

How to Register with DUAL through Orchid

Updated 3/13/2024

1) Login to Orchid Connect – connect.orchidinsurance.com.

The screenshot shows the Orchid Connect login page. At the top, there is a blue header with the text "Mortatoriums May Be In Effect: [Click Here For Details](#)". Below the header, the Orchid logo is on the left, and the text "Phone or Email, we're here to help you" is in the center. On the right, there is a "Main Switchboard: 772-226-5546" link. A notice below the header reads: "NEW CARRIERS! We are adding more A.M Best A- or Better Rated carriers all the time. For personal Lines, this impacts rating time slightly! Thank you for your patience as we work to optimize rating while adding more options for you to offer. We are experiencing increased demand on our phones and chats. We appreciate your patience and apologize for any delays you may experience during this time." On the left side, there is a "GET HELP" section with a phone icon and the number "772-226-5546", and a "NEED A LOGIN?" section with a "Sign Up" link. The main content area features the Orchid Connect logo and a login form. The form has fields for "E-mail" (containing "kbrod2@orchidinsurance.com") and "Password" (with masked characters). There is a "Forgot your password?" link below the password field and a "Log In" button to the right. At the bottom, there is a copyright notice "COPYRIGHT © 2016-2024 ORCHID" and a small asterisk indicating a required field.

2) Click on Digital Partnerships.

The screenshot shows the Orchid Connect dashboard. At the top, there is a blue header with the text "Mortatoriums May Be In Effect: [Click Here For Details](#)". Below the header, the Orchid logo is on the left, and the text "Phone or Email, we're here to help you" is in the center. On the right, there is a "Main Switchboard: 772-226-5546" link. A notice below the header reads: "NEW CARRIERS! We are adding more A.M Best A- or Better Rated carriers all the time. For personal Lines, this impacts rating time slightly! Thank you for your patience as we work to optimize rating while adding more options for you to offer. We are experiencing increased demand on our phones and chats. We appreciate your patience and apologize for any delays you may experience during this time." Below the header, there are navigation links for "Home", "Quotes & Policies", and "Insureds". On the right, there is a search bar and the name "Kaitlyn Brod - Agent". The main content area is titled "Dashboard" and "Create New Quote". On the left, there is a sidebar with links for "Personal Lines Quick Queues", "Commercial Lines Quick Queues", "Training Center", "State Guidelines", and "Claims". The main content area features two large images. The left image shows a house and is labeled "Personal Lines" in a green box. The right image shows a person working on a laptop and is labeled "Digital Partnerships" in a red box. At the bottom, there is a copyright notice "COPYRIGHT © 2016-2024 ORCHID" and a small asterisk indicating a required field.

3) Select your state and click the DUAL tile.

The screenshot shows the ORCHID dashboard interface. At the top, there is a navigation bar with the ORCHID logo, a phone/email support link, and a main switchboard number. Below this is a search bar and the user's name, Kaitlyn Brod - Agent. The main content area is titled "Dashboard" and contains a sidebar with links for Home, Commercial Lines Quick Queues, Check Balance/Make Payments, and Training Center. The main area has two steps: "1 Select a state" with a dropdown menu set to "Alabama", and "2 Select a product below to quote." There are two main sections: "Personal Lines" and "Commercial Lines". Under "Personal Lines", there are tiles for ORCHID (Admitted High Net Worth), NEPTUNE (Primary Flood), Jewelers Mutual (Jewelry Policy), and DUAL (Private Flood). The DUAL tile is highlighted with a red box. Under "Commercial Lines", there are tiles for NEPTUNE (Private Primary Flood) and NATIONAL FLOOD (NFIP). At the bottom, there are tiles for Tower Hill (Mobile Home) and NATIONAL FLOOD (NFIP). A copyright notice for 2016-2024 ORCHID is at the bottom left, and a note indicating required fields is at the bottom right.

4) You will be routed to the DUAL registration page.

- a. You only need to fill out the registration form **once**.
- b. If you have already registered using this form, click the **green** "Sign In" button.
- c. To register for the first time, enter your information in the fields. Double check that your correct Orchid agency code is listed and correct it, if needed.

The screenshot shows the "Sign Up to Become an Agent" page on the DUAL website. The page has a blue header with the DUAL logo and a "Contact Us" link. The main heading is "Sign Up to Become an Agent" with a sub-heading: "Sign up now to generate quotes and policies for your clients. Signing up is quick and easy - just fill out the form below to experience the benefits of the Flood WebRater for yourself!". The form contains the following fields: Agent First Name (filled with "Kaitlyn"), Agent Last Name (filled with "Brod"), Agent Email Address (filled with "kbrod3@orchidinsurance.com"), Agency Name (filled with "John Doe Insurance Agency"), and Agency Code (filled with "AGY1234"). There is an "Optional agency identifier assigned by your Wholesaler" field which is empty. At the bottom of the form, there is a "Submit" button, a link "Already registered? Sign In" (highlighted in green), and a "Sign In" button.

5) Click "Submit."

QUAL Contact Us

Sign Up to Become an Agent

Sign up now to generate quotes and policies for your clients. Signing up is quick and easy – just fill out the form below to experience the benefits of the Flood WebRater for yourself!

Agent First Name:

Agent Last Name:

Agent Email Address:

Agency Name:

Agency Code:

Optional agency identifier assigned by your Wholesaler.

Already registered?

6) You will receive a pop-up Success message prompting you to check your email to activate your account.

QUAL Contact Us

Reset Password

Email Address:

Activation Code:

New Password:

Verify Password:

Success

You have been registered successfully.
To finalize your registration, please check your email account for an activation code.

Instructions

To reset/recover your password, please enter the activation code sent to you via email. If you do not receive an email:

- Check your Spam or Bulk Mail folders.
- Request another email, automation@dualcommercial.com or address book.
- Recover your password.
- Check all email addresses you might have used to sign up or sign in to your account.

Create a strong password using eight characters or more. It can be any combination of upper and lower case letters, numbers, and symbols (ASCII-standard characters only, like !@#\$%^&* _). Accents and accented characters aren't supported. You cannot reuse the last password.

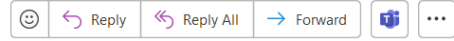
If you need assistance, please contact us at flood@dualcommercial.com.

7) You will receive an email with an activation code to complete your registration. Click [“click here”](#) in the email.

Flood WebRater Registration Code



DualAutomation <dual_automation@dualcommercial.com>
To Kaitlyn Brod



Thu 1/4/2024 8:49 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

You don't often get email from dual_automation@dualcommercial.com. [Learn why this is important](#)

[External]

You have successfully registered for the WebRater. Your activation code is ACRQMAI2WY. Please [click here](#) to activate your agent account and create a password.

This code and link will expire in 30 minutes.

If you did not initiate this registration, please contact us at flood@dualcommercial.com.

8) You will be routed to the Reset Password page. Your activation code from the email should be prefilled.

The screenshot shows the 'Reset Password' page for Dual. The page has a blue header with the 'DUAL' logo on the left and 'Contact Us' on the right. The main content area is white. On the left, there are four input fields: 'Email Address' (empty), 'Activation Code' (prefilled with 'ACRQMAI2WY'), 'New Password' (empty), and 'Verify Password' (empty). Below these fields is a blue 'Submit' button. On the right, there is an 'Instructions' section with a warning icon. The instructions state: 'To reset/recover your password, please enter the activation code sent to you via email. If you do not receive an email:'. Below this are three bullet points: 'Check your Spam or Bulk Mail folders.', 'Add dual_automation@dualcommercial.com to your address book.', and 'To request another email, follow the steps to reset/recover your password.'. Below the bullet points is a note: 'Check all email addresses you might have used to sign up or sign in to your account.'. At the bottom of the instructions, there is a question mark icon and the text: 'If you need assistance, please contact us at flood@dualcommercial.com.'

9) Complete the fields with your email and new password. Click "Submit".

Reset Password

Email Address
kbrod3@orchidinsurance.com

Activation Code
ACRQMAI2WY

New Password
.....

Verify Password
.....

Submit

Instructions

① To reset/recover your password, please enter the activation code sent to you via email. If you do not receive an email:

- Check your Spam or Bulk Mail folders.
- Add dual_automation@dualcommercial.com to your address book.
- To request another email, follow the steps to reset/recover your password.
- Check all email addresses you might have used to sign up or sign in to your account.

Create a strong password using eight characters or more. It can be any combination of upper and lower case letters, numbers, and symbols (ASCII-standard characters only, like ! @ # \$ % ^ & * _). Accents and accented characters aren't supported. You cannot reuse the last password.

② If you need assistance, please contact us at flood@dualcommercial.com.

10) If everything matches, you should receive a Success message. Click "OK".

Success
Password successfully updated. You may now login.

OK

Login

Enter email address or username.

Enter password.

I agree that I have read and accept the Terms & Conditions.

Sign In

Forgot Password

Success
Password successfully updated. You may now login.

OK

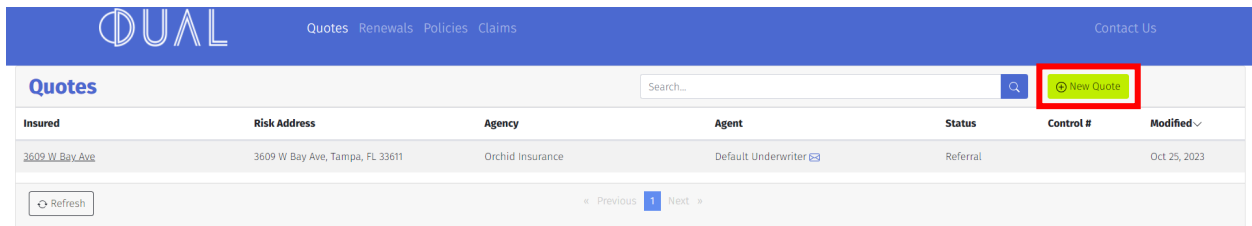
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11) Enter your username and password and click “Sign In”.



12) Once signed in, start a quote by selecting “New Quote” for DUAL’s flood products.



13) Once you have registered for DUAL and have set up your credentials, you can access DUAL through the Connect passthrough.

- a. Return to the top of this document and follow steps 1-4.
 - i. Return to Connect and login.

- ii. Click Digital Partnerships.
 - iii. Select your state and click the DUAL tile.
 - iv. On the DUAL registration page, click the green “Sign In” button to be routed to their login page. Enter your DUAL credentials and select “Sign In”.
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Help & Support:

Password Resets & Credentialing

DUAL Flood

(973) 631-7575

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Orchid Connect

(772) 226-5546

1-866-370-6505

agencyervices@orchidinsurance.com