

Insurance Site Access

The SDIS Insurance Site has a new look! We invite you to visit the site on your computer, tablet, or mobile device to explore its many features. Read below to learn how to access the website.

1. Visit the SDAO website (www.sdao.com) and sign in. Then click the Insurance Site button. If you do not have a username and password, click on Create Account.



There are three main levels of access for SDIS members:

- **Full Access** – This allows users to access the Insurance Site and view exposures, download documents, upload photos of properties and autos, and view your district's claims history with SDIS.

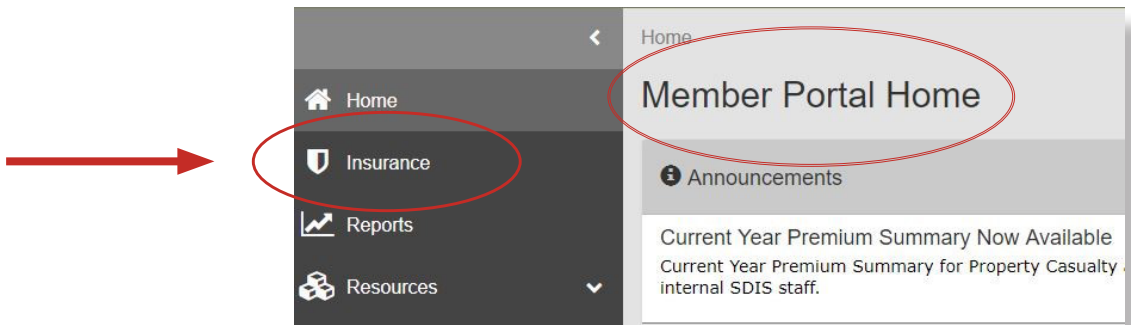
Claims information may be sensitive in nature, so please limit the number of individuals with access accordingly. Only the Key Contact for your district may designate which one of your staff is granted full access.

- **Edit Access** – This allows users to upload photos and complete the Best Practices Survey.

Only the Key Contact for your district may designate which one of your staff is granted edit access.

- **View Only Access** - This allows users to view policy/exposure information, download documents and access resources but they are not able to access claims data or upload photos.

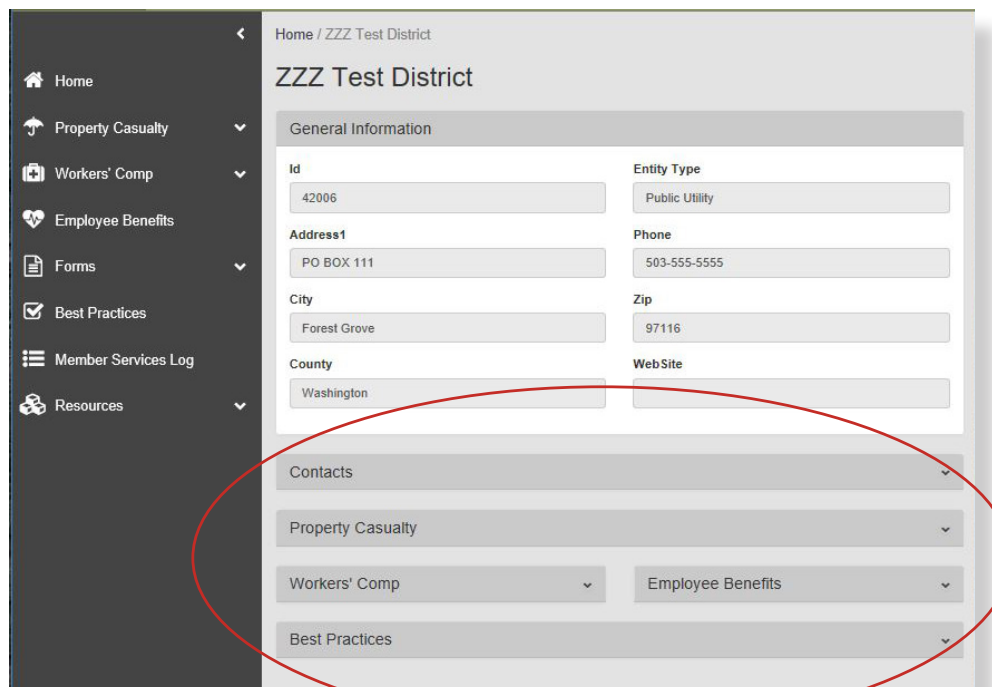
2. The Member Portal Home Page contains alerts, announcements and a navigation pane on the left-hand side of the page. Select the Insurance tab to access your district's record.



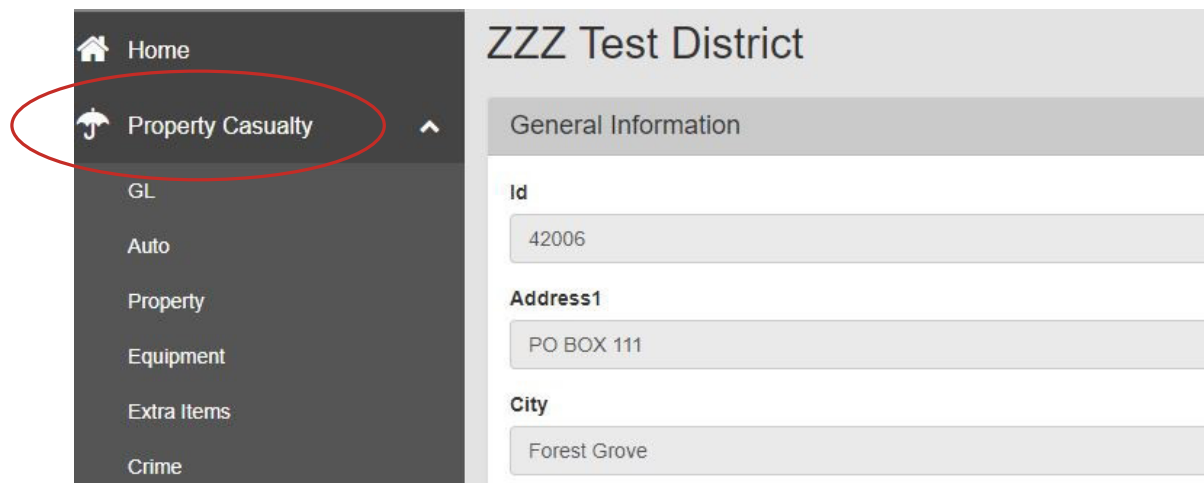
3. By selecting the Insurance tab, you will be brought to the insurance summary screen.

The insurance summary screen contains a summary of menus arranged in collapsible panels (press arrow on right-hand side to expand/collapse):

- General Information – contact Member Services (memberservices@sdao.com) to make changes
- Contacts – contact Member Services (memberservices@sdao.com) to make changes
- Property Casualty – shows coverage limits and deductibles
- Workers' Compensation – policy information and volunteer roster
- Employee Benefits – plan documents for SDIS medical coverage
- Claims – viewable only to individuals with full access
- Best Practices – scroll to the bottom panel to monitor best practices status and/or access your survey (survey is only available to users who have edit access or full access)
- Member Services Log – identifies activities provided by SDAO staff
- Resources - contact information for SDAO



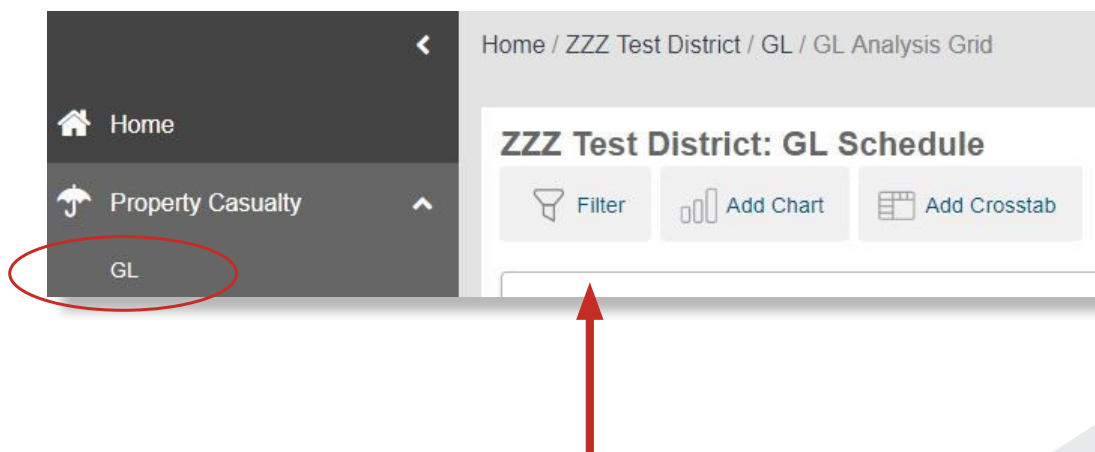
4. To view details of your insurance coverages, use the navigation pane on the left. For example, for property casualty, select the Property/Casualty link and select the line of coverage you are wanting to see.



Here you will be able to:

- View your schedules
- Analyze and sort data by using the analysis grid (adds filtering, charts, crosstabs, data export, and printing functionality)

Please contact your agent of record to make coverage changes.



5. Additionally on the insurance summary screen and in the navigation pane, you will find the Member Services Log. Here you will see entries by our SDAO staff recording notable interactions with your district and other important information.

Home / Entities / ZZZ Test District / Member Services Log

ZZZ Test District Member Services Log

Analysis Grid Search: Refresh + Add

Activity Date	Completed Date	Staff	Subject	Department	Activity	Last Modified	Billable
No data available in table							

Showing 0 to 0 of 0 entries

Previous Next

- For additional assistance, contact the Underwriting Department at underwriting@sdao.com or by phone at 1-800-285-5461.