

Welcome to KERMIT!

We have created a new role to assist Carriers, Claim Administrators and Adjusters with designating claims to certain individuals within their organization. This role is the Claims Manager role and it allows the user to see all claims associated with the organization. It also allows the user to assign other users to a claim.

Steps to assign the Claims Manager role

- 1) The Organization Administrator will log in to KERMIT and select System Management from the left side under SCWCC Tasks.
- 2) The Organization Administrator can select Users & Roles to invite a new user and assign this role or give this role to an existing user in the organization. The Organization Administrator can also serve in this role by assigning themselves as the Claims Manager. This role can be given to one or multiple users.

Steps to assign the Users to Claims

- 1) The Claims Manager will log in to KERMIT and select System Management from the left side under SCWCC Tasks.
- 2) The Claims Manager will then select Users & Claims, and a second web page will open.
- 3) The Claims Manager will then be presented with two ways of assigning users to claims:
 - a. The first option will be to search for the claim they would like to associate a user with in the grid provided. The only claims that will show up are those that are linked to the organization. Once the Claims Manager selects the claim, a window will open to select the user from the right-side drop. Only the users that have registered with the organization will be available in the drop down.
 - b. The second option will be to download the CSV Template. The Claims Manager can download this template, fill out the information and upload it back through KERMIT. Please make sure to follow the instructions on the template. Only registered users should be entered in the "userEmail" column. Once it is uploaded, if there are no errors, it should be processed in 1 business day.