

## Motor Carrier Portal Guide

TRANSGUARD, in partnership with the National Association of Independent Truckers, LLC (NAIT), welcomes you to visit our website ([www.transguard.com](http://www.transguard.com)) and Motor Carrier Portal. Our Motor Carrier Portal is designed to help you manage the NAIT Benefits of your Independent Contractors.

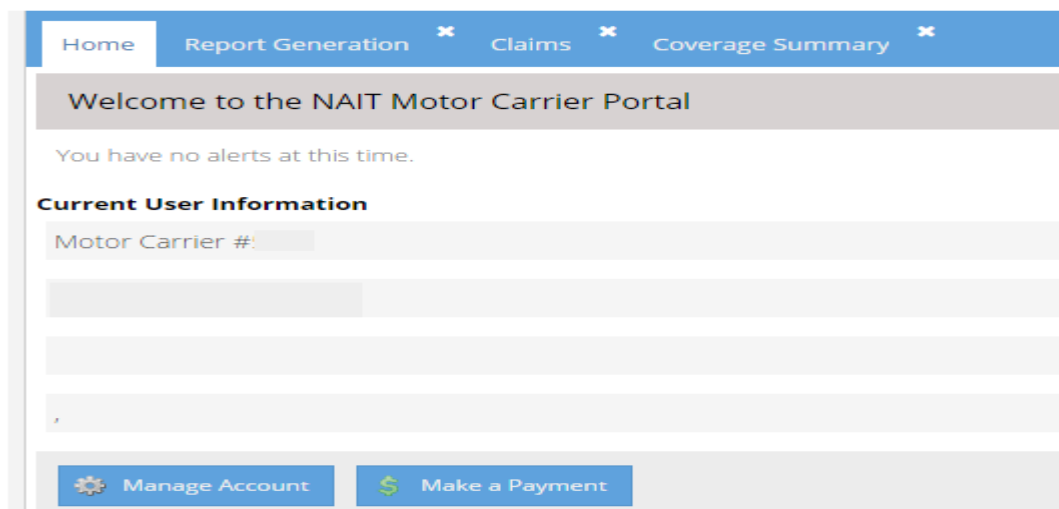
### How to Login

1. Go to <https://iccarrierportal.transguard.com/>
2. Enter your Username & Password
  - a. **Username:** Enter the email address on file with our office. If you do not know your username, contact your Account Manager at 1-800-821-8014.
  - b. **Password:** Enter your password (or) click *Forgot your password*.

### Home Page

1. **Alerts:** Important alerts will show on your home page.
2. **User Information:** View current User Information. Click the *Manage Account* button to update your profile Contact information, Security Questions and Password.

NOTE - Changing your email address will also change your login/username!
3. **Make a Payment:** To make an on-line payment, click the *Make a Payment* button and follow the on-line instructions.
4. **Toolbar:** The blue toolbar in the middle of the web page displays the recent features that have been accessed. Clicking on the **X** in the corner of a particular tab will close that feature.



## Group Administration

1. This is where you can manage the users of your portal.
2. If changes are needed for an existing user, click on the **Manage** icon next to the applicable user. The user name, password, security questions, and roles can be changed.
  - a. **New Password** – Enter the desired new password.
  - b. **Generate Random Password** – This will create a new system generated password for the user. The new password will need to be provided to the user to login. Once logged in the user can change their password using the option.
  - c. **Active User** – If a user should be deactivated, uncheck the box.
  - d. **Role Selection** – This allows you to change the access a user has to the information on the portal.

Role Selection	
<input type="checkbox"/> Role Name	Description
<input type="checkbox"/> NewUser	User must go through the new user setup process.
<input type="checkbox"/> BrokerAdmin	User can administer their active brokerages.
<input checked="" type="checkbox"/> FinancialViewer	User can view financial documents and reports.
<input type="checkbox"/> NAITBroker	User can access broker documents.
<input type="checkbox"/> NAITMember	NAIT Member accounts
<input checked="" type="checkbox"/> NAITMotorCarrier	User can access motor carrier documents.
<input checked="" type="checkbox"/> NAITUser	User belongs to nait group
<input checked="" type="checkbox"/> ReportViewer	User can view and download reports.
<input type="checkbox"/> WebAdmin	User can modify certain web functions.

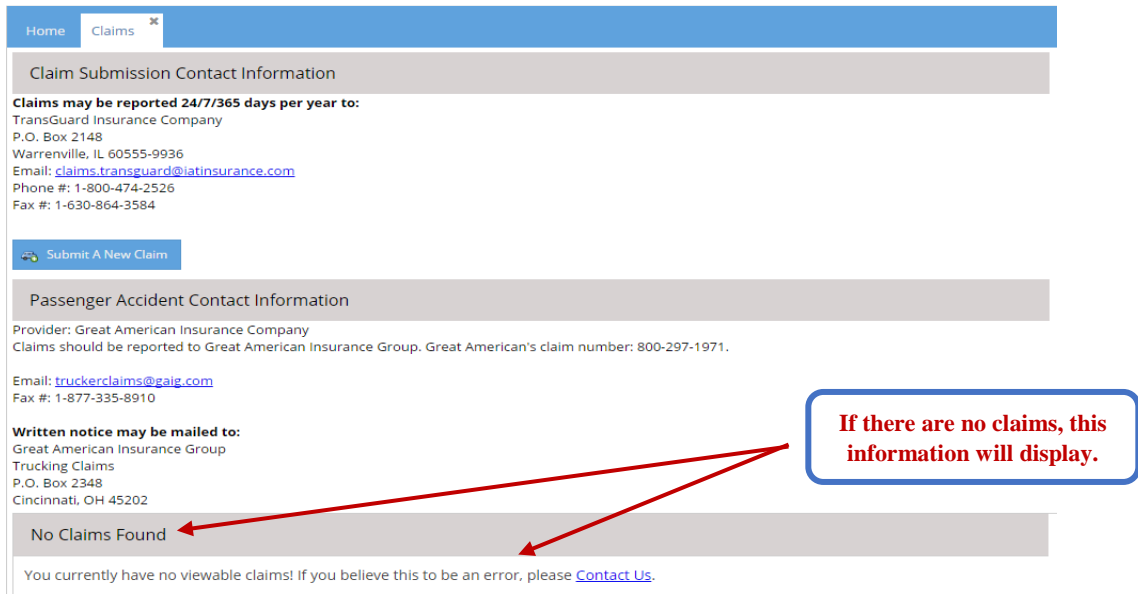
3. If new user access is needed, click on the **Create New User** icon.
  - a. Enter the user's email address, first and last name. Select the type of access the user should have in the **Role Selection** section. Then click **Add User**.
  - b. An email will be sent to the new user with login instructions.

## Reports

1. **Loss Summary** – When requesting this report it will be sent via email to the email address on file.
2. **Active Members & Equipment Reports** – These reports can be accessed and downloaded in various formats – PDF, Excel, or CSV
3. **Invoices** – When viewing invoices, select the desired invoice period from the dropdown.

# Claims

1. **Existing Claims** – View claim number, date of loss, brief description, and loss payment information.



Home Claims x

Claim Submission Contact Information

Claims may be reported 24/7/365 days per year to:  
TransGuard Insurance Company  
P.O. Box 2148  
Warrenville, IL 60555-9936  
Email: [claims.transguard@iatiinsurance.com](mailto:claims.transguard@iatiinsurance.com)  
Phone #: 1-800-474-2526  
Fax #: 1-630-864-3584

Submit A New Claim

Passenger Accident Contact Information

Provider: Great American Insurance Company  
Claims should be reported to Great American Insurance Group. Great American's claim number: 800-297-1971.

Email: [truckerclaims@gaig.com](mailto:truckerclaims@gaig.com)  
Fax #: 1-877-335-8910

Written notice may be mailed to:  
Great American Insurance Group  
Trucking Claims  
P.O. Box 2348  
Cincinnati, OH 45202


No Claims Found

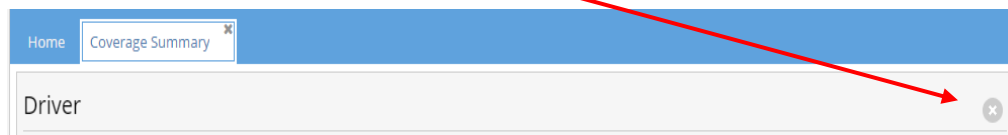
You currently have no viewable claims! If you believe this to be an error, please [Contact Us](#).

If there are no claims, this information will display.

2. **Submit a new claim** – Provide the details of the claim by completing the fields. Any necessary documentation can be included in the **Supporting Documentation** section.


# Coverage

1. **Coverage Summary** – Provides a list and description of all coverages available to your Independent Contractors.
  - a. Click **View Full Summary** to download a detailed version of the coverage summary in PDF format.
2. **Request A Change** – Use the form to add, change or cancel coverage and driver or equipment.
  - a. Click on the  next to the appropriate selection: driver or equipment. This will expand the appropriate form for completion.
    - If you clicked on a form type in error, click the **X** in the upper right corner of the form.



Home Coverage Summary x

Driver

- If multiple drivers or equipment, simply click the  next to the form type at the bottom of the page.
- Any necessary documents can be attached to the form, in the **Attachments** section.
- Click **Submit Change Request** when complete. The form and documents will be sent directly to your account manager for review and processing.

## Documents

- ❖ Documents can be viewed in PDF format or emailed to the address on file by clicking on the desired icon.
  1. **Invoices** – When selecting from the list, it will take you to the **Reports** tab to select the invoice period to view.
  2. **Applications** – Applications can be printed or emailed to the email address we have on file.
  3. **Electronic Document Signing** – This link will take you to our website to complete the Membership and Insurance applications electronically.
  4. **Notices** – A list of notices that apply to TransGuard policies.
  5. **State Forms** – These are forms that are required by specific states when requesting coverage in that state.
  6. **Underwriting Guidelines** – Documents outlining the underwriting guidelines applicable to TransGuard insurance coverages.
  7. **Other** – Miscellaneous forms and documents in regards to TransGuard insurance coverages or NAIT Member Benefits.
  8. **Claim Forms** – Forms that may be necessary when reporting or processing a claim
  9. **Samples** – Instructions on how to read a TransGuard invoice.