# Agent/Broker Website Portal

Sign Up Instructions

We recognize your role as our key partner and ambassador. To help you service your clients and manage your agency/brokerage efficiently, we provide you with the Agent/Broker Portal on our website. These instructions help you to access our innovative online agent/broker resources located at thedoctors.com.
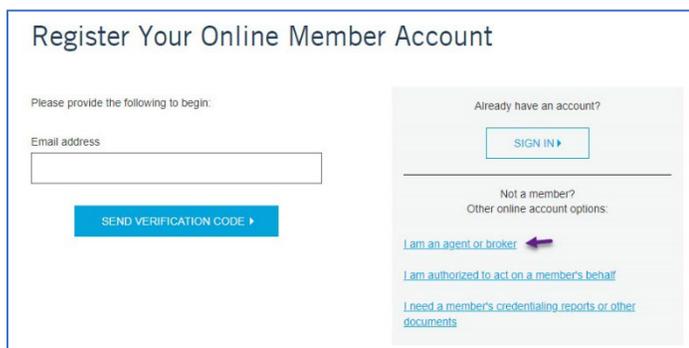
Access thedoctors.com and click **Sign In**.

You see the *Sign In* screen:
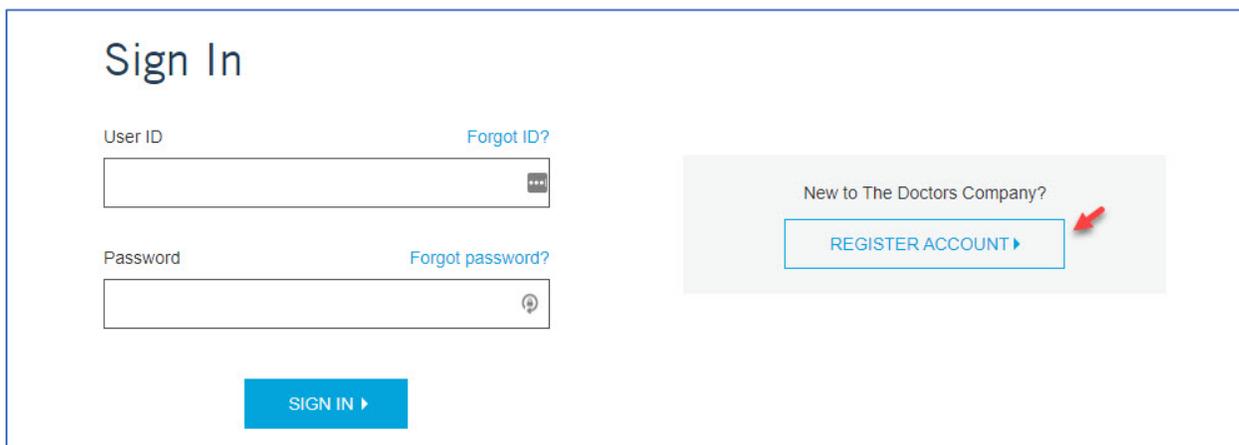
Register Account

If you do not have an activated user ID and password, click **Register Account**. You see the *Register Your Online Member Account* screen.

Click **I am an agent or broker**.

Register for an Account

Personal Details

First name

Tom

Last name

Smith

Agency name

Smith Insurance

Agency number (optional)

400123

Agency Role

● Agent/broker ○ Support Staff

Phone

707-123-1234

Email Address

tom@smith.com

SEND VERIFICATION CODE ▸

You see the *Register for an Account* screen to the left.

Complete the *Personal Details*.

Click **Send Verification Code.** You see the **Verification code** field. A verification email has been sent to the email address provided.

From the email received, enter the verification code, and click **Verify Code**.

Note: If you have problems with the code provided, click **Send new code**.

Verification code has been sent. Please copy it to the input box below.

Email Address

mt@mailinator.com

Verification code

|

VERIFY CODE ▸

Send new code

You will then see the *Register for an Account* screen. Complete this screen.

Note: Your email address may appear as your user ID. Your password must be a minimum of eight characters and must include at least one capitalized letter, at least one number, and at least one special symbol, such as an "!".

When completed, click **Terms of Use** to read, and then click the **I certify that I have read and agree to the Terms of Use** check box.

Now click **Next**.

It will now prompt you to set up two- factor authentication / multifactor authentication.

Click **Set Up Now** to continue.

Note: You can click "Remind me the next time I sign in" to skip the set-up process until the next time you log into the Agent/Broker Portal. You can also click "Remind me in 10 days" to skip the set-up process for the next 10 days. If you click one of these two options, you will see the *Registration Complete* page.

Next, add your mobile telephone number to the Phone number field. Click **Send Verification Code** to continue.

Note: You can use the **Call Me** link for the system to call you and give you the verification code. If using a landline telephone, you will have to use the **Call Me** link to obtain your verification code.

Add the verification code from the text message to your mobile phone. Or if you used the Call me link, input code from verbal message. Then click **Verify Code**.

Note: Click **Send new code** to send a new code to your phone number. Click **Reset two-factor authentication** to go back to the previous screen to edit the telephone number.

You will then land on the *Verification in Process* screen. Agency Support will process the online account request. Once processed, an email is sent to you with a notification that your account access is activated.

An email will also be sent to inform you that registration is complete.

Landing Page

Once you sign in, you see the Agent/Broker Portal landing page.

If you need support to successfully sign up for access to the Agent/Broker Portal, or have an Agent/Broker Portal question, suggestion, or feedback, you are welcome to send an email to agencysupport@thedoctors.com or call 800.421.2368, extension 1391.