Frequently Asked Questions

February 2019 ProducerEDGE Upgrade to Sircon

GENERAL/BACKGROUND

Is ProducerEDGE going away?

While the ProducerEDGE application and name is retiring, Sircon's services for individual licensees will continue. Current ProducerEDGE users will be upgraded to the new Sircon platform. Sircon will have all the same great capabilities as ProducerEDGE, except it will not support manual license tracking.

What do I call the new product?

Sircon. If you need to differentiate it from other Sircon capabilities, you can call it Sircon for Individuals.

Why are we upgrading ProducerEDGE to Sircon?

We are upgrading to improve customer satisfaction. Through a modern user interface, it is now easier for individual licensees to find and understand their critical state licensing and education information, as well as complete important regulatory tasks. The upgrade also prepares Sircon to connect agents to their carrier partners for an improved onboarding experience and agent self-service capabilities.

Is AgencyEDGE changing too?

Not at this time. AgencyEDGE will continue with support for Agency-Agent connections.

UPGRADE PROCESS

When will the upgrade occur?

President Day weekend. Users will no longer be able to log into ProducerEDGE starting Saturday 2/16. Sometime on Monday 2/18, the upgrade will be complete and users can log into Sircon with their upgraded accounts.

Will users be notified of the upcoming upgrade?

Yes. Prior to the upgrade, a special email notification will go out to those who are actively using the manual license feature. Additional email notifications to the rest of the user base will be sent out in batches post upgrade. The Sircon website will also have information about the upgrade.

Do existing ProducerEDGE users have to do anything special to be upgraded to Sircon?

No. Any existing ProducerEDGE user will be automatically upgraded to Sircon as long as they have a premium subscription or have had some sort of activity in the last 3 years. The accounts of standard users with no activity in more than 3 years will be deactivated. If a deactivated user wants to reactivate their account, they can create a new account with their same or new email address.

How will upgraded users know to log into Sircon instead of ProducerEDGE?

Users can continue logging in how they do today. ProducerEDGE users typically login from the Sircon website, and related landing pages (e.g. state branded landing pages). Post upgrade, these website logins will point to Sircon instead of ProducerEDGE. The website will also contain additional information about the change from ProducerEDGE to Sircon.

Will produceredge.com still exist?

The URL will redirect to https://www.sircon.com/products/individuals/index.jsp. From there, individuals can login or signup for a Sircon account.

What will a user experience the first time they log into Sircon after they are upgraded?

The first time an upgraded user logs into Sircon they will be asked to change their password. If they enter their correct ProducerEDGE email address and password combination:

1. A reset password email is sent to their email address
2. A message is displayed letting them know to look for the reset password email
3. Clicking on the email link will let them set a new password
4. They will also need to agree to the Terms & Conditions
5. The Sircon dashboard is displayed, along with a brief product tour

CAPABILITIES

What is different in Sircon than in ProducerEDGE?

Most of the ProducerEDGE capabilities are available in Sircon. Below are the differences:

- New Sircon user interface
- No more manual license tracking
- State co-branding will not exist within Sircon for Individuals, although co-branded state landing pages will still exist to soften the transition from the state's website to Sircon.

Why aren't we supporting manual license tracking?

One of our goals is to increase the accuracy of producer licensing data. Many users would allow their manually entered licensing information to get out of date, resulting in inaccurate licensing information and missed license renewal reminders.

Can the states still display their logo to users?

Yes, but co-branding will only be available on Sircon website landing pages. There will no longer be co-branded logos within the application itself. This simplifies the co-branding process and reduces confusion to users who may be coming into the application from multiple state landing pages or other industry partner landing pages.

What is the user experience when creating a new account via self-signup?

It is very similar to the ProducerEDGE create account process.

1. Individual provides their name, email address, and verifies they are not a robot
2. An activation email is sent to their email address
3. A message is displayed letting them know we sent them an email, including the email address used. It also gives them the option to resend the email.
4. Clicking the email link lets them finish their account, including setting their resident state, password, and agreeing to the terms and conditions.
5. The Sircon dashboard is displayed, along with a brief product tour