



Legal Insurance

ARAG Client Service Center (CSC) - How To

Once you have created your account, you will have access to the CSC, including these key areas:

Member Transactions – If applicable, view, add or edit a member's status or download a list of members.







Secure Email – Send confidential employee data to ARAG through this secure email tool.

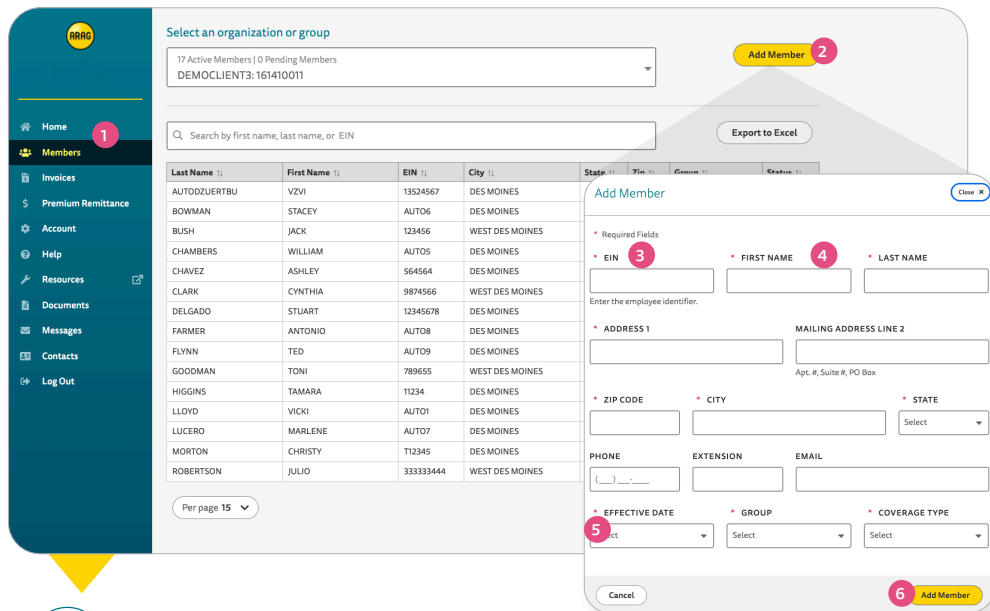
Invoices – If applicable, view and print invoices and have access to the past 12 months online.

Plan Document(s) – Review plan documents such as a Certificate of Insurance.

Resources – Access helpful articles, videos and other tools in the Learning Center.

Sign in to your account ARAGlegal.com/clients to complete the following transactions:

-  [Add a Member](#)
-  [Terminate/Suspend an Active Plan Member](#)
-  [Find and/or Edit an Active Plan Member](#)
-  [Retrieve a List of Active Plan Members](#)
-  [Send a Secure Message and Attach Secure Documents](#)
-  [Retrieve Invoices](#)



Last Name	First Name	EIN	City	State	Zip	Company	Extension
AUTODZUERTBU	VZVI	13524567	DES MOINES				
BOWMAN	STACEY	AUT06	DES MOINES				
BUSH	JACK	123456	WEST DES MOINES				
CHAMBERS	WILLIAM	AUT05	DES MOINES				
CHAVEZ	ASHLEY	564564	DES MOINES				
CLARK	CYNTHIA	9874566	WEST DES MOINES				
DELGADO	STUART	12345678	DES MOINES				
FARMER	ANTONIO	AUT08	DES MOINES				
FLYNN	TED	AUT09	DES MOINES				
GOODMAN	TONI	789655	WEST DES MOINES				
HIGGINS	TAMARA	11234	DES MOINES				
LLOYD	VICKI	AUT01	DES MOINES				
LUCERO	MARLENE	AUT07	DES MOINES				
MORTON	CHRISTY	112345	DES MOINES				
ROBERTSON	JULIO	33333444	WEST DES MOINES				



TO ADD A MEMBER:

- Click on "Member Admin" or click on "Members" in the side menu.
- On the top right, click on Add Member.
- Input the enrollment identifier (*full social security number or employee ID*).
Note: If that member is in the database under that identifier, an error "EIN (or SSN) is in use" will appear. Click Cancel and contact Client Support for assistance.
- Enter required member information.
- Input the coverage Effective Date, Group, and Coverage Type if applicable.
- A confirmation window will appear. Review the contact information, Group, Coverage Type and Effective Date to ensure it is correct.
- Next, click on "Add Another Member" or "Done."



Member Transactions and Invoicing are available options depending on your account set up.



TO TERMINATE/SUSPEND AN ACTIVE PLAN MEMBER:

1. Click on "Member Admin" or click on "Members" in the side menu.
2. Search by First Name, Last Name or EIN/SSN to retrieve membership search results.
3. Click on the member's row to edit.
4. Click Terminate Membership.
5. Enter the Coverage Termination Date and Termination Reason.
6. Click Terminate Membership, confirmation window will appear.

The screenshot shows the ARRG system interface. The sidebar menu on the left has 'Members' highlighted with a red circle 1. The main area shows a search bar with a red circle 2. Below the search bar is a table of members. The member 'CYNTHIA' is highlighted with a red circle 3. To the right of the table is a 'Terminate Membership' modal form. The form has fields for 'Coverage Termination Date' (red circle 5) and 'Termination Reason' (red circle 6). The 'Terminate Membership' button is highlighted with a red circle 4.

The screenshot shows the ARRG system interface. The sidebar menu on the left has 'Members' highlighted with a red circle 1. The main area shows a search bar with a red circle 2. Below the search bar is a table of members. The member 'CYNTHIA' is highlighted with a red circle 3. To the right of the table is an 'Edit Member' modal form. The form has fields for 'First Name', 'Last Name', 'Address 1', 'Address 2', 'City', 'State', 'Zip Code', 'Phone', 'Extension', and 'Email'. The 'Edit Member' button is highlighted with a red circle 4. The 'Save Changes' button is highlighted with a red circle 5. The 'Cancel' button is highlighted with a red circle 6.



TO FIND AND/OR EDIT AN ACTIVE PLAN MEMBER:

1. Click on "Member Admin" or click on "Members" in the side menu.
2. Search by First Name, Last Name or EIN/SSN to retrieve membership search results.
3. Click on the member's row to edit.
4. Click Edit Member.
5. Edit and click Save Changes.
6. A confirmation window will appear. Review the information to ensure it is correct.
7. Once the changes are made, click Done.



TO RETRIEVE A LIST OF ACTIVE PLAN MEMBERS:

1. Click on "Member Admin" or click on "Members" in the side menu.
2. Under "Select an organization or group" choose the group(s) you'd like in your list.
3. Click on Export to Excel.
4. Save the download.

The screenshot shows the ARRG system interface. The sidebar menu on the left has 'Members' highlighted with a red circle 1. The main area shows a search bar with a red circle 2. Below the search bar is a table of members. The 'Export to Excel' button is highlighted with a red circle 3.

Last Name	First Name	EIN	City	State	Zip	Group	Status
AUTODZUERTBU	VZVI	13524567	DES MOINES	IA	50309	161410011001	Active
BOWMAN	STACEY	AUTO6	DES MOINES	IA	50309	161410011002	Active
BUSH	JACK	123456	WEST DES MOINES	IA	50265	161410011001	Active
CHAMBERS	WILLIAM	AUT05	DES MOINES	IA	50309	161410011002	Active
CHAVEZ	ASHLEY	564564	DES MOINES	IA	50316	161410011002	Active
CLARK	CYNTHIA	9874566	WEST DES MOINES	IA	50265	161410011002	Active
DELGADO	STUART	12345678	DES MOINES	IA	50309	161410011001	Active
FARMER	ANTONIO	AUT08	DES MOINES	IA	50309	161410011002	Active
FLYNN	TED	AUT09	DES MOINES	IA	50309	161410011002	Active
GOODMAN	TONI	789655	WEST DES MOINES	IA	50265	161410011001	Active



TO SEND A SECURE MESSAGE AND ATTACH SECURE DOCUMENTS:

1. Click on Messages to send a secure message.
2. Select a Subject.
3. Type your message.
4. Add an attachment (*maximum of two attachments per message or 5 MB per file*).
5. Hit Send to complete the message.

Messages

To protect your employees and your company, you can securely send ARAG® sensitive employee information or questions by filling out the appropriate fields below and clicking the "Send" button. An ARAG representative will follow-up with you within one business day.

* Required Fields

Subject **Please Select.** 2

* MESSAGE 3

You may send up to 2 attachments with your message.

You may also choose to submit your enrollment file electronically via the FTP site. If you are interested in this process, please review the [File Data Standards Document](#) and contact your [Client Manager](#).

ATTACH YOUR DOCUMENTS

Choose File 4 OR Drag and drop to upload

Cancel Send 5

ARAG

Home Members **Invoices 1** Premium Remittance Account Help Resources Documents Messages Contacts Log Out

March 2022 2

Active Invoices (1)

Invoice #12194-1 AMOUNT DUE: \$3,746.00 View Invoice 3

COMPANY ABC - ULTIMATEADVISOR
COMPANY ABC - ULTIMATEADVISOR PLUS

March 2022 > Invoice #12194-1

AMOUNT DUE: \$3,746.00 DUE ON: 4/15/2022

Back Sort by A-Z Download CSV 4 Print

COMPANY ABC - ULTIMATEADVISOR	Plan #18216-0001-001
3/1/2022 - 3/31/2022 66 Active Members →	\$1,369.50
PREMIUM DUE: \$1,369.50	

COMPANY ABC - ULTIMATEADVISOR PLUS	Plan #18216-0001-002
3/1/2022 - 3/31/2022 98 Active Members →	\$2,376.50
PREMIUM DUE: \$2,376.50	

Split Invoice >



TO RETRIEVE INVOICES

1. Click on Invoices.
2. Select the month and View Invoice.
3. Click on View Invoice.
4. Download or print.

If you have any questions or need assistance, please contact Client Support Services at 800-888-4184, ext. 605 (Monday - Friday, 8 am - 5 pm Central time) or email clientsupport@ARAGlegal.com.

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