

Instructions for Nationwide Insurance download registration: [Form: Nationwide Agents Download Request Process](#)

In addition to configuring the agencies Mailbox account (IVANS/Nationwide) in the agency management system, download preferences and settings need to be recorded at Nationwide so that policy activity and other transactions can be transmitted properly.

Note: ONLY Agent Center Agency Administrators currently have access to the following pages. If the agency is unsure who is listed as an Agency Administrator or needs to add, or update access the agency should contact the Nationwide Help Desk (1-888-667-3866).

To setup or update your download preferences:

- Log in to [Agent Center](#). This link will take you to the Download preferences main page.
- In the “**Agency Information**” section, select the “**Agency number**” in the dropdown box you wish to set up or update downloads for.
- Select the ‘**Create/Update agency or management system information, preference options or clone preferences to another agency**’ radio button and click “**Continue**”.

Note: This process should be completed for all existing agency codes.

- In the “**Agency download information**” section:
 - Validate and/or update “**Contact name**”, “**Contact phone number**”, “**Contact email address**”.
 - New set ups choose a “**Download start sate**”.
 - Updates to an existing download preference set up - the “**Download start date**” does not need to be updated.
 - To stop **ALL** daily downloads, enter a date in the “**Download end date**” .
- In the “**Management system information**” section:
 - New Setups-
 - Select the “**Management system**” & “**Product**” the agency contracted with from the drop-down lists.
 - Provide the agency’s IVANS account information (**IVANS Y account, IVANS agency mailbox & IVANS 110 machine**).
 - Existing Setups-
 - If the agency is switching to Hawksoft CMS, update the “**Management system**” & “**Product**” drop downs in the

“Management system information” section (this will impact download type selections and may require them to be updated).

Note: If an IVANS account is needed, contact the Nationwide Help Desk (1-888-667-3866) and provide agency name/address/phone number, agency contact name/email/phone and which agency management system the agency contracted with. An account will be created for the agency.

- In the **“Preference options”** section:
 - Select or update the appropriate check boxes for each of the available download types that should be sent.
- To complete the process, Click the button labeled either **“Create partner download”** or **“Update partner download”**
- Once completed a success message will be presented.
- Close page.