

CCR to React

MyNIPR has made updates to the CCR user flow to both bring it in line with the look and feel of the rest of the application. CCR will still generally function in the same manner, however, the user interface (UI) elements customers are used to have been refactored into a more modern design.

Summary

- Users will be presented with an updated and streamlined look and feel to the CCR flow.
- Accessed in the same manner as it is currently, via the “Identify Licensee/Start.”

Notes

- All users who currently have access to CCR will retain that access.

Rollout

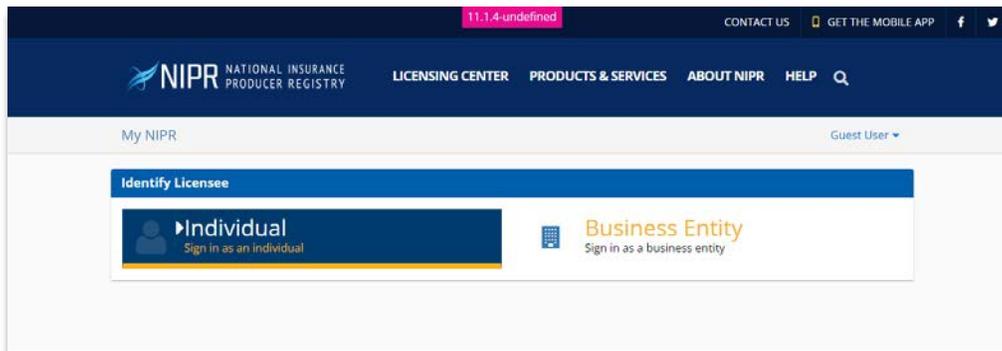
This updated feature will be released all at once, currently planned for July 11th, 2024.

Walk Through

Walk-up users who authenticate as an Individual user will continue to see the Contact Change Request option after they have identified themselves and start a new request.

Note: Screenshots have a magenta watermark at the top that doesn't appear in production.

1. From the “Identify Licensee” screen, select “Individual.”



2. Provide credentials and progress by clicking Next or Back.

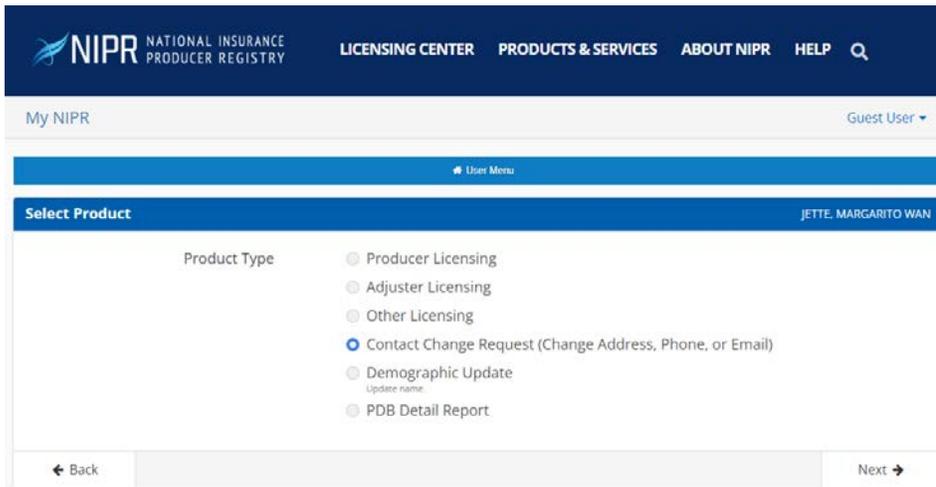
The screenshot shows the 'Identify Licensee' form in the NIPR system. The form is titled 'Identify Licensee' and has a sub-section 'Individual'. It includes a 'Search Type' section with three radio buttons: 'License Number', 'National Producer Number (NPN)' (which is selected), and 'Social Security Number (SSN)'. Below this, it says 'Select one identifier above:'. There are two input fields: 'Last Name' with the value 'JETTE' and 'NPN' with the value '6910761'. At the bottom, there is a checked checkbox for 'I accept the NIPR Use Agreement'. Navigation buttons for 'Back' and 'Next' are visible at the bottom of the form.

The screenshot shows the 'Authorization' form in the NIPR system. The form is titled 'Authorization' and has a sub-section 'Please verify your identity by providing your date of birth'. It includes two input fields: 'SSN (Last Four)' with the value '5493' and 'Date of Birth' with the value '05/27/1956'. Navigation buttons for 'Back' and 'Next' are visible at the bottom of the form.

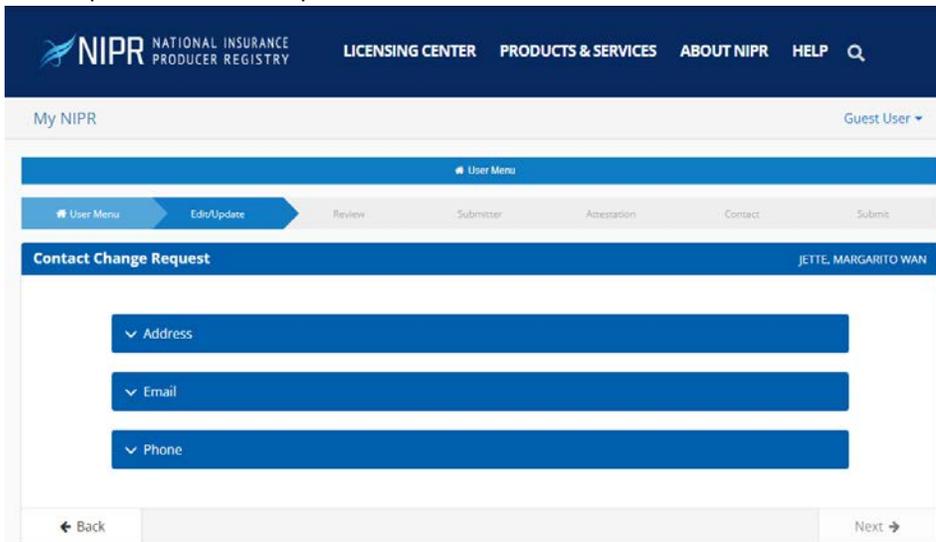
3. Main Menu appears, showing new Start menu item. Like other buttons, it highlights blue when the mouse hovers over it.

The screenshot shows the 'User Menu' in the NIPR system. The menu is titled 'User Menu' and has a sub-section 'User Menu'. It includes a 'Start' button, which is highlighted blue. Below the 'Start' button, there are four menu items: 'Resume' (No incomplete applications available), 'Continuing Education' (View continuing education compliance information and status), 'Order History' (Review order statuses and receipts), and 'Change Licensee' (Identify another licensee to work with). To the right of the menu items is a 'Message Center' section with a message about NIPR Mobile and an 'Announcements' section with two bullet points.

4. From the Main Menu, select “Start” to begin a Contact Change Request. On the following Select Product page, choose Contact Change Request and click next.



5. Options to edit Address, Email, and Phone number for all the states in which they hold a license will be presented in collapsed accordion menus.



6. Clicking one of the the options will open the accordion display and present editable addresses, email, or phone numbers. To edit the field in the chosen change type, click Edit [Address/Email/Phone].

7. One in the edit view, the address (or email or phone) can be updated and the states to which the update applies can be selected.
 - a. Note: The resident, home, and non resident states are indicated by an icon and color coded.
 - b. Note: If an address applies to a state that is not enabled for electronic changes, that state will be disabled from selection on the edit screen. This means that the current address displayed will remain for that state and a change will need to be requested external of the application for that state if one is necessary.

8. Upon saving the updated address, a validation prompt will be shown with one or more addresses to select. Select the correct one and select Continue.
 - a. Note: Screenshot is from an early build and includes the statement “multiple results” when only one is returned. This will be updated in a later version.
 - b. Note: Zip code is missing the hyphen in the screenshot. This will be fixed in a later version.

****Attention****

The USPS search yielded multiple results. Please select the address that best represents your address:

1818 S 300 W, SALT LAKE CITY, UT 841151805

Please contact customer service at (855) 674-6477

Continue

9. After continuing, the new address is present in the address list. The user can update Email or Phone within the same session.
 - a. Note: Multiple transactions will be generated upon submission that will not necessarily be processed simultaneously by multiple states.

^ Address

Resident Designated Home State Non-Resident No Electronic Changes

Home Address (1) [Edit Address](#)

State(s) Update Applies To: ID UT

Current Home Address: 1818 S 300 W, SALT LAKE CITY, UT 841151805

- Once updates are complete, clicking next will bring the user to the Review tab where they can see all updates they will be submitting. Updated fields are highlighted.

Contact Change Request 973251

These changes are for your review and have not been submitted.

Review your contact changes here. Contact information displayed in bold and highlighted indicates changes made during this session for the states listed.

State	Residence/Personal	Business	Mailing
GEORGIA	7 Washington Ave Alpena ID 83646-3202 E: test@test.com P: (416) 989-8635	7 Washington Ave Alpena ID 83646-3202 E: 7XdU1HjjaSiCCn@QHogs.BYx P: (416) 989-8635 F: Not on PDB	7 Washington Ave Alpena ID 83646-3202
IDAHO	1818 S 300 W SALT LAKE CITY UT 84115-1805 E: 7XdU1HjjaSiCCn@QHogs.BYx P: (416) 989-8635	95 Edison Dr Madison UT 84103-3610 E: 7XdU1HjjaSiCCn@QHogs.BYx P: (416) 989-8635 F: (416) 989-8635	95 Edison Dr Madison UT 84103-3610
UTAH	1818 S 300 W SALT LAKE CITY UT 84115-1805 E: 2XdU9HjjaSiCCn@QHogs.BYx P: (416) 989-8635	95 Edison Dr Madison UT 84103-3610 E: 2XdU9HjjaSiCCn@QHogs.BYx P: (416) 989-8635 F: Not on PDB	95 Edison Dr Madison UT 84103-3610

← Back Next →

- After review, the user will be asked whether they are filing on behalf of themselves or someone else. If the answer is someone else, they will need to provide contact information.

Authorized Submitter JETTE, MARGARITO WAN

I am submitting for: Myself Someone else

First Name

Last Name

Title Optional

Non-USA Phone Number

Phone Number

Phone Extension Optional

Email

Firm Name

Country

Address Line 1

Address Line 2 Optional

Address Line 3 Optional

City

State

Zip Code

← Back Next →

12. After the Authorized Submitter step, users will need to accept an attestation.

Attestation JETTE, MARGARITO WAN

Read carefully and **Accept** to continue.

1. I hereby certify that, under penalty of perjury, all of the information and attachments submitted in this request are true and complete.
2. I am aware that submitting false information or omitting pertinent or material information in connection with this request is grounds for license revocation and may subject me to civil or criminal penalties.
3. Where required by law, I hereby designate the Commissioner, Director or Superintendent of Insurance, or other appropriate party in each jurisdiction for which this request is made to be my agent for service of process regarding all insurance matters in the respective jurisdiction and agree that service upon the Commissioner, Director or Superintendent of Insurance, or other appropriate party of that jurisdiction is of the same legal force and validity as personal service upon myself.
4. I further certify that I grant permission to the Commissioner, Director or Superintendent of Insurance, or other appropriate party in each jurisdiction for which this request is made to verify information with any federal, state or local government agency, current or former employer, or insurance company.
5. I authorize the jurisdictions to give any information concerning me, as permitted by law, to any federal, state or municipal agency, or any other organization and I release the jurisdictions and any person acting on their behalf from any and all liability of whatever nature by reason of furnishing such information.
6. I acknowledge that I understand and will comply with the insurance laws and regulations of the jurisdictions in which I am licensed.

I accept

← Back Next →

13. After accepting the attestation, the user can provide email address(es) to receive copies of the receipt for the transaction.

a. Note: At least one email address must be provided.

Verification Contact JETTE, MARGARITO WAN

Your receipt and any additional information about this transaction will be sent to the following email addresses.

Email

Email

Email

Email

← Back Next →

14. On the Submission page the user will be presented with their list of fees (if any).
 - a. Note: The user must click Submit on this page or the transaction(s) will not be submitted.

[User Menu](#)

User Menu | Edit/Update | Review | Submitter | Attestation | Contact | Submit

Submit Requests JETTE, MARGARITO WAN

The following states will be sent the requests made during this session.

State	Description	State Fee	NIPR Fee	Fee Summary	
GEORGIA	Contact Change Request	\$0.00	\$0.00	Total State Fees	\$0.00
IDAHO	Contact Change Request	\$0.00	\$0.00	Total NIPR Fees	\$0.00
UTAH	Contact Change Request	\$0.00	\$0.00	Grand Total	\$0.00

- Allow up to 5 days for changes to display on PDB**

Requests are not complete until payment is made. Please click the Submit button.

← Back
Submit →

Special Cases

1. As mentioned in step 7 of the walkthrough, any entity that has a license for a state that has not been enabled for CCR will see an icon for that state that indicates this.
 - a. This will be more common for Business Entities than it will be for individuals.



Error Messages

There are a couple of application error messages that MyNIPR users may encounter.

- **Address Validation Error**

When entering a new address, if the USPS cannot validate the provided information, the user will be presented with the following. They will need to check the validity of the address. This should likely only occur when the address is invalid or it's so new the USPS does not yet register it.

****Attention****

The following address wasn't found in the USPS:
7 Washington Ave, Alpena, AS, 83646-3202
Please contact customer service at (855) 674-6477

Continue

- **Oops. Something went wrong.**

Often referred to as the “oops” error, this general error message displays when something unexpected goes wrong inside the MyNIPR application. The user is not at fault for these errors. They will sometime happen due to a temporary condition at MyNIPR and users should simply try the operation again. However, if the error persists then users should report them to Customer Service where they can be escalated. They could be a logic error in the programming, a data issue, or something entirely unexpected.

