

Renewal Risk Information Frequently Asked Questions

Renewal Risk Information 2024-2025

About the Delegate Function

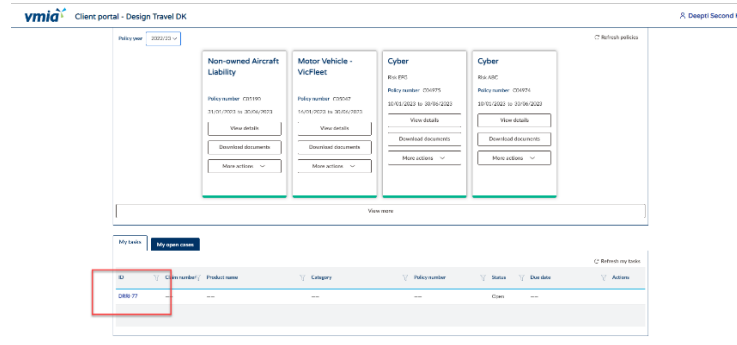
Questions	Answers
<p>1. What is the 'delegate' option in the renewal assessment?</p>	<p>The delegate function in the portal allows you to delegate question/s to a contact, internal or external to your organisation, who may or may not have full portal access.</p>
<p>2. Can I delegate questions to another contact in my organisation?</p>	<p>Yes. When in the question set, click on 'Delegate' and begin typing the delegate contact name. Select their name when it appears, and this will allow the contact to log in to the VMIA client portal and complete the question(s).</p> <p>If the contact's name does not appear, they will need to be added or updated as an authorised contact in the VMIA client portal.</p> <p>Please contact your organisation's client portal administrator or your VMIA Risk Adviser to have the contact's profile set up or updated.</p>
<p>3. What does 'Delegate Restricted Access' mean and when should I use it?</p>	<p>'Delegate Restricted Access' is a type of client portal access that allows a client to log in to the VMIA portal, but only to view and complete the renewal risk assessment questions that were delegated to them.</p> <p>Restricted portal access should be used if a delegate contact should not have any access to your organisation's client portal. If an existing contact already has client portal access, you don't need to update their profile to 'Delegate Restricted Access', unless explicitly required.</p> <p>Note: 'Delegate Restricted Access' is an 'Account type' in the contact's profile.</p>

- 4. If I am a delegated contact, what should I expect?

You will receive an email advising that you have been assigned renewal risk insurance questions to answer. Log in to the VMIA portal.

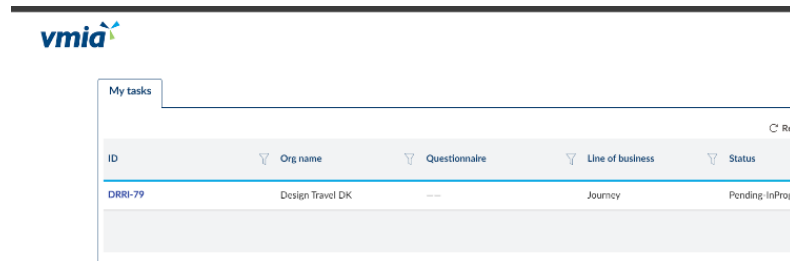
For delegated contacts with portal access:

The questions that have been delegated to you will be displayed under 'My tasks'.



For delegated contacts with Account type 'Delegated Restricted Access':

The questions that have been delegated to you will be the only item you will see under 'My tasks'.



You can work through the questions and once you submit the answers, the organisation will be able to access and view them.

- 5. How should I manage delegated contacts in the VMIA portal post renewal?

Once you have submitted your Renewal Risk Information, you can choose to leave the delegated contacts as authorised contacts in the client portal to answer questions at a future Renewal Risk Information process, or you can choose to remove them.

If you want to remove an authorised contact, you must make them inactive. Your client portal administrator or VMIA Risk Adviser will be able to do this.

6. Can I enter responses to questions at the same time as a delegated contact?

No. If multiple people are entering answers at the same time, the delegate's responses will not be saved. We recommend ensuring only one contact is completing a question at a time.

7. Can I review the responses entered by a delegate?

Yes. Once the delegate contact has successfully responded and submitted a question(s), you can review the response in the portal. Please note, answers may take a few minutes to save and populate before you can review.

8. Who can I call for help with the renewal assessment?

For help with the renewal assessment, contact your Risk Adviser directly or call our Client Advisory Team on 03 9270 6990 or contact@vmia.vic.gov.au.