



New Primex³ Website

Frequently Asked Questions

1. Why is the website changing? Is the address the same?

A lot has changed in the last decade since we launched the current website. To update the technology and allow us to offer new, exciting, and more secure features and functionality, the current website needed to be replaced.

Yes, the address www.nhprimex.org is the same address and is not changing.

2. Where did the “I want to...” drop-down menu go?

The “I want to...” drop-down menu is no longer available. Instead of coming to the homepage and using a drop-down menu to find what you need, all you need to do is click the **Log In** button and all the areas you have access to will be in your personal dashboard, including P³ access, education & training, claims filing, and other resources. To access your dashboard, click: **Log In**.

3. What is the biggest change in the new website?

You will be required to **log in** to access most of the resources you need on the website with a **SINGLE login**. This will include access to P³, filing claims, registering for training, accessing online training, or finding other resources. Many of the individual functions you have been using in our current website required multiple logins and passwords. This change allows you to access everything with a single login and password.

In the new website, you will have your own personal dashboard that will provide you with what you need on the website. To access your dashboard, click: **Log In**.

4. How do I get started on the new website?

IMPORTANT!!! We have created a Quick Start Guide to help you prepare to **log in** the first time. Please review these instructions to **log in** the first time and follow the instructions listed.

You can download a PDF of the Quick Start Guide [here](#).

5. Who do I contact if I have questions?

Another great question. Your first instinct may be to call the Primex³ team member you are the most familiar with. While that approach is okay, there is a better and faster way.

Send an email to website@nhprimex.org and we have a team ready to answer your questions and connect with you to help.



6. Why do I need to change my username and password?

We heard your frustration about having three separate **logins** (P³, Education & Training, and Filing Claims). We are solving this problem by consolidating multiple logins and passwords while also increasing the website's security. You will be required to use your email address, and reset/update your password in a more secure manner.

If your username is not currently your email address, you will be prompted to change your username to your email address and reset your password. No matter what, you will be prompted to reset your password.

7. How do I log in if I forgot my password?

Click on the Log In button and click on the link that says 'forgot password' and follow the directions.

8. I don't have a work email address. How do I register for a training program?

You can use your personal email address, but we prefer a member (School, Town, City, County, or Special District) email address.

9. I have an email address, but the email address is generic, such as superintendent@school.nh.us or administration@townnh.gov. What should I do with this username?

A generic email address will work to access P³ and/or to file claims. However, any training you attend will be associated with that generic email address and if you leave that position, we will have to separate your training transcript from any subsequent training that someone else attends while using that same generic email address.

The next person who uses that generic email address will need to reset the password and change her/his name and details in the dashboard.

If possible, we would suggest all users create an individual email address such as first.last@something.gov or through Gmail, Yahoo, or other email service.

10. What do these symbols mean?

These symbols correspond to our three types of coverage: Property & Liability, Workers' Compensation and Unemployment Compensation. These symbols will help you identify what type of claim you are filing for a particular incident, and will also help you identify training programs that are relevant to these lines of coverage. Training programs may have more than one symbol for topics that relate to overlapping coverage issues.



Property & Liability



Workers' Compensation



Unemployment Compensation



11. How do I register for a training program or take an online course?

You can browse upcoming trainings on the main website www.nhprimex.org. Once you log in the first time and follow the process, one of the modules in your dashboard will be “Training Management” where you can browse and register for upcoming training programs, webinars, or take online courses.

12. I’m logged in, but I can’t access my prior training transcript or see my completed training?

Trainings completed after March 2018 are available by clicking on Training Management when logged into your Primex account. We have your prior training information saved, backed up, and ready to populate when requested. If you need a prior transcript or a training certificate, please email educationtraining@nhprimex.org.

13. How can I register several people for the same training?

Fabulous question, it feels like you can read our minds! You cannot register several people for the same training at this time. [**Spoiler Alert:** We are working on a simple and efficient way for members to manage users and register their employees for training. Watch for more information in the next few months.]

14. How do I request a P3 account?

Please contact your Member Services Consultant to request a P³ account.

15. How do I...

- **File a Claim?** – Review the Quick Start Guide we prepared and follow the instructions to log in the first time. If you currently file claims, you will see that module in your dashboard once you are logged in.
- **Access P³?** – Review the Quick Start Guide we prepared and follow the steps to log in the first time. If you currently access P³, you will see that module in your dashboard once you follow the steps.
- **Request Certificates of Coverage?** – Review the Quick Start Guide to log in the first time. If you currently access P³, you will see that module in your dashboard and the certificate of coverage requests are under the Property & Liability tab. If you do not have access to P³ and want to request certificates of coverage, please call Amy at 1-800-698-2364 x136.
- **Request coverage through Tenant User Liability Program (TULIP)?** – The information and link to this program will be in the “Resources” module in your dashboard if you have access to P³.

You can also access the link for TULIP coverage directly or send to those using your facility:

<https://tulip.onebeaconentertainment.com/e/tulip/apply.aspx>



Enter your venue ID Code, or type the word “Primex” in the search and then use the drop-down list by clicking the arrow to select your entity’s name.

By selecting your organization this way, it pre-fills your member address, and then you can enter information regarding the facility’s specific event.

If you have any questions with this process, please call Amy at 1-800-698-2364 x136.

16. Where did the Job Openings go?

Good catch. Job Openings will be appearing again in March/April of 2018 after a much-needed update and enhancement. Be on the lookout for the enhanced version soon.