# Mortgage Insurance Claims Portal Administrator Job Aid

The Servicer Primary role is tasked with managing user access to the Mortgage Insurance Claims Portal (MICP.)

This individual will:

- Add new users,
- Deactivate existing users and
- Modify user roles.

## Administrator Module

The **Servicer Primary** user will manage user access through the **Administrator Module**.  This module is found on the landing page immediately after the login screen.
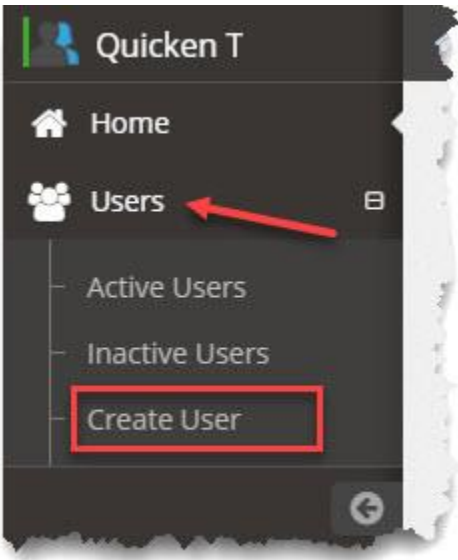
Complete the login process.



Select **ADMIN – Application Administration** from the main DRS menu.  This Administrator link is shared for all DRS applications.
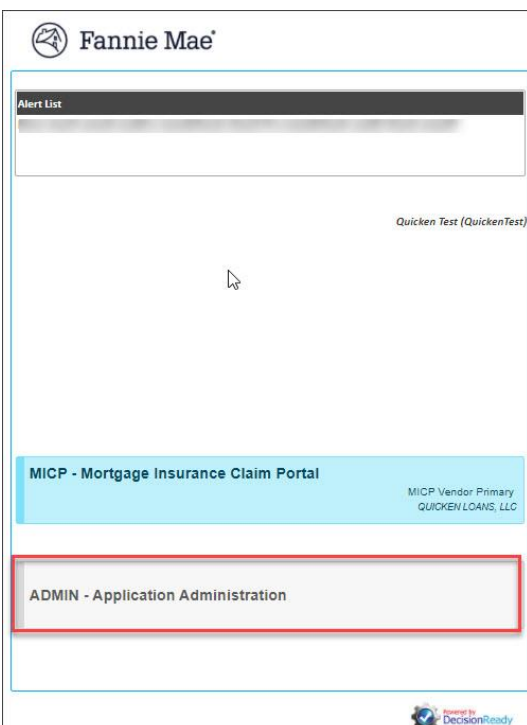
Click **Users** and then **Create User.**



From the MICP Column, select **MICP Vendor Primary** or **MICP Vendor Secondary** from the drop-down. If your organization uses other DRS products, the will be viewable here as well.



The Department/Vendor will default to your company.



Scroll down.

Complete the Login Details.

1. Enter a User Name.
2. Select **Enabled** from the Login Status drop-down.
3. Enter a temporary password. The password must be at least 8 characters long, and have at least one letter, one number and one special character.
4. Re-type the password.
5. Enter personal details. Items marked with a **red asterisk** are mandatory fields.
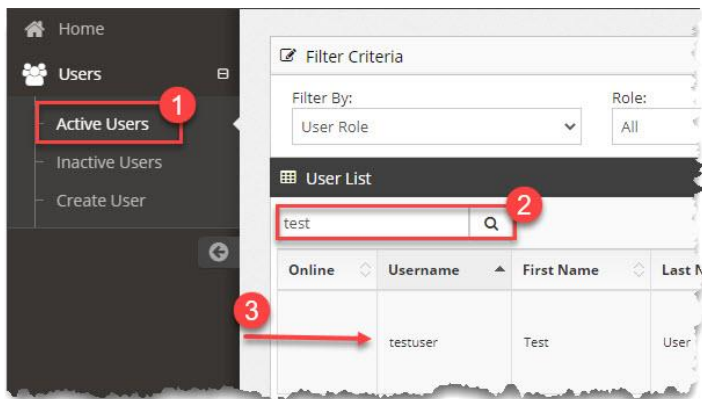6. Click **Save**.



The system will acknowledge that the data was saved successfully.

To ensure the user was successfully added:
1. Select Active Users from the Users drop-down
2. Enter the Username in the search box.
3. Locate the user in the table below.



## Manage User List

Change can be made to the **Active Users** list, as needed.

Locate the name of the **Active User** profile needing attention.



## Utilize the Action Icons at the right-hand side to:

1. View the Login History.
2. Edit the user role, status or personal details.
3. Reset the user password.

### Deactivate a user, locate the user in the Active User list.

1. Click the **Edit User** action icon.

2. Under **Login Details**, change the **Login Status** to **Disabled** and click **Save** at the bottom of the page. Users cannot be deleted from DRS systems.



## Reactivate a disabled, locked out or inactive user

1. Locate the user in the Inactive User List.



2. Use the **Reactivate** icon to update the **Login Details** to **Enabled**.



3. The system will require the Administrator to set a new temporary password (8 characters, at least one letter, one number and one special character.). Click **Set New Password** and confirm.