eDocs

What you need to do to access **eDocs**

How do I register to TheHub?

Individuals who are already registered users of TheHub will automatically be signed-up to electronic documents and will be able to access the eDocs portal from the 6th of December onwards.

NIG is now becoming paperless for customer documentation meaning we will no longer be sending out paper documentation for regionally-traded products going forwards.

It is vitally important that all brokers who require access to customer documents are registered on TheHub as this is the only way to access the eDocs portal.

In preparation for this change:

• Please send this PDF on to all colleagues who need access to customer documents, but may not have an existing login for TheHub

• Ask them to contact their local Broker Administrator who will be able to register them by the 6th of December

• For more information, brokers should contact their NIG Relationship Manager or Underwriting team

To the brokers who already use TheHub in order to trade eProducts – there will be no change in document access for your policies. All eProduct documentation will still be available via the usual route on TheHub and will not be moving onto the eDocs portal. The eDocs portal will only house regionally-traded product documentation.

Am I technically ready?

We at NIG don't want you experiencing any technical difficulties come the 6th of December, so let's take a quick look at the technical requirements which you will need to meet in order to access the eDocs portal via TheHub.

Software requirements:

Operating System

Windows Vista Enterprise (32-bit)

Windows 7 Professional, Enterprise or Ultimate (32 or 64 bit)

Windows 8 Professional or Enterprise (32 or 64 bit)

Windows 8.1 Standard, Professional or Enterprise (32 or 64 bit)

Web Browsers

IE 9, 10 or 11

Firefox (Version 24 and higher and 32-bit version only)

Google Chrome (but only up to September 2015 when NPAPI support will be removed)

Java Runtime Environment

JRE 7 and above

Email Applications

IBM Notes 9.0

Lotus Notes 8.5.2 or 8.5.3

Please Note: If your technology does not match the software requirements listed above then you should contact your Senior Business Development Manager or normal underwriting contact immediately.

Brokers who have the correct software requirements and are still unable to access the eDocs portal once logged in into TheHub should check their organisations security protocols. If your security protocols are preventing you from accessing the eDocs portal then you will have to contact and advise your IT department to allow your organisation's firewall to connect to 'port 9443' as well as unblocking 'nig.communisis.com'.