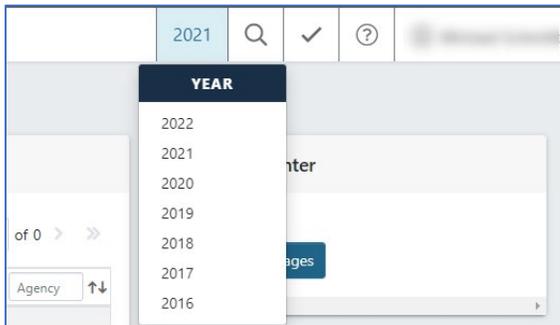




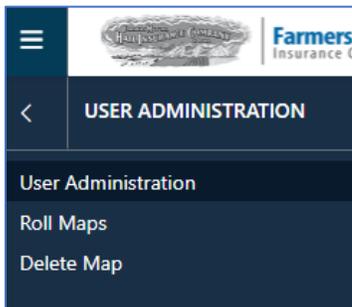
## 2021 FMHA User Verification Instructions

The **General Agency Administrator** is responsible for completing FMHA User Verification. Use the below action steps to verify all existing FMHA users associated with your agency, remove inactive users, and acknowledge verification has taken place.

1. Log into FMHA and verify you are in **Reinsurance Year 2021** (top right corner). **You must be on the FMHA Home Page/Dashboard to change your Reinsurance Year.**



2. Navigate to the User Administration screen via the User Administration option on the left side of the page.



3. Remove inactive users by selecting the trashcan icon under the Actions column. **If you do not see any users listed, please skip to step 8.**





- A pop-up message will have you confirm each agency code from which you want to remove the user.

The screenshot shows a 'Remove User Access' dialog box. At the top, there is a search bar and three buttons: 'Collapse All', 'Expand All', and 'Clear Filter'. Below these are four rows of items, each with an unchecked checkbox and a minus sign icon to its left. The items are: 'DARINMCDOWELL - JOHNSON, MARK D', 'ALEX JOHNSON INSURANCE AGENCY - 15370 Employee', 'MARK JOHNSON - 15254 Administrator, Agency Contact, Agent', and 'STEVE JOHNSON - 15255 Employee'. At the bottom of the dialog are 'Cancel' and 'OK' buttons.

- Select either the top option (which removes their access for all codes), or the specific agency for which you want their user rights removed, then click OK.

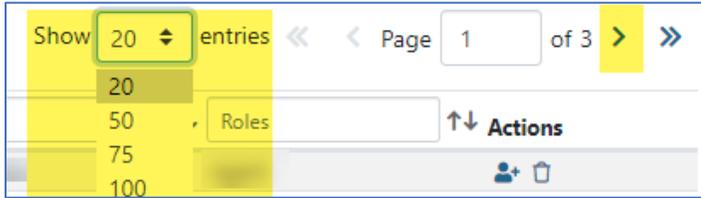
This screenshot shows the same 'Remove User Access' dialog box, but now all four items are selected. Each row has a checked checkbox and a plus sign icon to its left. The items are: 'DARINMCDOWELL - JOHNSON, MARK D', 'ALEX JOHNSON INSURANCE AGENCY - 15370 Employee', 'MARK JOHNSON - 15254 Administrator, Agency Contact, Agent', and 'STEVE JOHNSON - 15255 Employee'. The 'Cancel' and 'OK' buttons remain at the bottom.

- You will receive a message that access was removed. A termination request will be sent to the FMH Agency Department if the user is an agent. **Please note, the users may still show up under User Administration until their Termination is processed by the FMH Agency Department.**

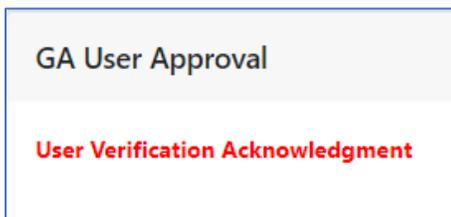
Agent access has been removed. Termination request has been submitted.



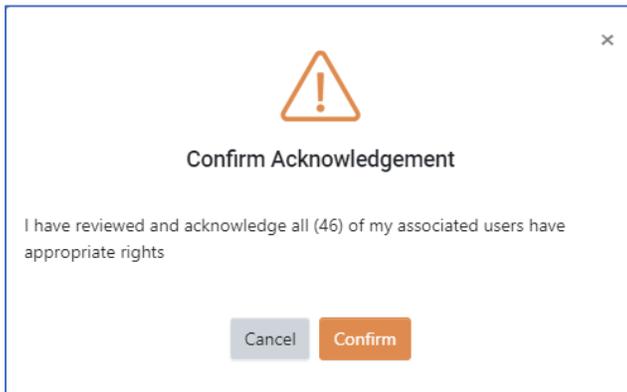
- If you have more than 20 users associated with your agency, please click the drop down that states “show 20 entries” and increase the number or click the Next arrow.



- Once you have removed all applicable users, select the “User Verification Acknowledgement” link.



- You will receive a confirmation pop-up. Select Confirm to acknowledge.



- After clicking Confirm, you will see a success message at the top of the page in blue.



- To verify you have completed the User Verification Acknowledgement, you can check under GA User Approval and should see the message below.

