

App Loader

User Guide



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Important Note

Pages 1 – 4 illustrate how to create an account on the Agent Service Portal. If you have already created your account, you may skip to step 5 on page 4.

Step 1: Go to <http://agentapps.royalneighbors.org>

Step 2: Click Begin Registration

Create Agent App Account

- 1 Create Account
- 2 Validate Agent Status
- 3 Customize Agent Profile

You will be guided through a series of three steps to create, validate, and customize your Royal Neighbors Agent App account. To get started, click the "Begin Registration" button below.

IMPORTANT NOTE: If you are redirected to a special site using Microsoft security technology, you will be redirected to a special site using Microsoft security technology. After the secure account creation process, you will be redirected to this Service Portal for the final steps.

Cancel **Begin Registration**

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Step 3: Validate Agent Status

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Create Agent App Account

- 1 Create Account
- 2 Validate Agent Status
- 3 Customize Agent Profile

Please provide the following details to confirm your contracted agent record with Royal Neighbors of America. Your agent record status must be validated and in an active status in order to proceed past this step of creating your account.

Agent ID ⓘ BL08

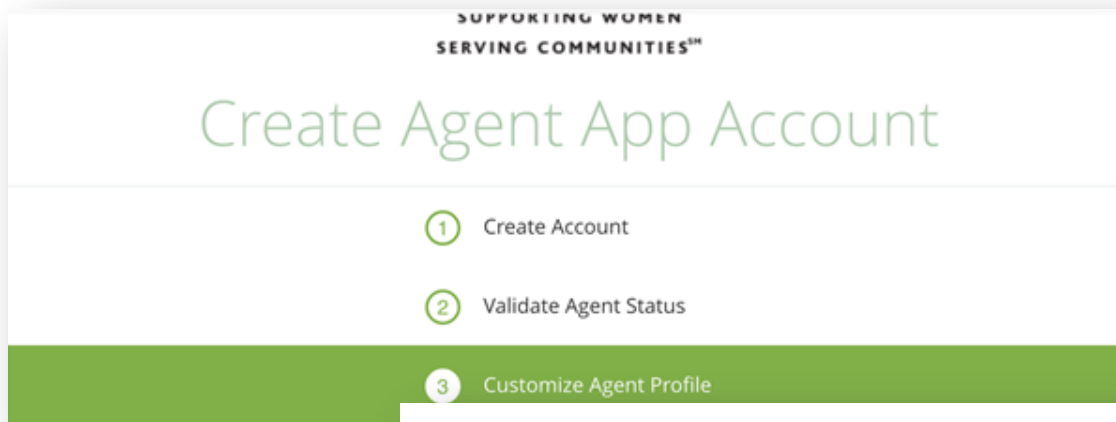
Last Four SSN ⓘ 0381

Contracted Email Address ⓘ joneshl@royalneighbors.org

Cancel **Validate Agent Status**

You will need to validate your identification by entering your Agent ID, last four digits of SSN, and your contracted email address.

Step 4: Customize Agent Profile



Your account registration is almost complete. Please provide a few more details so that we can customize your experience with the Royal Neighbors Agent apps.

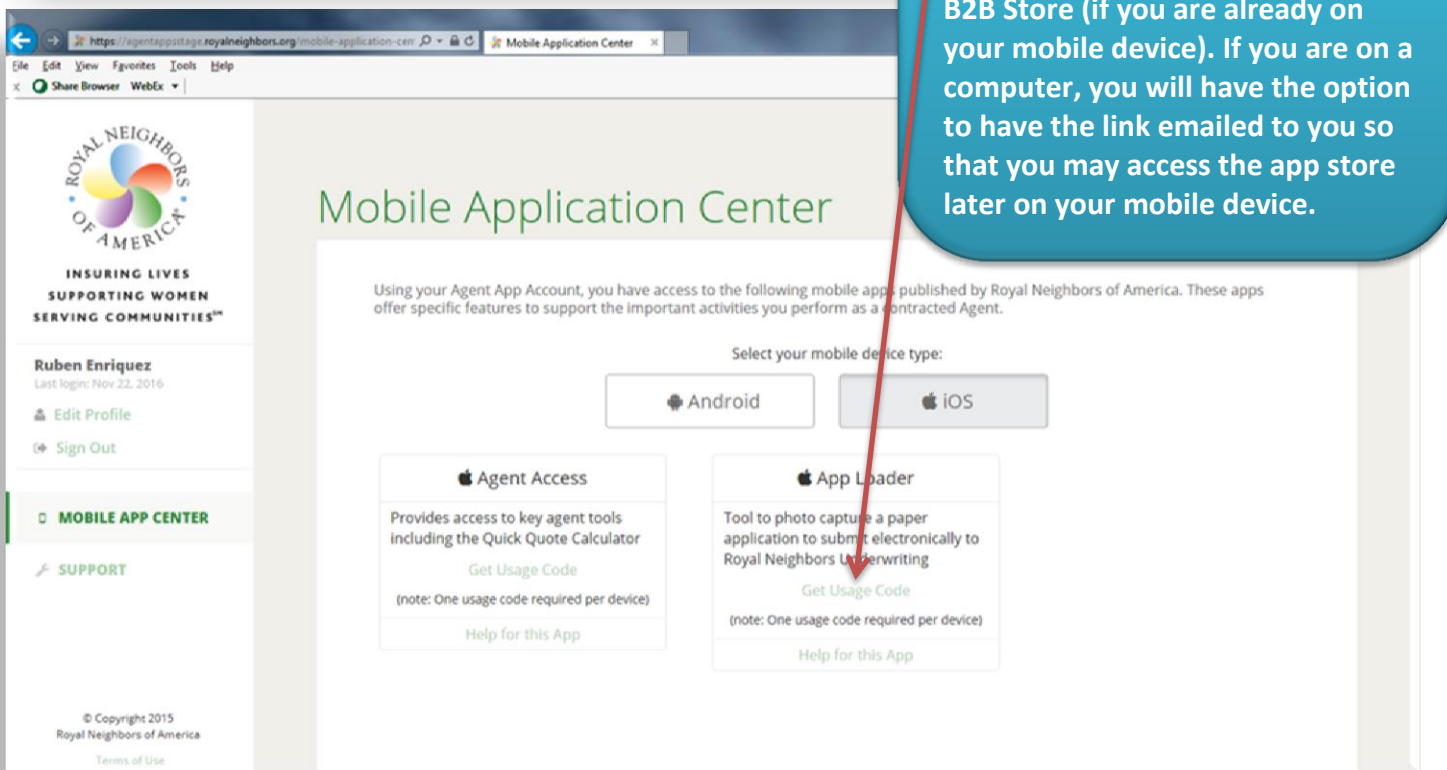
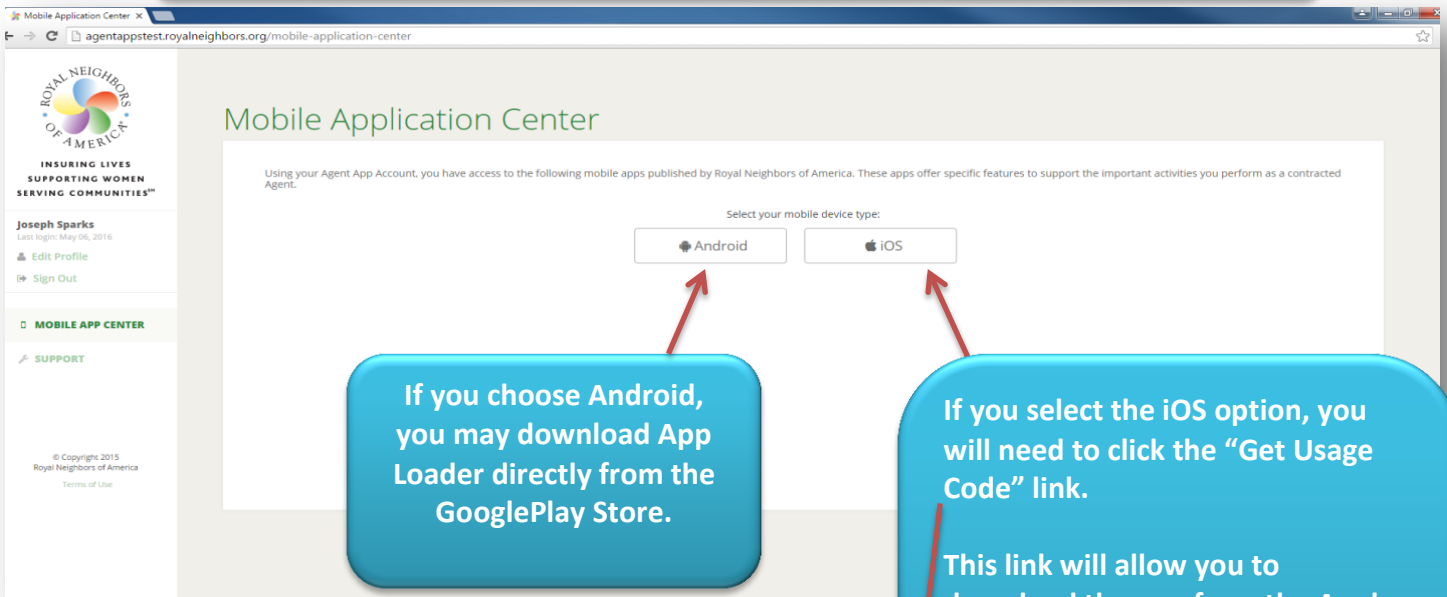
Display First Name	<input type="text" value="Barry"/>
Display Last Name	<input type="text" value="LyonsSr"/>
Mobile Access PIN ⓘ	<input type="text" value="1234"/>
Email Settings	<input checked="" type="radio"/> Use my Account Username for notifications. <input type="radio"/> Use my Preferred Email for notifications.
Company/Agency Name	<input type="text" value="RNA Test"/>

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Customize your Agent Profile by entering your first and last name, your mobile access PIN, email settings and the name of your agency.

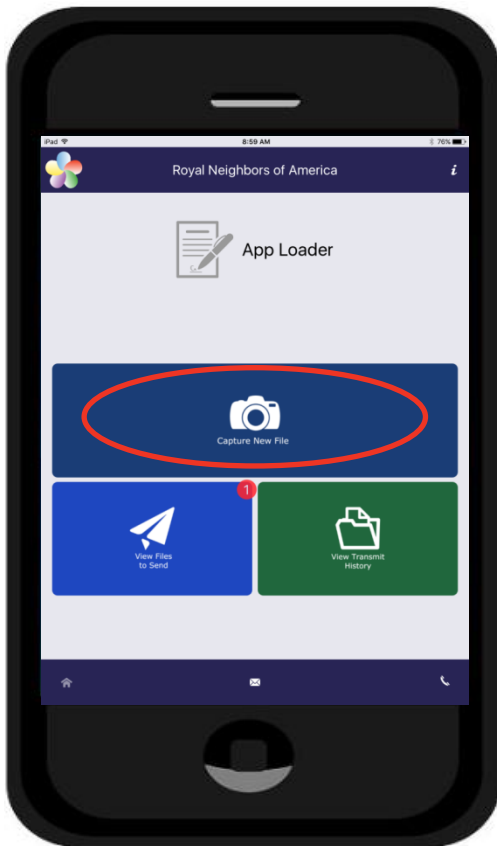
Step 5: Mobile Application Center

Once you go through the three step validation process, you will go to the “Mobile App Center.” Simply choose if your mobile device is an Android or an iOS.



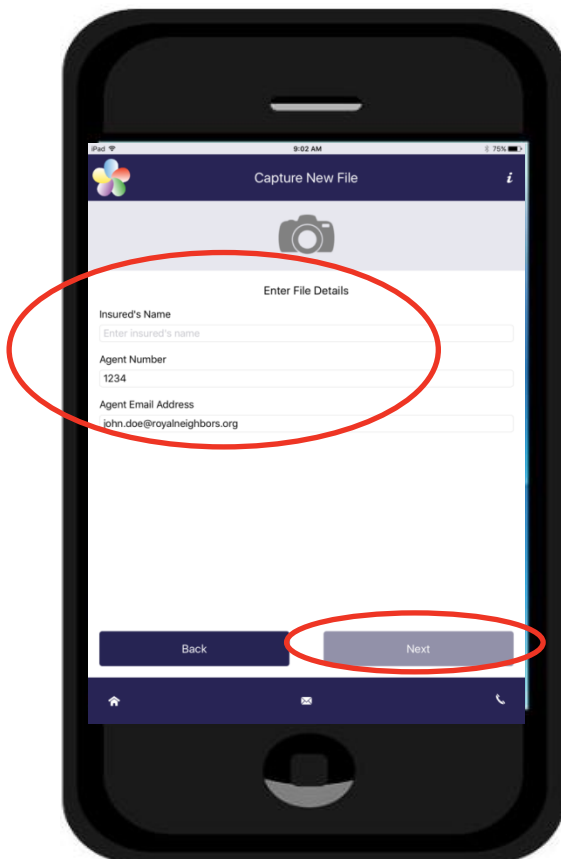
The following pages illustrate how to use App Loader

Step 1: Capture New File



Take a photo of your client's application, check, or ID.

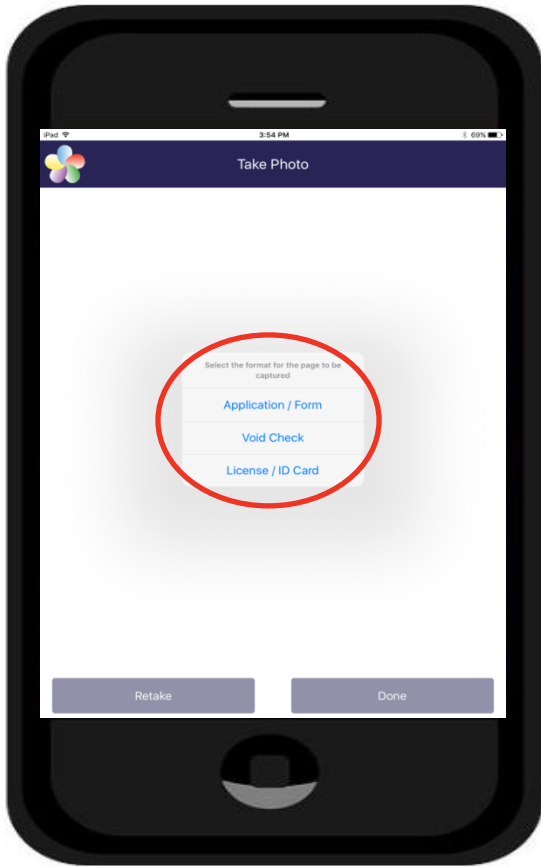
Step 2: Enter File Details



Fill out the insured's name, your agent number, and your email address that Royal Neighbors has on file.

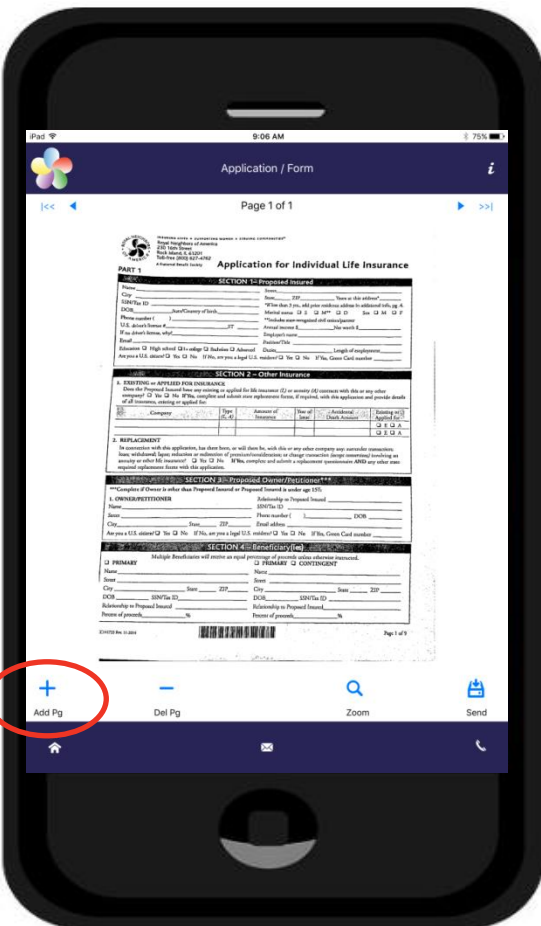
Click Next to select a file type.

Step 3: Select the Format for the Page to be captured



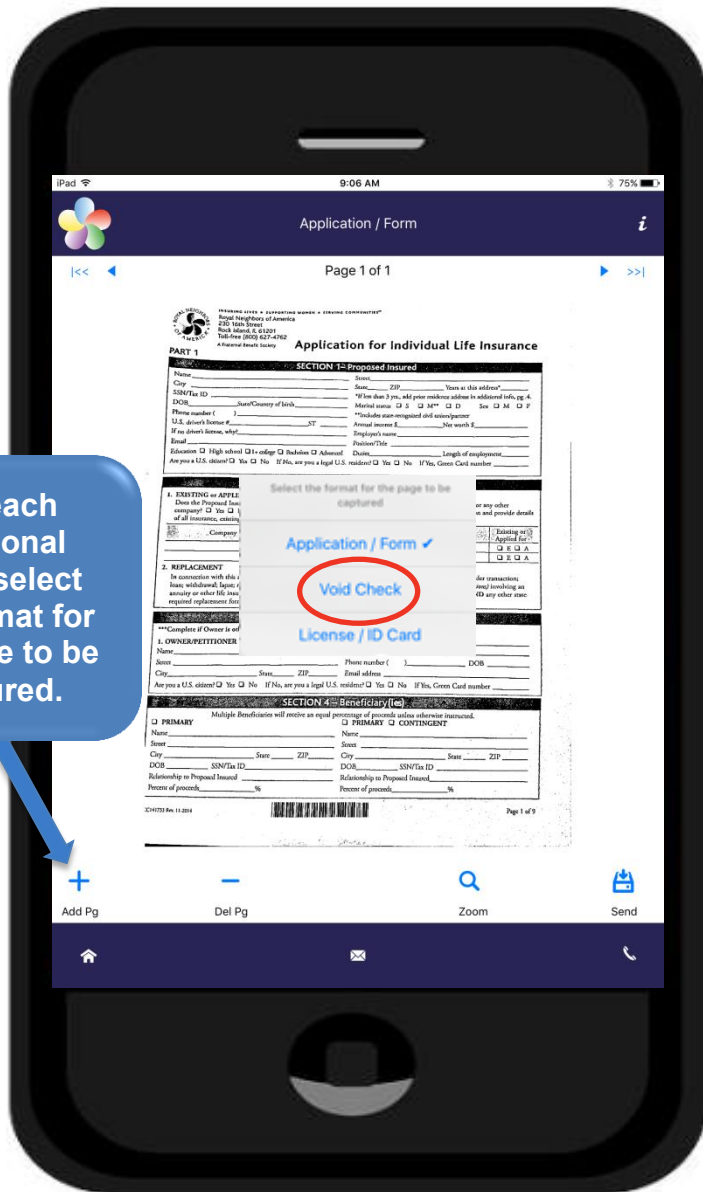
Select whether you want to take a photo of your client's application, voided check, or license/ID

Step 4: Capture Application Forms



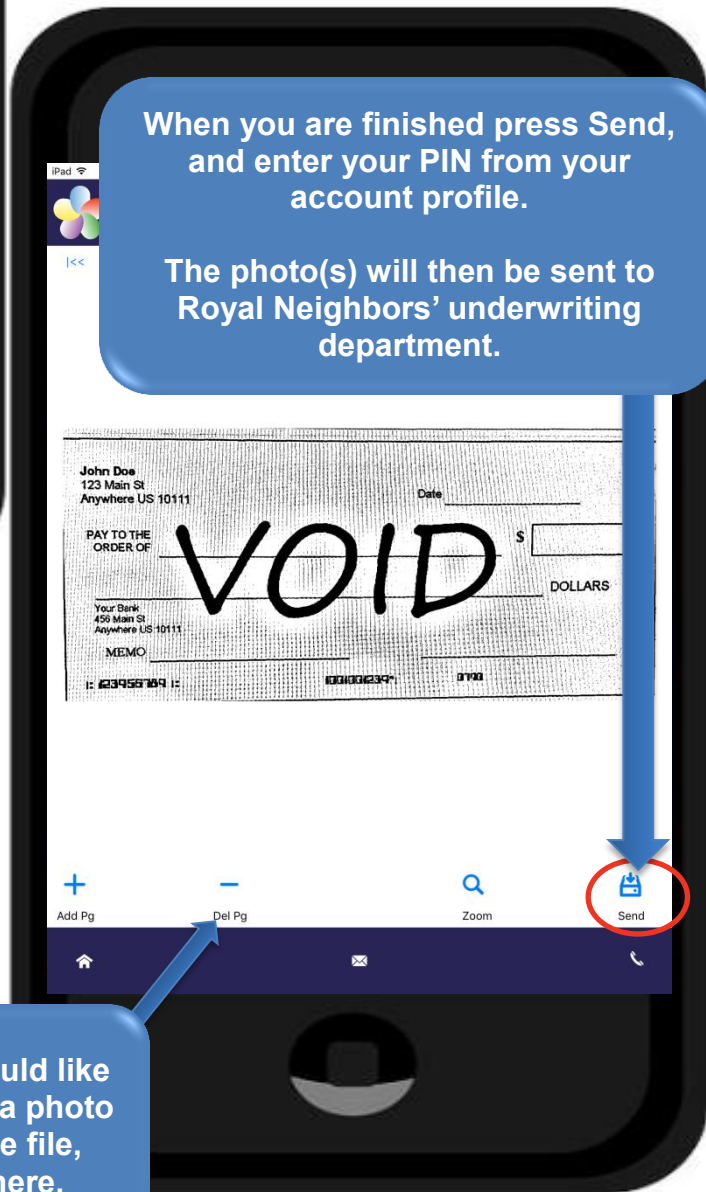
- 1 Take your photo
- 2 Adjust/crop the image to select only the document you wish to send (avoid background image)
- 3 If needed, Add additional files/pictures

Step 5: Adding Additional Pages



For each additional page, select the format for the page to be captured.

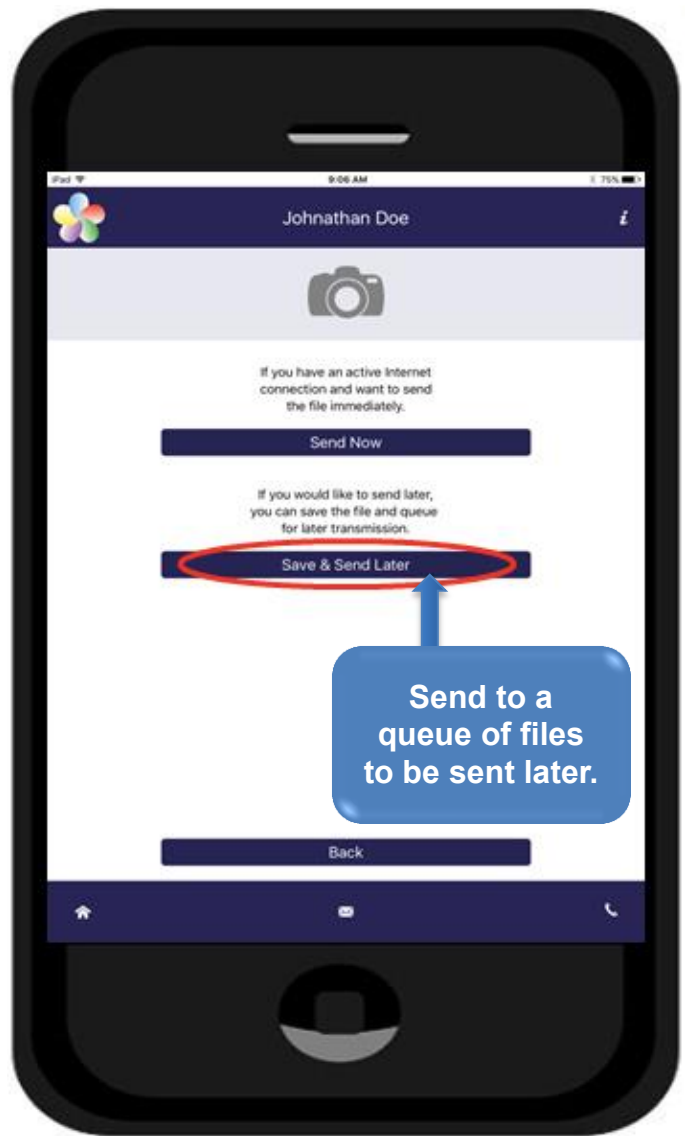
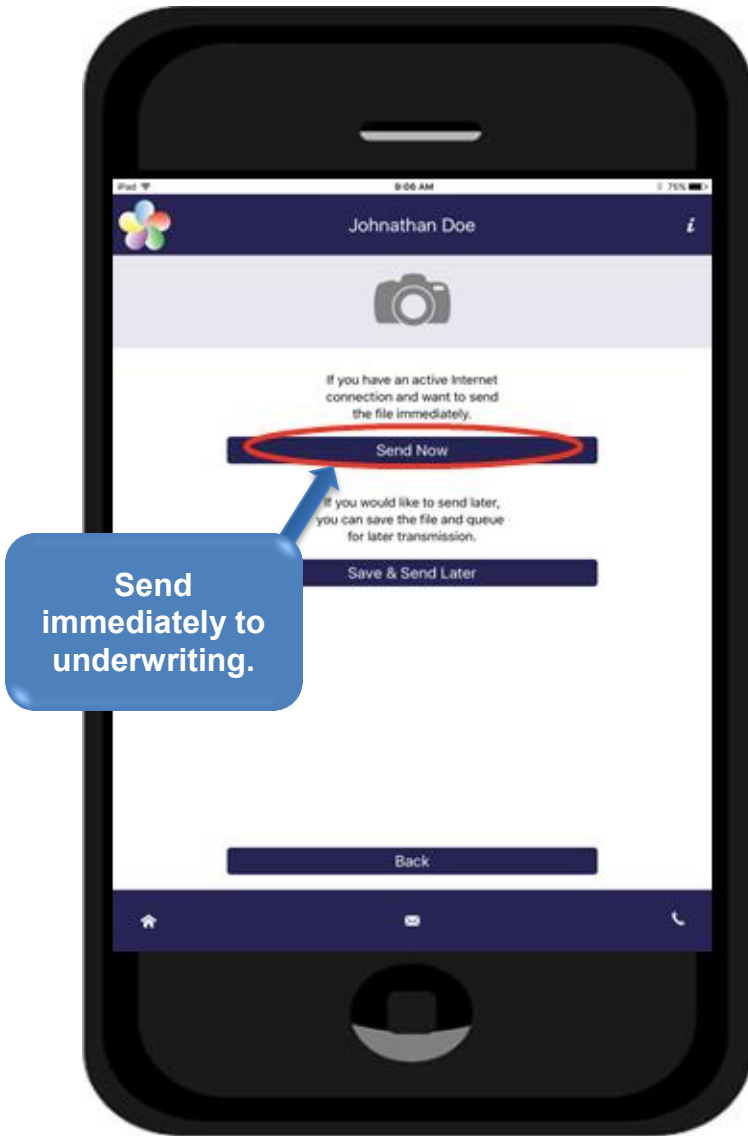
Step 6: Send New File



When you are finished press Send, and enter your PIN from your account profile. The photo(s) will then be sent to Royal Neighbors' underwriting department.

If you would like to delete a photo from the file, click here.

Step 6: Send New File (Continued)



Optional Step: View Files to Send

If you chose the Save and Send Later Option (Step 6), you may click on the View Files to Send button and then choose which files you want to send.



Additional App Loader questions?
We're here to help!

CONTACT SALES
SUPPORT

(800) 770-4561
Option 1, Option 5

**AVAILABLE, MONDAY – FRIDAY;
8 A.M. – 5 P.M. CENTRAL TIME**