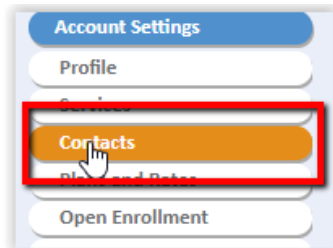


A “Super User” is a user with special privileges to administer and maintain data. Infinisource is excited to provide our primary contacts with “Super User” access within our COBRA portal. This allows you to make changes to your authorized contact list. Please review the authorized contacts for your account(s) and make any necessary updates. Changes you make online are saved in real-time.

As the “Super User” you will receive an email confirmation for any changes you make to contacts within the COBRA Online Portal. Please review those to confirm all changes were made correctly.

Contact Changes

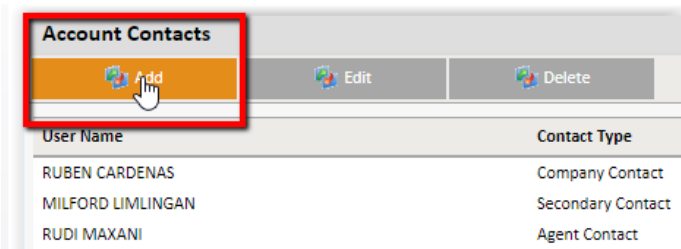
To review your authorized contacts, within the menu on the left, click on “Contacts” under Account Settings.



You will then see the authorized contacts for your account. This will include secondary contact, agent contact along with any third-party reporting contacts. If you need to add, edit or remove any contacts, you can take that action from this page.

Add a Contact

Click on “Add”.



Enter the contact’s email address (this allows Infinisource to search for the user within our system). Click on “Find”.

The image shows a dialog box titled "Add Contact". It has a text input field containing the email address "mary.smith@abccompany.com". Below the input field are two buttons: "Find" and "Cancel". The "Find" button is highlighted in blue.

If the user’s email address is not in our system, you will be provided with a form to fill out the user’s information (the email address you entered will be automatically populated). Fill in the contact’s name, phone number, fax number and address.

At the bottom of the form, you will select the role in which this contact will be set up. If you are unsure of the roles, click on the link to view the contact role definitions that Infinisource uses.

Once you have entered all the contact's information, click on "Next".

The next section is where you set up the Contact Code for the contact.

Once you have selected the Contact Code, click on Save Contact.

You will then have a preview of the data you entered for this contact. Please review. If the data is correct, click on "Agree".

Contact Preview x

Add Contact Preview

Name	Contact Code: BACKUP	EvNotice Code:	
Firstname	MARY	Initial	
Lastname	SMITH		
Contact Numbers			
Phone	555-555-5555	Ext	555
Fax	555-123-4567	Email	mary.smith@abccompany.com
Address			
Address	15 E There		
Address 2			
Country Code	USA	City	HERE
State	MI	Zip Code	49036

Processed On: 12/14/2019

The new user will be sent an email to initiate their log in for the COBRA Online Portal. The email will provide them with the account(s) name and number they were setup as a user. They will also receive links to a COBRA Portal Quick Start Guide, Customer Support phone and email information. The link to activate their login will be available for 24-hours. If this is someone who has already been provided access, they would continue to use the same username and log in for the additions/changes to new account access.

Edit a Contact

To edit a current contact's information (e.g. change a last name or email address), click on "Edit".

Account Contacts

Add
 Edit
 Delete

User Name	Contact Type
RUBEN CARDENAS	Company Contact
MILFORD LIMLINGAN	Secondary Contact
RUDI MAXANI	Agent Contact
Cathv Kuhman	COBRA Customer Support

You will then be prompted with the form to change the contact's data including address, last name and/or email address. Once you have completed the changes, click on "OK".

Edit Contact

Name:	<input type="text" value="MARY SMITH"/>	Login:	<input type="text" value="MSMITH"/>
Company:	<input type="text" value="MAGAZZINI VENTURES"/>		
Address1:	<input type="text" value="15 E There"/>		
Address2:	<input type="text"/>		
Phone:	<input type="text" value="555-555-5555"/>	Ext:	<input type="text" value="555"/>
Fax:	<input type="text" value="555-123-4567"/>		
Country:	<input type="text" value="USA"/>	City:	<input type="text" value="HERE"/>
State:	<input type="text" value="MI"/>	Zip Code:	<input type="text" value="49036"/>
eMail:	<input type="text" value="mary.smith@abccompany.com"/>		

You will then see a "Contact Changes Preview" to confirm your changes are correct. If everything is correct, click on "Agree".

Contact Preview ✕

Contact Changes Preview

Contact Name: MARY SMITH

Address 15 E There
Address 2
Phone 555-555-5555 **Ext** 555
Country Code USA **City** HERE
State MI **Zip Code** 49036

Processed On: 12/14/2019

Delete a Contact

To remove a contact on your authorized contact list, click on “Delete”.

Account Contacts

Add

Edit

Delete

User Name	Contact Type
RUBEN CARDENAS	Company Contact
MILFORD LIMLINGAN	Secondary Contact
RUDI MAXANI	Agent Contact
Cathy Kukman	COBRA Customer Supp

You will receive a prompt to “Confirm Contact Deletion”. If you are sure you want to delete the selected contact, click on “OK”.

Confirm Contact Deletion

Do you really want to delete the selected contact?

Note: You can see your COBRA or FBA Customer Support Rep listed here as well, however, you do not have the ability to change your support representative.

All contact changes are made in real-time. For assistance with making changes to a contact, please reach out to your Customer Support Representative at 866-320-3040 or via email at crmail@infinisource.com.