Tips to Resolve Common Web-related Issues

Login and Account Access

I've tried to login several times and I'm getting the "Login Failed" error message. Why am I getting this message?

- Trust Online incorporates **Automatic Disabling** as a security feature. After 3 consecutive unsuccessful attempts to login, the system will automatically disable your account. This feature is provided to prevent unauthorized personnel from accessing your secured account.

If my account has become disabled, whom should I contact to re-enable my account?

- For **Staff** and **Attorney** accounts, you should contact your Firm Administrator. Trust Online is designed to allow only the Firm Administrator access to the firm's user accounts. This Individual is responsible for *creating new accounts*, *enable/disabling accounts* and *resetting passwords on these accounts*.

I received an error message stating "Please request access to one or more Trusts from your administrator" after attempting to login to Trust Online. What does this mean?

- When your account was created, the Firm Administrator failed to assign the account access to one or more of the Trusts. To correct this issue, contact your Firm Administrator to assign access to one or more of the Trust using **Manage Access**.

After finally logging into Trust Online, I went to the Claim Search and can't find any of our firm's claims. What can I do about this?

- It is possible the Firm Administrator failed to assign attorney access to your staff account. On the Claim Search page, check to see if there are any attorneys listed in the Attorney list box. If there isn't, have your Firm Administrator give you access to the desired attorney(s).

Filing a Claim

I started filing a claim, but realized that I was missing some information to submit a complete claim. Is there a way to save this information without submitting it?

- Trust Online offers firms the option of saving this information as a draft. Simply proceed to the finish page and click on <**Save Draft**>.

I saved a claim as a draft, but realized that we had already submitted this claim. How can I delete the draft?

- You can delete a draft claim if you choose not to submit it. After searching for the draft claim and opening the claim in a new window, click on <**Claim Form**>, <**Edit**>, <**Finish**> and <**Cancel**>. This will remove the draft claim from Trust Online.

I saved a claim as a draft and want to edit the claim without submitting it. How do I proceed?

- After finding your claim on the Claim Search page, proceed to edit the claim as you would with a submitted claim. When editing a **Draft** claim, the user should be careful not to delete the claim. If the user has edited the draft claim, but wishes to discard these changes, he should not proceed to the Finish page and click <**Cancel**>, since this will delete the claim, but they should first remove the changes manually and save the claim as a draft once again.

On the Finish page, I received the warning "Deceased and DeathDate are inconsistent". How can I correct this?

- Trust Online currently defaults all new claims as deceased. To correct this, simply click on the **Injured Party** tab on the left menu bar and review questions 5 & 6. Edit the questions to reflect the correct status of the Injured Party.

I'm trying to create a fax cover sheet, but when I click <Print Cover Sheet> nothing happens. What am I doing wrong?

- Your browser may have a pop-up blocker which would prevent some of the windows on Trust Online from being opened. You should first disable your pop-up blocker or allow pop-ups from Trust Online.

How do I disable my pop-up blocker?

- Point to **Pop-up Blocker** from the **Tools** menu and select **Turn Off Pop-up Blocker**

How do I allow pop-ups from Trust Online?

- To allow pop-ups from Trust Online:
    a. Select **Internet Options** from the **Tools** menu.
    b. From the **Privacy** tab, click **Settings**.
    c. Type trustonline.bwasbestostrust.com in **the Address of website to allow:** and click **Add**