

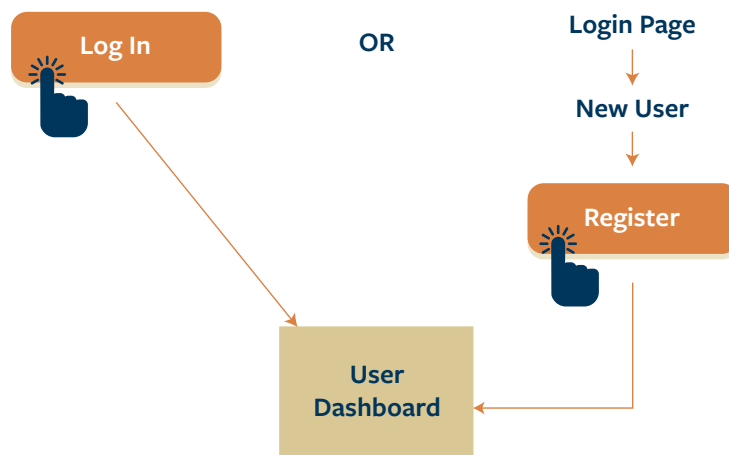


# Primex<sup>3</sup> Website

## Frequently Asked Questions

### 1. How do I get started on the website?

IMPORTANT!!! Log in to the website, either as an existing user or a new user. If you are unsure, start by creating a new account, as a new user, and the website will tell you if your username already exists. If you are an existing user but forgot your password, click on the “Forgot Password” link and a reset link will be sent to you.



### 2. Who do I contact if I have questions?

Another great question. Your first instinct may be to call the Primex<sup>3</sup> 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](mailto:website@nhprimex.org) and we have a team ready to answer your questions and connect with you to help.

### 3. 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.

### 4. 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.



### **5. 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 P<sup>3</sup> 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.

### **6. 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

### **7. 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](http://www.nhprimex.org). Once you log in the first time and follow the process, one of the modules in your dashboard will be "Explore Training" where you can browse and register for upcoming training programs, webinars, or take online courses.

### **8. 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 My Training 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](mailto:educationtraining@nhprimex.org).

### **9. How do I request a P3 account?**

Please contact your Member Services Consultant to request a P<sup>3</sup> account.



## 10. How do I...

- **File a Claim?** – If you currently file claims, you will see that module in your dashboard once you are logged in. If you don't see the File a Claim module, you can request access. Directions are located on your dashboard under 'Activate the File a Claim' module.
- **Access P<sup>3</sup>?** – If you currently access P<sup>3</sup>, you will see that module in your dashboard once you follow the steps.
- **Request Certificates of Coverage?** – If you currently access P<sup>3</sup>, 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 P<sup>3</sup> 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 P<sup>3</sup>.

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.