

How to Access Loss Runs



Agents can access Loss Runs in Roadrunner – making it quick & easy.

Step 1: Select “Search Account and Policies” on the dashboard page.

A screenshot of a web browser showing the Agent Portal for New Mexico Mutual Agency Inc. The browser address bar displays "https://newmexicomutual--uat.sandbox.my.site.com/AgentPortal". The page header includes the "Quick & Easy WORK COMP" logo and the text "NEW MEXICO MUTUAL AGENCY INC". Below the header is a navigation bar with icons for "New Mexico Mutual Links", "Epicor HCM", "Library", "Guidewire Educatio...", "Login | Salesforce", "New Mexico Mutua...", "Slack | New Mexico...", and "Salesforce - Sar". The main content area features a vertical sidebar on the left with three menu items: "Dashboard", "Search", and "Activities Inbox". The main content area contains five tiles: "Start a Quote", "Search Account and Policies" (highlighted with a red border), "Agent Library", "Activities Inbox", and "Policy Payments". Each tile includes a representative image and a corresponding icon.

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Step 2: Once the account has appeared, click on it to go to the account level:

This screenshot shows the search results for "NEW MEXICO MUTUAL AGENCY INC". A search bar contains the text "test accord" and a "Search" button. Below the search bar is a table with two columns: "Action it" and "Name it". A single row is visible with a red box around the text "Test Accordion" in the "Name it" column. The page also shows "Page Size: 10" and "1 Items". A sidebar on the left contains navigation options: Dashboard, Search, and Activities Inbox.

Step 3: Once you are at the account level, click on “Loss Runs”

This screenshot shows the account details page for "NEW MEXICO MUTUAL AGENCY INC". The page header includes the account name and "Test Agent" with a dropdown arrow. A sidebar on the left contains navigation options: Dashboard, Search, and Activities Inbox. The main content area shows a "Back to Search Results" button, the account name "Test Accordion", and contact information: Address (123 RR Ave, Navajo, NM 87328), Account Holder Email (Testacc@none.com), and Phone Number ((505) 777-2463). On the right, the Account Number (7178254503) and PCO (NO) are displayed. At the bottom, there is a row of action buttons: Policy Change, Loss Runs (highlighted with a red box), Billing Transactions, Upload Document, and Pay.