



# How To Navigate The Member Portal



***\*\*If you have not registered, please do so now\*\**** <https://tmlirp.org/new-user-registration/>

After registering for an account, if you are not the Fund Contact, the Fund Contact will receive an email requesting approval and access level selection. Once approved, you will receive a temporary password

## Access Levels

**Functional User:** Allow user to file claims

**Member Admin:** Allow user to file claims and update schedules (Property, Auto, Mobile Equipment)

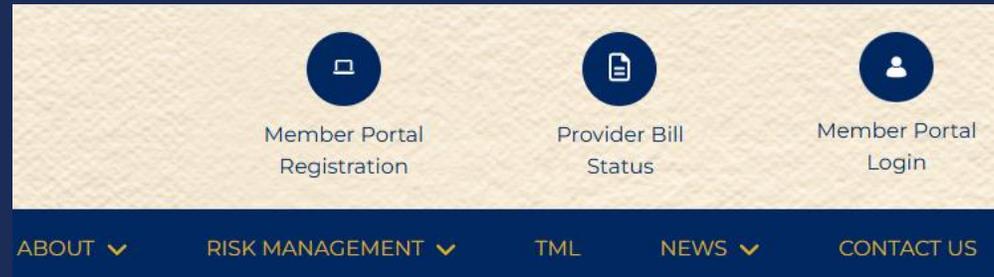
**Fund Contact:** Allow user to file claims, update schedules, and to view all information about all claims (Fund Contact level can also view all users' portal submissions and view/edit user accounts)

*\*Depending on your Access Level, the landing page will look different.*

**OUR WHY?** To partner with local governments so that Texas communities are **STRONGER TOGETHER**

# Member Portal

1. Enter [www.tmlirp.org](http://www.tmlirp.org) in the search browser.
2. At the top of the page, there is a link to Member Portal Registration.



3. If you have registered, click on Member Portal Login, enter User Name and Password, then click on Login.

### Risk Services

 Marc Rodriguez  
 ( 512 ) 491 - 3455  
 marc.rodriguez

### Loss Prevention

 Clarissa Rangel  
 ( 512 ) 491 - 2515  
 clarissa.rangel

### Underwriting

 Carla Williams  
 ( 512 ) 491 - 2493  
 cwilliams

### Billing

 Carol Platt  
 512-491-2415

### Claims

 800-537-6655  
 512-491-2300

Contact information for your service team (Risk Management Advisor, Underwriting, Safety and Loss Control Consultant) along with Billing and Claims contact phone numbers can be found on the left side of page.

Your four-digit Member number can also be found on the left side of page.

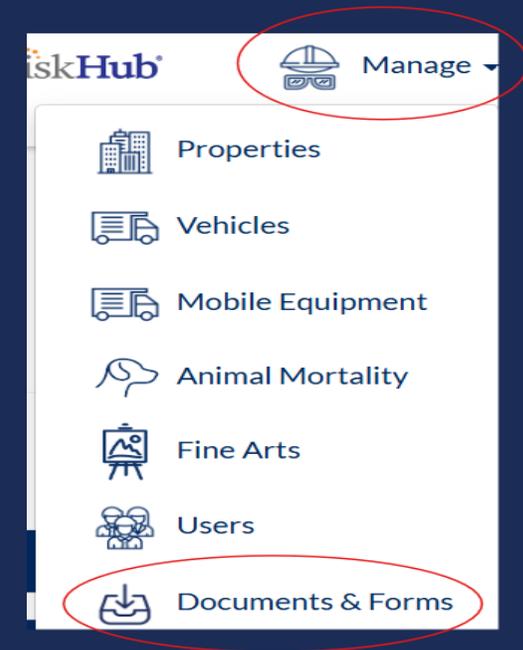
The image to the left is an example.

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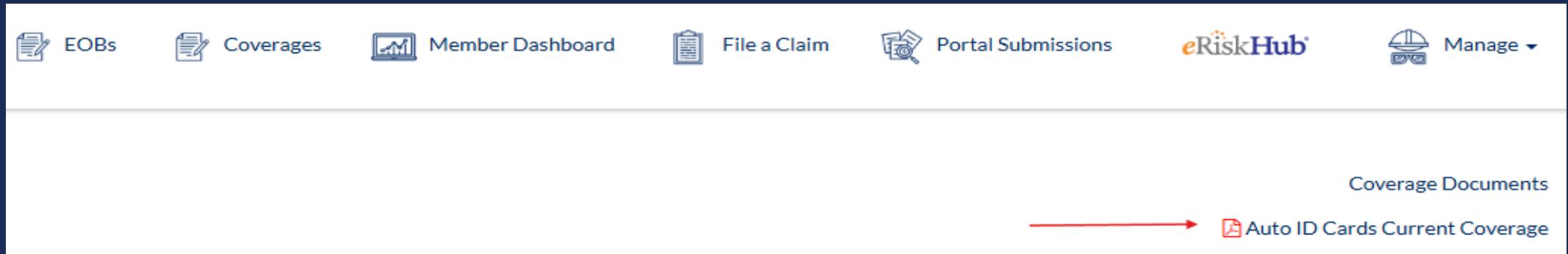
# Our Coverages



- View summary of your current coverages and other available coverages
- You can also easily view coverage description, coverage date, deductible and limit
- Click on the Manage tab and select Documents & Forms to view all Coverage Documents as well as other useful forms.



# Auto ID Cards



- While on the Coverages page, a link for Auto ID Cards can be found towards the upper right area under the Manage drop down link.
- You can print the ID cards or download and then print the ID cards.
- Auto ID cards are not vehicle/VIN specific.

# Filing a Claim



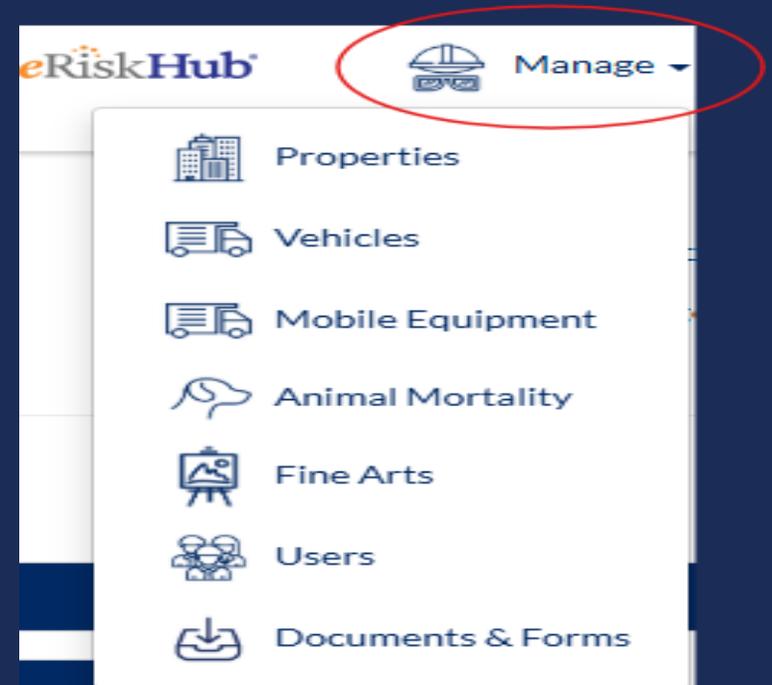
1. Click on File a Claim.
2. Choose the appropriate line of coverage that applies to you: Auto, Liability, Property and Workers' Compensation. Please note a third party is a citizen or visitor.
3. Click Next.
4. Fill out the form with all pertinent information.
5. Click on Complete.

\*One of the benefits of submitting claims through your Member Portal is that the Fund Contact can view a history of portal submissions.

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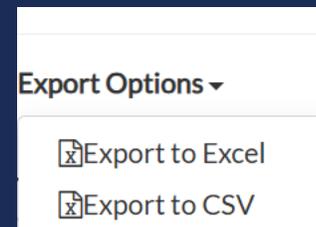
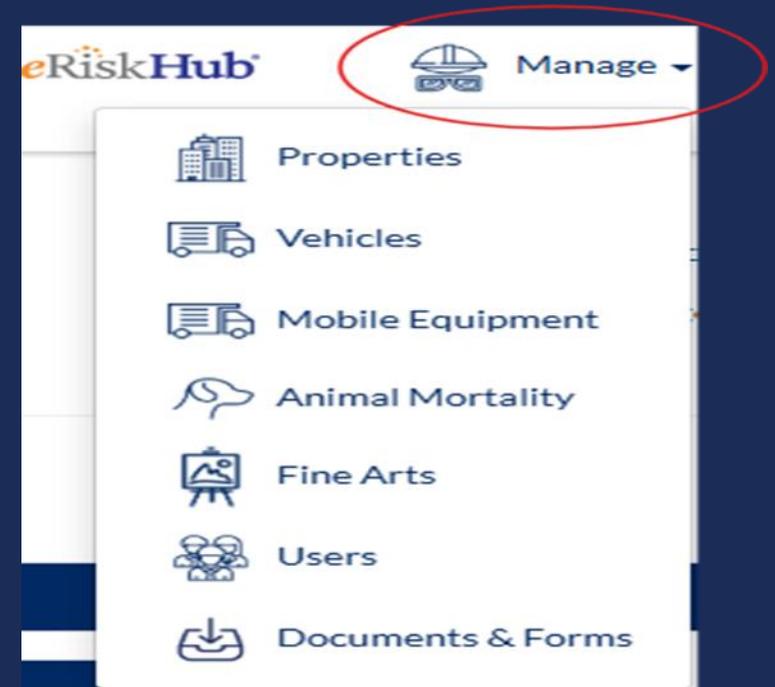
# Making Changes to Property, Vehicles and Mobile Equipment

1. Click on Manage and choose the appropriate line of coverage; Property, Auto, Mobile Equipment, Animal Mortality or Fine Art.
2. You can make changes by Edit, Delete and/or Add.
3. When you have completed making changes, click on SAVE.
4. You must complete all sections that have a red asterisk but also provide any other information you have readily available.



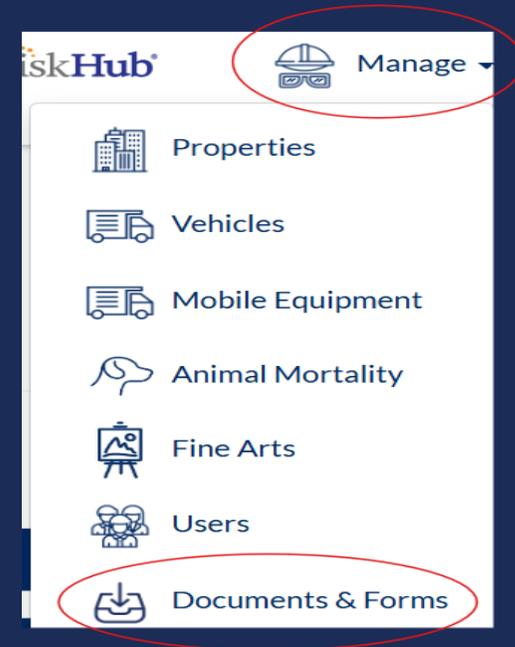
# Update/Exporting Schedule

1. Click on Manage and choose the appropriate line of coverage; Property, Auto, Mobile Equipment, Fine Arts, Animal Mortality.
2. Click on Export Options (top middle of page).
3. You can choose between Export to Excel or Export to CSV.
4. You can edit the Excel and CSV spreadsheet to fit your needs.
5. If making a large batch of schedule changes (more than five) , it is easier to export to Excel, indicate the changes on the Excel spreadsheet, and then email the spreadsheet to your RMA for further handling.



# Documents and Forms

1. Under Manage, select Documents and Forms.
2. Forms available include:
  - a) Line of Coverage Claim Forms
  - b) Underwriting Forms
  - c) Coverage Documents
  - d) Workers' Compensation Forms



# eRiskHub - Cyber Liability

1. Click on eRiskHub. (top right of page)
2. Great resource to educate yourself on cybersecurity.
3. \*eRiskHub is not a TML Risk Pool website. If you choose to utilize the resource, you will be will responsible for paying any online fees.

# Member Dashboard



- Claims Data
- Member Reports can be generated by clicking on the Loss Run tab below the chart.
  - You can change the date range, narrow down by Submission Type, Department, or Claims Status.
- Reports can be downloaded as various formats by clicking on the ellipses that pops up in the right corner of the report when the cursor is placed on the report itself.
- Your Risk Management Advisor can also schedule Member Portal training for you and other users, if needed.

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# Safety & Loss Control Consultant

Please use *Chrome*, *Firefox*, or *Microsoft Edge* to access the following link to learn about resources our Safety and Loss Control counterparts have to offer.

<https://tmlirp.org/risk-management/loss-prevention-services>



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To partner with local government so that Texas communities are stronger together  
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