



# Insurance Site Access

The PACE Insurance Site has a new look! We invite you to visit the site on your computer, tablet, or mobile device to explore its many features. Read below to learn how to access the website.

1. Visit [www.sdao.com/pace](http://www.sdao.com/pace) and sign in. If you do not have a username and password, click on [Create Account](#).

A screenshot of the PACE Insurance Portal Login page. The page features the PACE logo at the top, followed by the heading "Insurance Portal Login". Below this is a "Sign In" section with two input fields: "Username" and "Password", both marked as "Required". There is a checkbox for "Remember me on this computer" and a "Sign In" button. At the bottom, there are links for "Forgot my password or my username" and "Create Account".

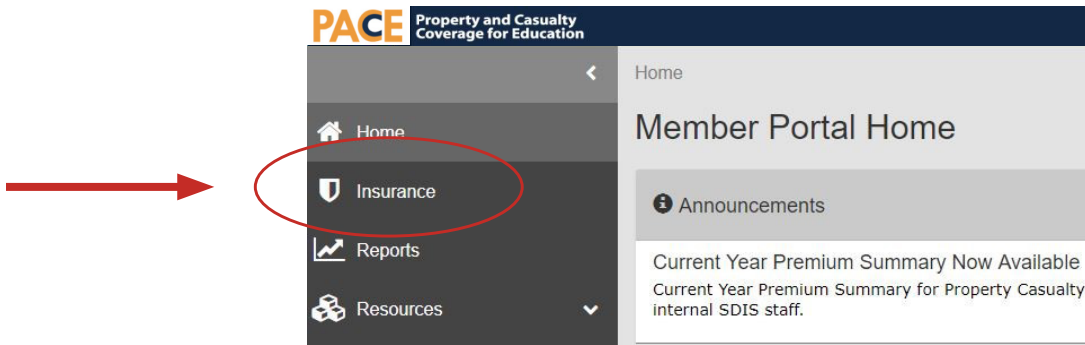
There are two main levels of access for PACE members:

- ***Claims Access*** – This allows users to access the Insurance Site and view exposures, download documents, upload photos of properties and autos, and view your district's claims history with PACE.

Claims information may be sensitive in nature, so please limit the number of individuals with access accordingly. Only the Key Contact for your district may designate which one of your staff is granted full access.

- ***View Only Access*** – This allows users to view policy/exposure information, download documents and access resources; but they are not able to access claims data or upload photos.

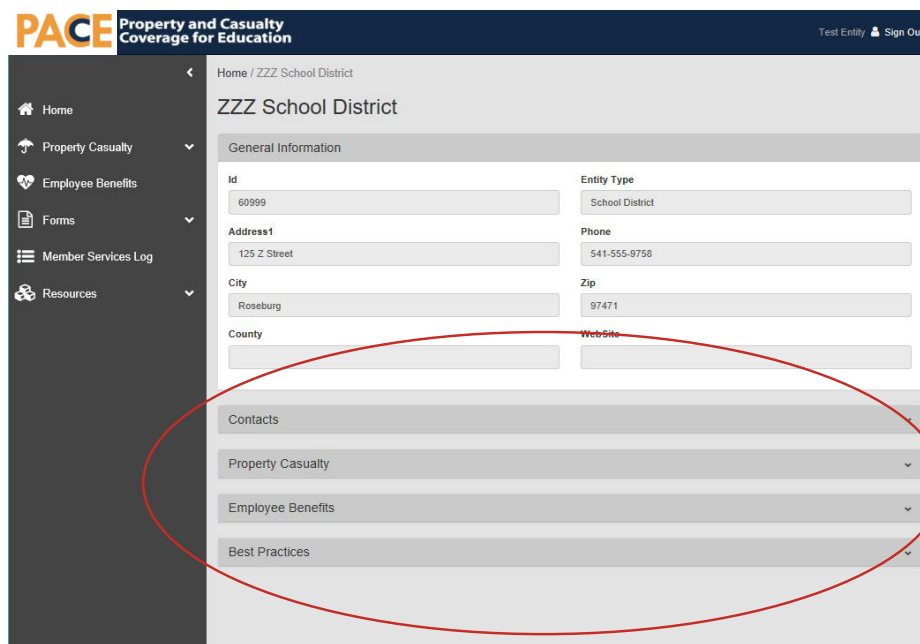
2. The Member Portal Home Page contains alerts, announcements and a navigation pane on the left-hand side of the page. Select the Insurance tab to access your district's record.



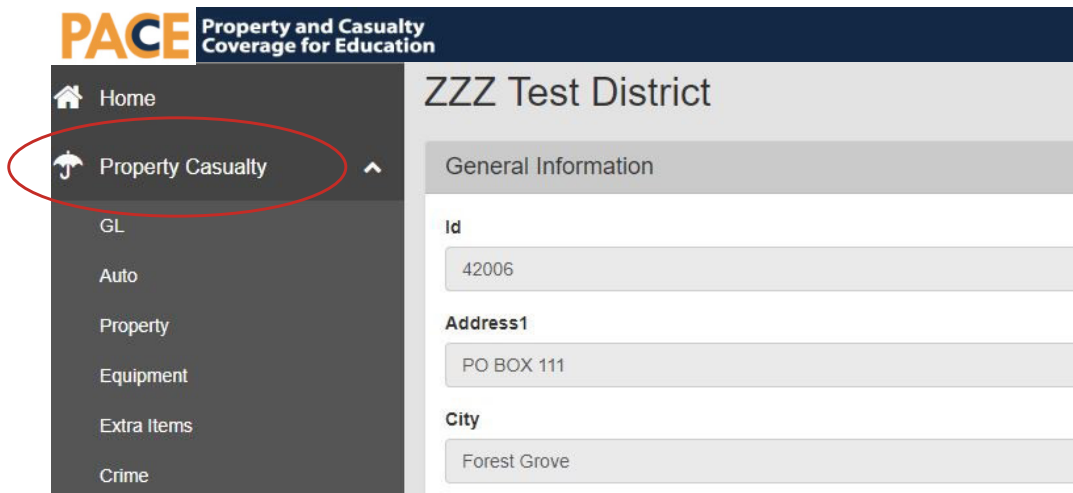
3. By selecting the Insurance tab, you will be brought to the insurance summary screen.

The insurance summary screen contains a summary of menus arranged in collapsible panels (press arrow on right-hand side to expand/collapse):

- General Information – contact Member Services ([memberservices@sdao.com](mailto:memberservices@sdao.com)) to make changes
- Contacts – contact Member Services ([memberservices@sdao.com](mailto:memberservices@sdao.com)) to make changes
- Property Casualty – shows coverage limits and deductibles
- Workers' Compensation – policy information and volunteer roster for those schools with SDIS workers' comp coverage
- Claims – viewable only to individuals with claims access
- Best Practices – scroll to the bottom panel to monitor your toolkit status, which is updated by PACE Risk Management staff
- Member Services Log – identifies activities provided by PACE staff
- Resources - contact information for PACE



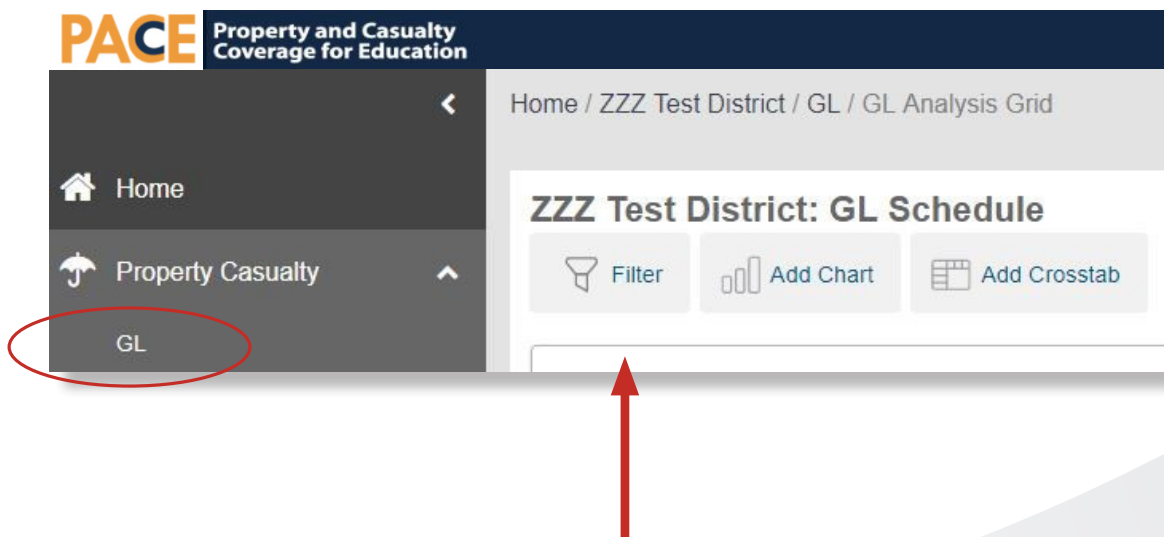
4. To view details of your insurance coverages, use the navigation pane on the left. For example, for property casualty, select the Property/Casualty link and select the line of coverage you are wanting to see.



Here you will be able to:

- View your schedules
- Analyze and sort data by using the analysis grid (adds filtering, charts, crosstabs, data export, and printing functionality)

Please contact your agent of record to make coverage changes.



5. Additionally, on the insurance summary screen and in the navigation pane, you will find the Member Services Log. Here you will see entries by our PACE staff recording notable interactions with your district and other important information.

The screenshot shows the PACE web application interface. The top navigation bar includes the PACE logo and the text "Property and Casualty Coverage for Education". The breadcrumb trail reads "Home / Entities / ZZZ Test District / Member Services Log". The main heading is "ZZZ Test District Member Services Log" with a "+ Add" button. Below the heading is an "Analysis Grid" button and a search bar. A table with columns for Activity Date, Completed Date, Staff, Subject, Department, Activity, Last Modified, and Billable is shown, but it contains no data. The text "No data available in table" and "Showing 0 to 0 of 0 entries" are displayed. "Previous" and "Next" buttons are at the bottom right. The left navigation pane lists various menu items, with "Member Services Log" circled in red.

- For additional assistance, contact the Underwriting Department at [underwriting@sdao.com](mailto:underwriting@sdao.com) or by phone at 1-800-285-5461.