Ando Gradient Portal

Introduction & Access

gradient.ando.co.nz

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Introduction

Welcome to the Gradient Portal!

We're really excited that you're joining us on this journey.

The first component of the portal is focused on improving our claims service through faster turnarounds, transparency of claims progress and the ability to do end-to-end self-service claims.

This is just the beginning and future releases will be expanded to allow you to manage quotes and renewals as well.

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What are we trying to solve?

We want to:

> Reduce double handling.

> Remove the need for you to 'chase' after claims.

> Be more responsive so that claims can be settled faster, and any queries or actions processed faster.

> Give you better transparency of information throughout the claims process.

> Enable self-fulfilment of simple claims in the near future *(not currently available)*.

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Things we are aware of and have learnt throughout the trial phase

> You want to have choice in how you lodge claims.

> Getting a claim number immediately is important.

> Real-time claim updates and visibility of notes across all claim types is important.

> Messaging within the portal for claim updates is good, but we still need to email certain documents (e.g settlement offers) rather than have them available in the portal.

> You would like to have the ability to easily upload claim notes into your system.

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Overview of portal functions for claims

Claim lodgement

> All risk type claim forms can be uploaded via the portal.

> Three different ways to lodge a claim via the portal.

- Upload your own claim form.
- Directly input claim using our online claim form.
- Send your client a digital claim form for self-completion.

Claims in progress

> Visibility of all active claims, statuses and excesses.

> Visibility of assessors and assessment documentation.

> Visibility of all claim notes and documents.

> Visibility of Ando Claims Handler assigned to each claim.

> Visibility of payments made on claims.

Claims fulfilment

> Better transparency of the reason for settlement figures and visibility of how a policy will respond.

> Ability for you to complete payment on your client's behalf (*not currently available*).

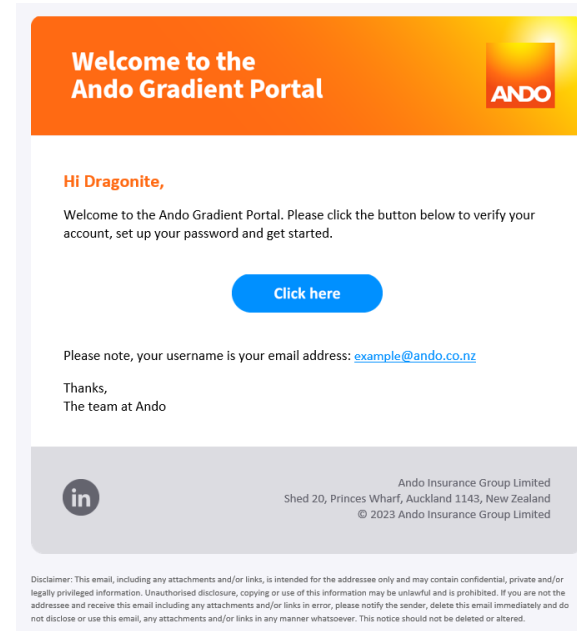# Quick guide to log in and reset password

1. How to access the portal

The first time you access the Gradient Portal, you will be sent **an email with a login link**. Please follow the instructions to set up your password and then login.
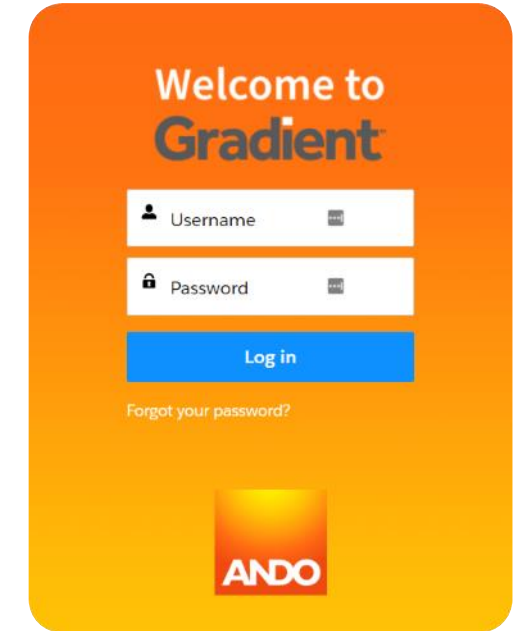
Once you've set up your password, you'll be able to access the portal via the link **gradient.ando.co.nz**

Important note: Your username is your email address.

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Tip: Bookmark this page in your browser for quicker access.

First time only – log in via email instructions
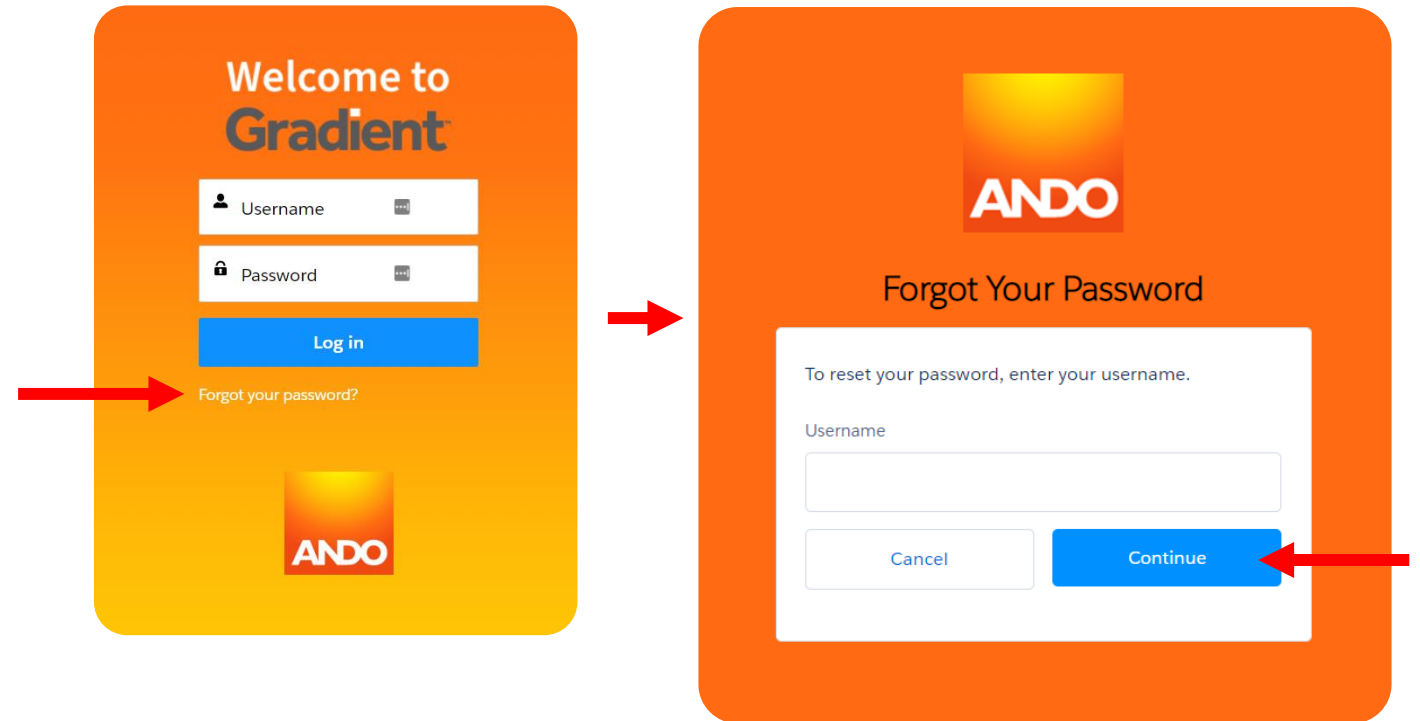

Log in from web browser

2. How to reset your password

If you have forgotten your password, or simply want to reset it, click the **'Forgot your password?'** link on the login screen.

On the next screen, enter your **email address** (this is your username) and click **'Continue'** to receive a password reset link in your email inbox.

Note: From time to time, you'll be automatically prompted to update your password for security reasons. This will follow the same process.
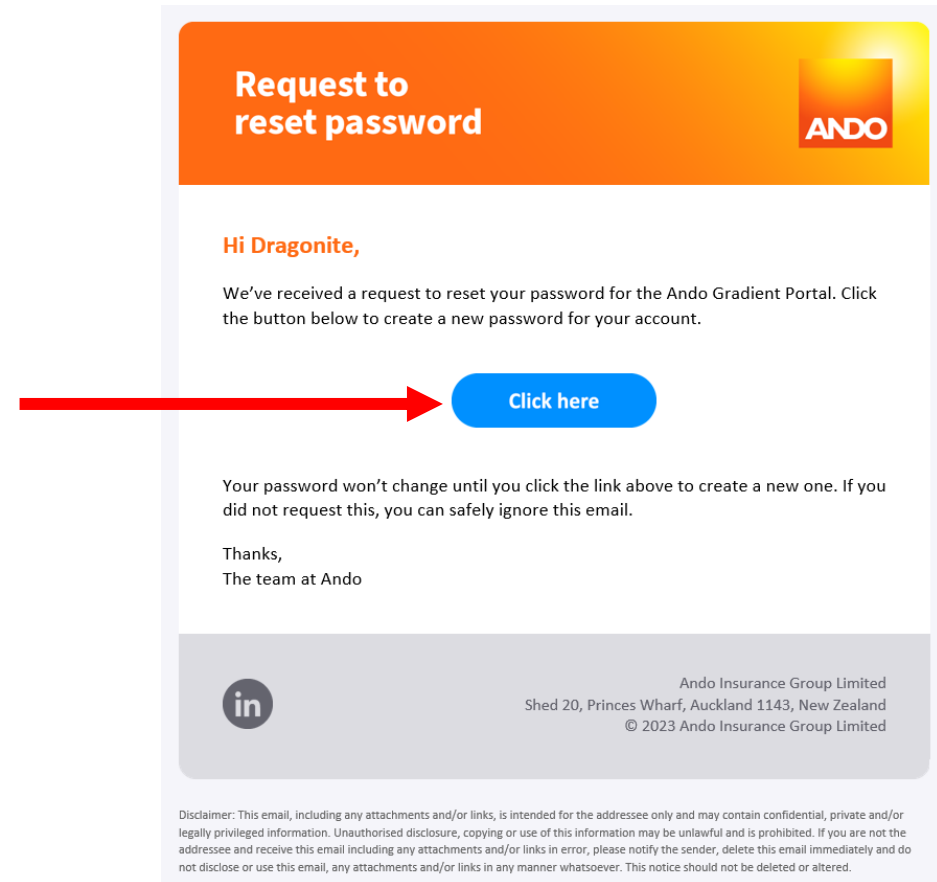
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Tip: Using a password manager on your browser will mean that your password is always on hand when you go to log in. Make sure your password for the Gradient Portal is different from your underwriting portal password (these are 2 different systems)

2. How to reset your password

Once you confirm a password reset, you'll receive the following email in your inbox.

Click on the **'Click here'** button and you'll be directed to a new window in your web browser.

2. How to reset your password

In the web browser window, you'll need to enter your **email address** (this is your username) then click **'Continue'**.

Then you'll be able to enter a new password on the next screen.

Important note: *Your username is your email address.*