



Genworth Pro – Log In & Registration

Producer Reference Guide

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Author: Derek Jones

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Introduction

Genworth Pro offers a convenient way for you to view and manage your Life, Annuity and LTC business with Genworth, as well as your Licensing and Commissions information. This guide is intended to get you started quickly.

Accessing Genworth Pro

URL

You can easily access Genworth Pro by going to the following web address:

<http://www.genworth.com/pro>

Logging In

If you already have a Username and Password:

- 1 Enter your **user name** and **password**.
- 2 Click **Login**.
- 3 If you forget your password, click **Forgot Password** for help. You will need your Username. Alternatively, you can call Web Support at **800-404-2956**.

If this is your first time accessing the site, you will need to register for access. The next section will walk you through the registration process.

The screenshot shows the 'Login to Genworth PRO' page. At the top, it says 'For financial professionals only'. There are two input fields: 'Username:' with the text 'tstark' and 'Password:' with masked characters. A red circle with the number '1' is next to the password field. Below the password field is a blue link 'Forgot password?' with a red circle and the number '3' next to it. A red 'Login' button has a red circle with the number '2' next to it. Below the button, it says 'You are protected' with a lock icon. Further down, it asks 'Don't have a registered account?' with a blue link 'Register now'. Below that, it says 'Learn about safeguarding your information online.' with a blue link. At the bottom, it provides technical assistance contact info: 'For Technical Assistance, call 800 404.2956' (with a red circle and '3' next to the number), 'Monday - Thursday, 8:30am - 8pm ET', and 'Friday, 9am - 8pm ET'.

Accessing Genworth Pro (cont)

Registration

To begin the registration process:

- 1 Click the **Register Now** button. This takes you to Step 1 of the registration process.
- 2 Complete all applicable fields on the **Professional Site Registration** screen. All required fields are marked with an asterisk (*).
- 3 Click **Next**.

Login to Genworth PRO

For financial professionals only

Username:

Password:

[Forgot password?](#)

You are protected

Don't have a registered account?
[Register now](#) **1**

Learn about [safeguarding your information online](#).

For Technical Assistance, call
800 404.2956
Monday - Thursday, 8:30am - 8pm ET
Friday, 9am - 8pm ET

Professional Site Registration

The information that you provide below will be used to validate your current status with Genworth as a financial professional. Until you are appointed with Genworth you will have limited access to the site.

Step 1 of 3 Personal Information
Please enter data in all the fields below.

Step 1 Step 2 Step 3

2

Create User Name* Unique, 6-character minimum. A valid Username must start with a letter and may contain a number (0-9), an @ symbol, a period (.), or an underscore (_).

Create Password* 8-character minimum. A valid Password must begin and end with a letter, include at least one lower case letter, and two imbedded numbers. Must not contain the username. May contain up to 5 special characters.

Confirm Password*

First Name*

Middle Initial

Last Name*

Primary Email Address* The email address will be used to send emails regarding this account activity.

Confirm Email Address*

Social Security Number* Enter the SSN without hyphens.

Business Zip Code* The business zip code must match the business zip code that is documented with Genworth.

Date of Birth (MM/DD/YYYY)*

Challenge Question* The challenge question will be used to help us identify you if you forget your password. Challenge question answers are not case sensitive.

Challenge Answer*

3

* - required information

Accessing Genworth Pro (cont)

Registration (cont)

If a match is found, you will see the following screen:

- 4** ***IMPORTANT*** Select **Associate my account with all agent numbers below**. If this box is not selected, you will not be able to view all of your business.
- 5** Select the line of business you want to be your home page.
- 6** Click **Register**.

Professional Site Registration

The information that you provide below will be used to validate your current status with Genworth as a financial professional. Until you are appointed with Genworth you will have limited access to the site.

Step 3 of 3 **Customize your Financial Pro Experience** Step 1 Step 2 Step 3
In order to provide you with the best online service available, please use the fields below to select your preferences.

Add Accounts

Associate my account with all agent numbers below. **4**

I am interested in learning more about how to stop receiving paper and be notified via email when [eDocuments](#) are available online.

Manage Accounts

Agent Number	Genworth Relationship	Firm
ABCDE	Genworth Life Insurance Company	Insurance
EDCBA	Genworth Life Insurance Company	Insurance

Your Primary Home Page **5**

Long Term Care Insurance

Annuities

Add Secondary Email Address

Secondary Email Address (Optional)

How did you hear about our website?

Choose...

6

NOTE Your path to the above screen may vary if the website does not find a match. If you do not have a producer code, keep in mind your access to the site will be limited until you receive a producer code.

If you need assistance with registration, call Web Support at **800-404-2956**.

Basic Navigation

Business Navigation Tabs

To best meet our producers needs for each product, Genworth Pro is separated by our three lines of business, Annuities, Life and Long Term Care. To begin, *select* the **tab** that corresponds to the product line you want to review.



NOTE You can change your home tab at any time. Select **My Profile** at the top of the screen and then click **Manage My Access**.

Navigation Bars

Each product line has its own navigation bar to help you view and manage your business:

- 1 Home** takes you to the landing page for the respective line of business.
- 2 Contracts/Policies /My Business** allows you to search and view information for your inforce and pending policies/contracts for the respective line of business.
- 3 Licensing** allows you to view appointment details, required training and the next level up in your hierarchy.
- 4 Commissions** gives you access to commissions statements on your producer codes.
- 5 Products** provides the product information you need for the respective line of business.
- 6 Forms & Materials** gives you online access to the forms you'll need to submit new business and service existing policies/contracts.
- 7 Sales Support** provides multiple product specific tools such as illustrations and calculators.
- 8 Education** provides training resources designed to help you better understand and sell our products.

Annuities Navigation Bar



Life Navigation Bar



Long Term Care Navigation Bar

