FREQUENTLY ASKED QUESTIONS

CREDENTIALS AND ACCESS

What if I encounter a white screen?
We strongly recommend using either Chrome, Edge, or Firefox. Please refrain from using Internet Explorer.

What will my credentials be for Roadrunner?
Your individual primary email associated with your organization will be used as your username and your password will be self-managed through the Roadrunner application (via Salesforce).

How will I resent my password for Roadrunner?
Your password can be reset by clicking the "Forgot password?" button on the log-in page for Roadrunner. You can then access your account email to follow the application's instructions. If that fails or you cannot access that email, your password can be reset by our Salesforce administrator.

What software and technology does Roadrunner use?
Roadrunner is an application built on Salesforce and utilized cloud technology. The application itself is also integrated with our own database of local businesses, Google Places, and an artificial intelligence classcode wizard.

Will I still have access to PolicyCenter?
Currently all agents will retain access to PolicyCenter. You can access PolicyCenter through the Roadrunner Dashboard; simply click the link and you'll be automatically logged in!

SUBMISSIONS AND DOCUMENTS

What are the rules for binding policies under the Roadrunner application?
Rules for binding policies will stay consistent with the current Straight-Through process. Most classcodes are bindable under 10k EAP, with a select amount requiring an EAP over 1k.

What happens to policies that cannot be bound under the Roadrunner application?
If a submission through the Roadrunner system is over 10k and not bindable, the submission will automatically be submitted to PolicyCenter for an Underwriter to review.

How will I obtain documents from previous policies?
Documents from prior policies can still be obtained in the same way they are now, through PolicyCenter.

What about documents for new policies?
Roadrunner will provide a quote proposal and binder documents for all new policies, and they will be readily available on the Roadrunner portal.

How do I add a waiver of subrogation or deductibles?
Waiver of subrogation is automatically added for polices under 10k in EAP. If the account requires a deductible, you can contact your underwriter for any policy changes.

SUPPORT

Who do I contact for issues or questions about Roadrunner?
Ph: 505-345-6245
Email: roadrunner@newmexicomutual.com