has not yet marked as having been received back in office. |
| New batches to be checked in – | This link takes you to open items, newly assigned to you by NRS.   |

**Important!** – If you do not see any active links on the Account Summary page, you do not currently have any active inventory. This is common if you are a newly hired inspector living in a rural area. It may take 3 to 10 days after receiving a login account for the system to assign you an active inventory.

For concerns regarding your inventory, you should contact your NRS Regional Territory Manager at 800-779-6663 Ext. 222.

## IV. OPEN A BATCH AND PRINT NEW REQUESTS

Inspections are assigned and delivered to the website in a batch, once daily. You should review the website each day to determine if new inspection requests have been assigned to you.

**Important!** – Always download and print a new batch before you check it in. The order in which you manage new batches is significant. Once you check in a new request, it is moved from “batch mode” to “inventory mode” and is no longer viewable in the batch from which it was checked in. This means that, if you do not print a new inspection while it is still in its batch, but check it in first, the new request will be moved out of the batch and into your full inventory. If you did not make note of the request’s details, you may not be able to find it among your inventory.

When one or more new batches have been assigned, you will see a link on the Account Summary page:

**Field Rep Summary**

**Warning: You have 140 items that are overdue.**

You have 2 items back in this office.

You have 162 total items.

**You have new batches to be checked in**

To open a batch:

1. Click on the “You have new batches to be checked in” link. You will be taken to the New Batches webpage:

**NATIONAL RISK SERVICES, INC**

Here is a list of batches that you have yet to confirm as received.  
Click on a date to confirm receipt of items assigned to you on that day.

**You Have New Batches**

11/3/2006 - (187)
10/27/2006 - (51)
10/26/2006 - (25)
10/20/2006 - (20)
10/13/2006 - (46)
9/29/2006 - (19)

2. Click on a date to review the inspection requests sent to you on that day. In this example, we will review the 20 new inspections assigned on 10/20/2006. (Only 7 of the 20 are shown below.):

**NRS** User: Jnt25 11/8/2006 10:37:36 AM

Log out About US Services Resources News/Weather Contact US

My Account Inventory Management

**NATIONAL RISK SERVICES, INC**

Check All

Select	Type	Tracking Number	Insured	City	State	Zip	Past Due	Age	Order	Map
<input type="checkbox"/>	I	<a href="#">06-286-000018</a>	MACKEY, CAROLE	RIVERDALE	GA	30274	5	26		
<input type="checkbox"/>	I	<a href="#">06-286-000019</a>	HART, EARLENE	HAMPTON	GA	30228	5	26		
<input type="checkbox"/>	I	<a href="#">06-286-000020</a>	BELL, CRAIG	MCDONOUGH	GA	30253	5	26		
<input type="checkbox"/>	I	<a href="#">06-286-000127</a>	JOSEPH W GOOCH	HAMPTON	GA	30228	5	25		
<input type="checkbox"/>	I	<a href="#">06-286-000151</a>	ONI, FEMI	RIVERDALE	GA	30274	5	25		
<input type="checkbox"/>	I	<a href="#">06-291-000054</a>	FLOYD, MARSHALL & SHIRLEY	RIVERDALE	GA	30296	1	21		
<input type="checkbox"/>	I	<a href="#">06-291-000081</a>	PELOT, LIAM	ATLANTA	GA	30317	1	21		

Cover Page Only (No Forms)  Download to Excel Download Whole Batch Download Selected Mark Received

- To review an inspection's details before checking it in, click on the tracking number link. In this example, we will review the first in the list, 06-286-000018:

The link provides details such as the survey address and the type(s) of inspection reports requested. For more information on the function of the buttons in the lower-right corner, see the Appendix at the end of this document.

- For now, we will click the **BACK** button to return to the list of new inspections.
- You will want to ensure that all new requests are within your desired work area. You can view a Google map of the survey address by clicking on the “Map” icon (highlighted in red, below):

Select	Type	Tracking Number	Insured	City	State	Zip	Past Due	Age	Order	Map
<input type="checkbox"/>	I	06-286-000018	MACKEY, CAROLE	RIVERDALE	GA	30274	5	26		
<input type="checkbox"/>	I	06-286-000019	HART, EARLENE	HAMPTON	GA	30228	5	26		
<input type="checkbox"/>	I	06-286-000020	BELL, CRAIG	MCDONOUGH	GA	30253	5	26		
<input type="checkbox"/>	I	06-286-000127	JOSEPH W GOOCH	HAMPTON	GA	30228	5	25		
<input type="checkbox"/>	I	06-286-000151	ONI, FEMI	RIVERDALE	GA	30274	5	25		
<input type="checkbox"/>	I	06-291-000054	FLOYD, MARSHALL & SHIRLEY	RIVERDALE	GA	30296	1	21		
<input type="checkbox"/>	I	06-291-000081	PELOT, LIAM	ATLANTA	GA	30317	1	21		

- You can print a request's cover page only or a request's cover page and its associated inspection forms anywhere you see the “Order Ticket” icon.

**Important! – To print only the request's cover page, be sure to enable the checkbox entitled “Cover Page Only (No Forms)” before continuing with any of the following options. Otherwise, the request's cover page and all associated inspection forms will load and print.**

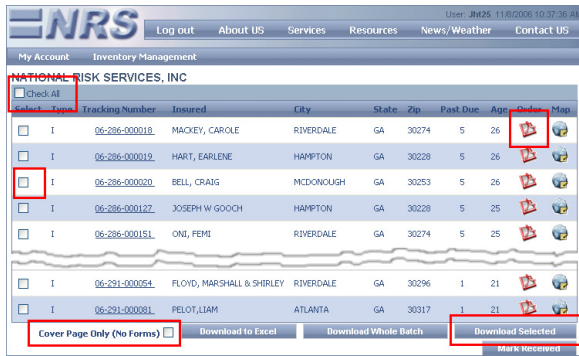
A. Select requests to download/print:

To select which requests to download and print:

- To print an individual request, click on its “Order Ticket” icon (highlighted in red, below).
- To print a group of requests, enable each request's “Select” checkbox (highlighted in red, below).
- To print an entire batch, enable the “Check All” checkbox (highlighted in red, below).

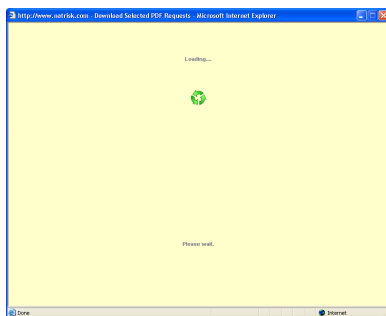
B. Download the selected requests:

To download your selection(s), click on the “Download Selected” button (highlighted in red, below)



Important! – You may also download the whole batch by clicking the “Download Whole Batch” button. If you choose to do so, please note that you must first enable the green “Check All” checkbox.

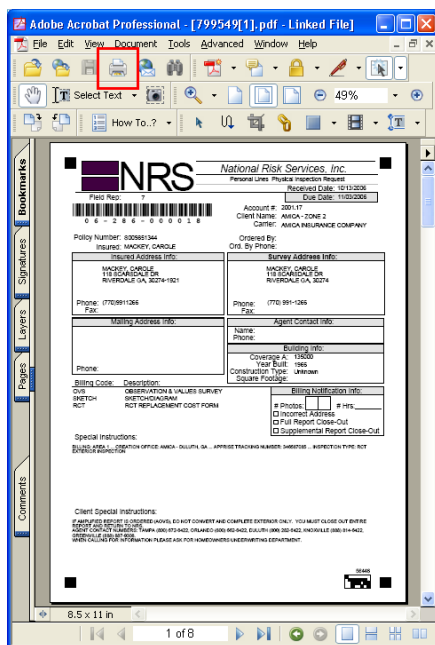
- C. Wait for the Adobe PDF window to open and for the document(s) to fully load. If you connect to the Internet using a dial-up 56K modem, this process may take anywhere from 3 to 20 minutes or more. During this time you will see the following window, which doesn't close until all pages for all selected requests are loaded.



The download is complete when the PDF contents appear in this window.

- D. Print the selected requests:

Once downloaded, print by clicking the printer icon in the Adobe PDF window (highlighted in red, below):



This will print all of the request cover pages (and associated forms if you did not enable the “Cover Page Only (No Forms)” checkbox.

7. When finished printing, close the Adobe PDF window to return to the batch window.

## V. CHECK IN A NEW BATCH

Once you have printed a request and its forms, move it from the batch queue into your inventory queue.

### A. Select requests to check in:

To select which requests to check in:

- (a) To check in an individual request, enable its "Select" checkbox (highlighted in red, below).
- (b) To check in a group of requests, enable each request's "Select" checkbox (highlighted in red, below).
- (c) To check in an entire batch, enable the "Check All" checkbox (highlighted in red, below).

### B. Check in the selected requests:

To check in your selection(s), click on the "Mark Received" button (highlighted in red, below).

The screenshot shows the NRS website's Inventory Management section. At the top, there are navigation links: Log out, About US, Services, Resources, News/Weather, and Contact US. Below this is a 'My Account' section with 'Inventory Management' selected. The main content area is titled 'NATIONAL RISK SERVICES, INC.' and features a 'Check All' checkbox (highlighted in red) and a table of requests. The table has columns for Select, Type, Tracking Number, Insured, City, State, Zip, Past Due, Age, Order, and Mail. Several rows are visible, with the 'Select' checkboxes for the first three rows highlighted in red. At the bottom of the table, there are buttons for 'Download to Excel', 'Download Whole Batch', and 'Download Selected' (highlighted in red), along with a 'Mark Received' button (highlighted in red).

## VI. REVIEW YOUR INVENTORY

1. On the website topbar, click on "Inventory Management", then "Search/View ALL".
2. You can enter specific criteria in order to find a specific inspection request. In this example, we will return all active requests by clicking on the "View All" checkbox, then on the "Submit" button:

The screenshot shows the NRS search interface. At the top, there is a yellow banner with an information icon and the text 'Filter current records by choosing specific criteria'. Below this, there are several search options: 'View All' (checkbox highlighted in red), 'Delinquent' (checkbox), 'Show items Mailed to Office' (checkbox), and 'Show items Back In Office' (checkbox). The 'Client' dropdown menu is open, showing options: AMICA - TAMPA, FL, ARROWHEAD GENERAL, BANKERS NATIONAL, and BANKERS NATIONAL PROJECTS. The 'Zip' dropdown menu is also open, showing options: 31759, 32401, 32404, and 32405. There are input fields for Tracking Number, City, Policy Number, and Insured Name. At the bottom, there are radio buttons for 'Inspections', 'Audits', and 'Both' (selected). The 'Submit' button is highlighted in red, and there is a 'Clear' button next to it. Below the search options, there is an 'OR' separator and another yellow banner with an information icon and the text 'Enter dynamic search criteria like any part of the Insured Name, Policy Number or Address.' Below this is a 'Dynamic Search' input field and 'Submit' and 'Clear' buttons.

3. The inventory view displays the following items:

Select	Type	Tracking #	Insured	Batch Date	City	Zip	Scheduled	Mailed	Closed/Out	PastDue	Age	Entry Status	Order	Prog.	MapIt
<input type="checkbox"/>	1	08-185-000407	KIM OLESKY	7/3/2008	TAMPA	33602		<input type="checkbox"/>		8	28				
<input type="checkbox"/>	1	08-185-000414	STUART McDONALD	7/3/2008	PINELLAS PARK	33781		<input type="checkbox"/>		8	28				
<input type="checkbox"/>	1	08-184-000086	GREGORY JANECK	7/2/2008	ODESSA	33556		<input type="checkbox"/>		4	29				
<input type="checkbox"/>	1	08-185-001981	RUSSEL HERSHMAN	7/3/2008	TAMPA	33629		<input type="checkbox"/>		3	28				
<input type="checkbox"/>	1	08-185-001147	STEPHEN KENNEDY	7/3/2008	TAMPA	33602		<input type="checkbox"/>		3	28				
<input type="checkbox"/>	1	08-185-001334	JOHN NORRIS	7/3/2008	SEMINOLE	33777		<input type="checkbox"/>		3	28				
<input type="checkbox"/>	1	08-191-000346	SANTIAGO LOURDES	7/10/2008	WESLEY CHAPEL	33543		<input type="checkbox"/>		-3	22				
<input type="checkbox"/>	1	08-198-000417	ELIZABETH STEPHENS	7/17/2008	TAMPA	33624		<input type="checkbox"/>		-5	15				
<input type="checkbox"/>	1	08-198-000461	WOLFGANG DELKERS	7/21/2008	TARPON SPRINGS	34688		<input type="checkbox"/>		-5	15				
<input type="checkbox"/>	1	08-198-000435	ROBERT MURRAY	7/21/2008	PINELLAS PARK	33782		<input type="checkbox"/>		-5	15				

- By default, 15 items are displayed per page. To display a different count, make a selection in the upper-right. Notice that the search may return multiple pages of data. To navigate through multiple pages, click on the page numbers either in the upper right or lower right of the window.
- You can view the details of any item by clicking on it.
- Check the “Mailed” checkbox when you return the completed inspection to NRS in the mail (or when you complete the inspection in FOCUS). **You must click on the “Submit” button for the selection to be saved.** This informs your RTM of the inspection’s anticipated back-in-office date.
- “Past Due” displays the number of days the inspection is late since it has been assigned to you.
- “Age” displays the number of days since the inspection was ordered by the carrier. This number may vary significantly from the “Days Past Due” number if the inspection was reassigned from another inspector to you.
- Icons. See the Appendix for an explanation of the icons.

## VII. SUBMIT A PROGRESS REPORT

The progress report allows to you communicate directly with NRS or leave a note for the client to view. You can also enter the schedule date on which you plan to complete the inspection. You can enter multiple progress reports on a single inspection; each report is dated and appended to the previous report(s).

To access the progress report dialog:

- Click on an inspection’s corresponding “Progress Report” icon (  ) in the inventory view. The progress report dialog displays:

TrackingNumber: 08-212-000127      Policy: FSA172647  
 Insured: STEVEN REILLY

New Progress Report:

UNABLE TO COMPLETE INSPECTION       Display to Client      Date: 7/31/2008  
 Internal Note

COMMENTS: (including dates and times of phone calls, and names of whom you spoke to)

Scheduled Date:  
 Next Attempt Date:  
 July 2008  
 Sun Mon Tue Wed Thu Fri Sat  
 29 30 1 2 3 4 5  
 6 7 8 9 10 11 12  
 13 14 15 16 17 18 19  
 20 21 22 23 24 25 26  
 27 28 29 30 31 1 2  
 3 4 5 6 7 8 9

Print    Save New    Close

Progress Reports:

To schedule the inspection:

1. Left-click on the inspection date in the calendar. Use the calendar's left and right arrows to scroll through months. You must click "Save New" to save the date.

To mark the inspection as a closeout:

1. Check the "Unable to complete inspection" checkbox. Details regarding the closeout must be entered into the comments field. You must click "Save New" to save the closeout status.

Note that for all options you may select "Display to Client" to have the comments display to the carrier, or "Internal Note" to display the comments only to NRS in-house staff.

Previous reports will queue in the lower section of the dialog. You can open a prior report by double-clicking it.

**Important – Remember that updates to the progress report are not saved unless the "Save New" button or "Save" button is clicked.**



## APPENDIX A: DESCRIPTION OF ICONS AND BUTTONS



### **Request Assistance**

Composes an e-mail message addressed to your RTM and linked to the selected inspection request. Use this action to request assistance from your RTM regarding the inspection.



### **Back**

Returns you to the previous webpage.



### **Order Ticket**

Downloads the selected inspection request and its forms into Adobe Reader. Use this action to download and print new requests.



### **Enter Progress Report**

Composes a new progress report, linked to the selected inspection. Use this action to attach notes of your progress on inspections that are overdue. Your RTM may also request that you submit a progress report on an inspection to be communicated back to the carrier.



### **Search**

Opens the inventory search webpage.



### **Submit**

Saves changes made to the current webpage. You must use the submit button when entering anticipated completion dates and when checking the "Mailed" checkbox.



### **View Date History**

Displays significant dates associated with the inspection request: date ordered, date assigned, date completed, date billed, etc.

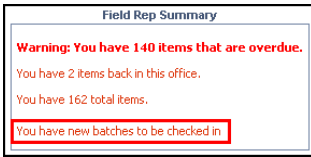


### **View Map Location**

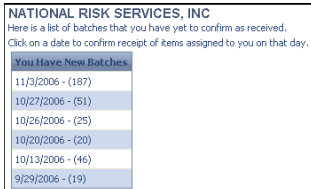
Opens a MapQuest map of the property address associated with the inspection.

## APPENDIX B: QUICK REFERENCE – PRINT NEW REQUESTS

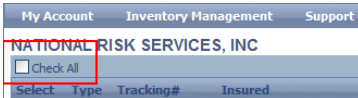
1. Log into the NRS website at <http://www.natrisk.com/login.aspx>.
2. Click on “You have new batches to be checked in”:



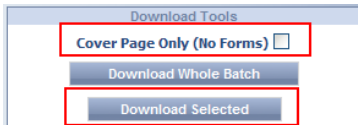
3. Select a batch to print and check in:



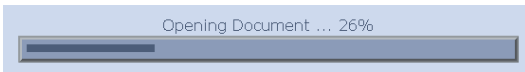
4. At the top of the page, check the “Check All” checkbox:



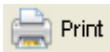
5. To print only the cover pages, at the bottom of the page check the “Cover Page Only (No Forms)” checkbox. Otherwise, to print cover pages and forms, do NOT check the checkbox. Click on the “Download Selected” button to create the Adobe Reader PDF files to print:



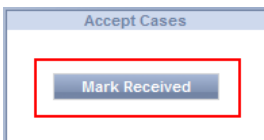
6. The PDF loader window will appear while the PDF images are being built:



7. The PDF pages will open in Adobe Reader. Click the print button to print:



8. When all pages have printed, close the Adobe Reader window.
9. Close the PDF loader window.
10. Check in the printed items by clicking on the “Mark Received” button at the bottom of the page:



11. Repeat steps 3 through 10 for each batch you want to print and check in.