



LONG LIVE HAPPY HOMES®

# Agent Portal

User Guide

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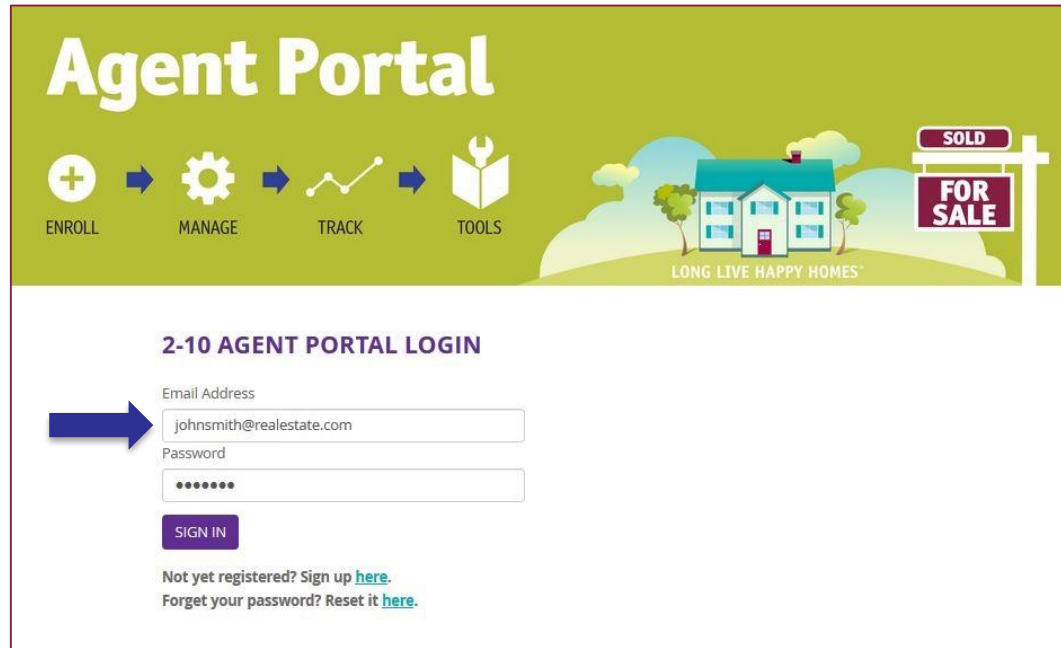
LONG LIVE HAPPY HOMES®

# How to Log In or Create an Account

Agent Portal

# Log In to Your Account

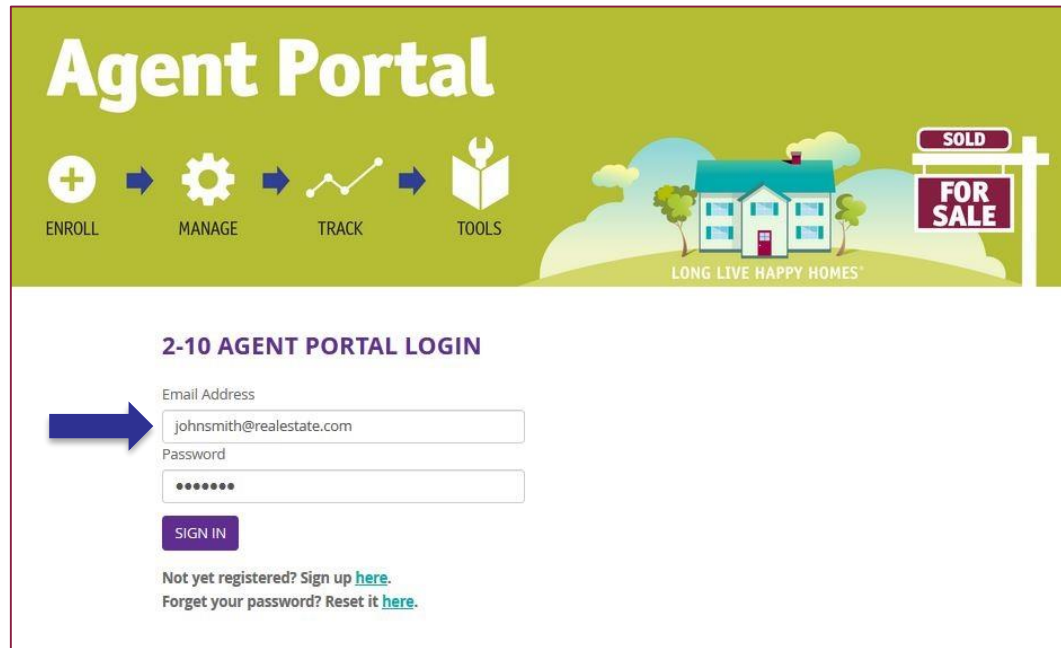
- Go to [2-10.com/agent](https://2-10.com/agent) to access Agent Portal
- Enter your email address and password and select *Sign In*
- To create an account, select the *Not yet registered? Sign up [here](#)* link (read on for more info on creating an account)
- If you wish to reset your password, select the *Forget your password? Reset it [here](#)* link



The screenshot shows the 'Agent Portal' login interface. At the top, there's a green header with the title 'Agent Portal' and a navigation bar with icons for ENROLL, MANAGE, TRACK, and TOOLS. To the right is an illustration of a house with a 'SOLD' and 'FOR SALE' sign, and the text 'LONG LIVE HAPPY HOMES®'. Below the header, the section is titled '2-10 AGENT PORTAL LOGIN'. It features a blue arrow pointing to the 'Email Address' input field, which contains 'johnsmith@realestate.com'. Below it is a 'Password' field with masked characters. A purple 'SIGN IN' button is positioned below the password field. At the bottom, there are two links: 'Not yet registered? Sign up [here](#).' and 'Forget your password? Reset it [here](#).'

# Advertising Program Brokerage Accounts

- Accounts have been automatically created for agents in brokerages that are part of our Advertising Program
- Your default password is your first and last name, lowercase without spaces
  - e.g., “johnsmith”



The image shows the 'Agent Portal' login interface. At the top, there's a green banner with the title 'Agent Portal' in white. Below the title, a navigation bar contains four icons with labels: a plus sign for 'ENROLL', a gear for 'MANAGE', a line graph for 'TRACK', and a wrench for 'TOOLS'. To the right of these icons is an illustration of a house with a 'FOR SALE' sign and the text 'LONG LIVE HAPPY HOMES®'. Below the banner, the section is titled '2-10 AGENT PORTAL LOGIN'. It features two input fields: 'Email Address' with the value 'johnsmith@realestate.com' and 'Password' with masked characters. A blue arrow points to the email field. Below the fields is a purple 'SIGN IN' button. At the bottom, there are two links: 'Not yet registered? Sign up [here](#).' and 'Forget your password? Reset it [here](#).'

**Agent Portal**

ENROLL → MANAGE → TRACK → TOOLS

LONG LIVE HAPPY HOMES®

**2-10 AGENT PORTAL LOGIN**

Email Address  
johnsmith@realestate.com

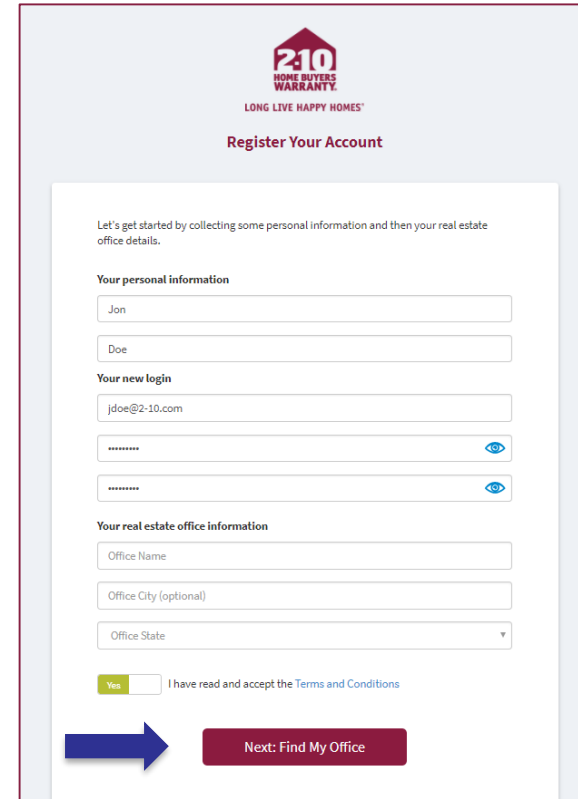
Password  
••••••

**SIGN IN**

Not yet registered? Sign up [here](#).  
Forget your password? Reset it [here](#).

# Create an Account

- If you don't have an active login, select *Not yet registered? Sign up [here](https://2-10.com/agent)* on **2-10.com/agent**
- Enter your personal information
- Confirm that you have read and accept the Terms & Conditions
- Click *Next: Find My Office*




The screenshot shows the 'Register Your Account' page for 2-10 Home Buyers Warranty. The page has a light blue header with the company logo and tagline 'LONG LIVE HAPPY HOMES®'. Below the header, the title 'Register Your Account' is centered. The main content area is a white box with a light blue border. It starts with a message: 'Let's get started by collecting some personal information and then your real estate office details.' The form is divided into three sections: 'Your personal information' with fields for first name (Jon) and last name (Doe); 'Your new login' with fields for email (jdoe@2-10.com) and password (two masked fields with eye icons); and 'Your real estate office information' with fields for Office Name, Office City (optional), and Office State (a dropdown menu). At the bottom of the form, there is a 'Yes' checkbox and the text 'I have read and accept the Terms and Conditions'. A large blue arrow points to the 'Next: Find My Office' button.



# Create an Account

- Find your office on the list of verified brokerages and offices, then click *Select*
- If your office is not on the list, see next slide



210  
HOME BUYERS  
WARRANTY.  
LONG LIVE HAPPY HOMES™

Select Your Office

Next, let's find your real estate office. These are the offices we've found from the search terms you entered in the last step. Please select your office from the list below.

Show  entries Search:

Office Name	Address	City	
Realty Co	600 Mountain View Ave	Longmont	<a href="#">Select</a>
Realty Co	1201 Pecos St	Westminster	<a href="#">Select</a>
Realty Co	10297 Park Meadows Drive, Suite 300	Littleton	<a href="#">Select</a>
Realty Co	20016 San Juan St Suite 200	Littleton	<a href="#">Select</a>
Realty Co	4280 S. University Ave.	Fort Collins	<a href="#">Select</a>
Realty Co	1510 Axbow Dr Suite A	Montrose	<a href="#">Select</a>
Realty Co	6734 Main St Suite 150	Aurora	<a href="#">Select</a>
Realty Co	71301 Struthers Road, Suite 170	Colorado Springs	<a href="#">Select</a>
Realty Co	701 Aurora Plkwy Ste 301	Denver	<a href="#">Select</a>
Realty Co	2225 Auraria Blvd	Denver	<a href="#">Select</a>

Showing 1 to 10 of 26 entries

< 1 2 3 >


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# Create an Account

- If you do not see your office on the list, scroll to the bottom of the page. Select *Click [here](#) to enter your office details and continue creating your account*
- Manually enter your office details and select *Submit*

Showing 1 to 10 of 26 entries

< 1 2 3 >

 **Can't find your office?** If your office is new or not yet in our system, no problem! Click [here](#) to enter your office details and continue creating your account.

To return to the previous page, click [here](#).

Manually Enter Agent and Office Details

Please enter your name and office details and our Broker Services Team will assist in creating your new Agent Portal account.

Your First Name:\*

Your Last Name:\*

Your Phone Number:\*

Office Name:\*


Office Street Address:\*

Office City:\*

Office State:\*

Office Zip:\*

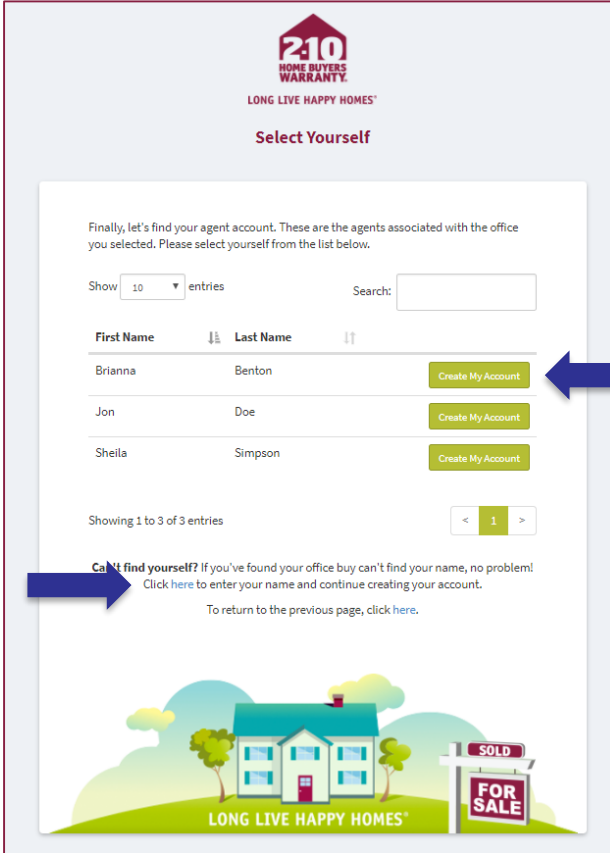
If your state is not in the list above, it is likely that your state is not yet covered by 2-10 Home Buyers Warranty. If you have questions, please call our Agent Services Department at 800.795.9595.





# Create an Account

- Find your agent account from the list of registered agents within your office and select *Create My Account*
- If you aren't on the list, select *Click [here](#) to enter your name and continue creating your account*



**210**  
HOME BUYERS  
WARRANTY.  
LONG LIVE HAPPY HOMES®

Select Yourself

Finally, let's find your agent account. These are the agents associated with the office you selected. Please select yourself from the list below.

Show  entries Search:

First Name	Last Name	
Brianna	Benton	<a href="#">Create My Account</a>
Jon	Doe	<a href="#">Create My Account</a>
Sheila	Simpson	<a href="#">Create My Account</a>

Showing 1 to 3 of 3 entries

[Can't find yourself?](#) If you've found your office but can't find your name, no problem! Click [here](#) to enter your name and continue creating your account.

To return to the previous page, click [here](#).

**LONG LIVE HAPPY HOMES®**

**SOLD**  
**FOR SALE**

LONG LIVE HAPPY HOMES®

# Create an Account

- Enter your first and last name
- Select *Create My Account*

Manually Enter Agent Details

Please enter your first and last name.

Your First Name:\*

Jon|

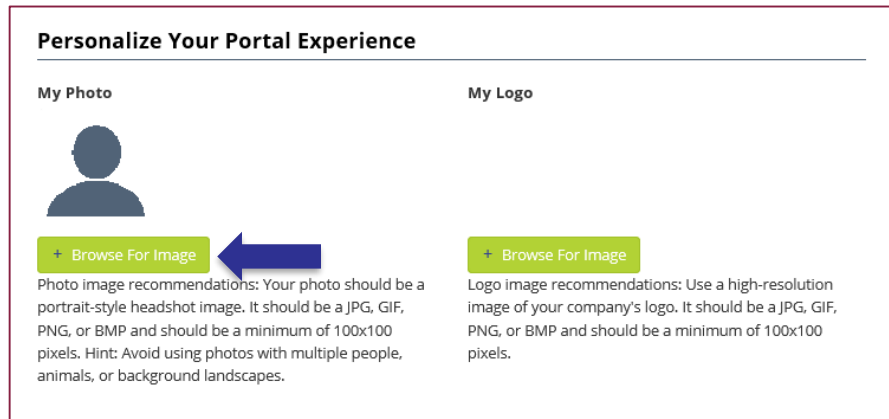
Your Last Name:\*

Doe

Create My Account

# Create an Account

- To upload your photo, select *My Account* from your home page
- Under *Personalize Your Portal Experience*, find *My Photo*
- Select *Browse For Image*
- Select a photo from your computer and select *Open*



# Create an Account

**You've successfully created your account!** Log in to quickly enroll or modify home warranty coverage for your clients and access free marketing materials!



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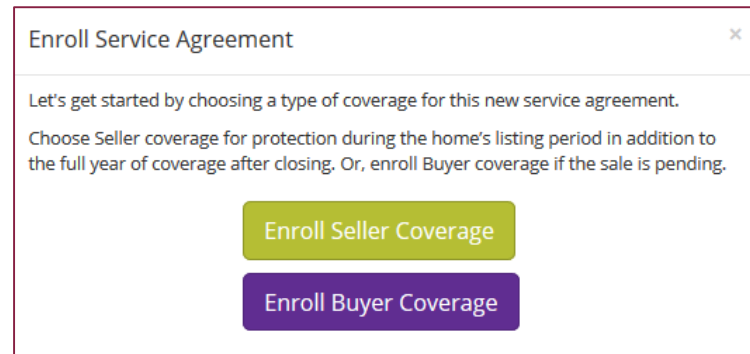
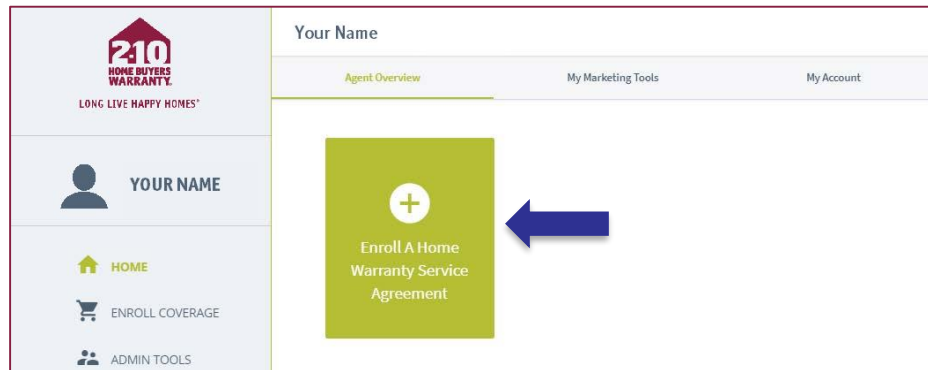
# 4-Step Enrollment

Agent Portal

# Enrolling a Property

## Step 1

- From your home page, select *Enroll a Home Warranty Service Agreement*
- Choose *Enroll Seller Coverage* or *Enroll Buyer Coverage*, whichever is appropriate



# Enrolling a Property

## Step 2

- Find the property address for the home you're enrolling
  - Provide the property information and verify the address using the *Lookup Address* button

### Enroll Coverage

Lookup Address

Property Details

Choose Coverages

Confirmation

### Lookup Property Address

Enrolling a new Home Warranty Service Agreement is as simple as a few steps. To get started, please enter the address of the property you want to enroll with 2-10 HBW.

Street Address 1 \*

Street Address 2

City \*

State \*

Zip Code \*

Lookup Address

# Enrolling a Property

## Step 3

- Property Information
  - Provide all property information, including **details of the home** (square footage and year built), **contact information for all included parties** (Buyer, Seller, and respective agents), and **closing date** if applicable

### Enroll Coverage

Lookup Address

Property Details

Choose Coverages

Confirmation

Enter Property Details

#### Property Information

##### Property Address

Property Street Address 1  
**123 Main Street**

Property City  
**Anytown**

Property Zip  
**12345**

Property State  
**ST**

Enrolling Agent\*

Square Footage\*

Property Type\*

Year Built\*

Homeowner 1

First Name\*

Last Name\*

Homeowner 2

First Name

Last Name



# Enrolling a Property

## Step 4

- Choose Product & Optional Coverages
  - Product and optional coverages are all in one spot
  - Simply select the coverage you would like to add
  - **REMEMBER, SUPREME PROVIDES THE BEST COVERAGE AND VALUE**

Enroll Coverage

Lookup Address

Property Details

Choose Coverages

Confirmation

Choose Coverages

Choosing coverages to protect your client's home is easy! Simply choose a home warranty service agreement, then choose optional coverages to protect additional systems and appliances.

Service Agreement

☒ **SUPREME COVERAGE**  

BEST VALUE

Price:

Product:

Coverages Include:

Av5K - AC and Heat Pump Supreme Included

Av5K - Appliances Supreme Included

Av5K - Electrical, etc. Supreme Included

Av5K - Heating Supreme Included

Av5K - Plumbing Supreme Included

Av5K - Service Guarantee 'Even If'

Service Fee: \$100.00

Download Brochure

☐ **STANDARD COVERAGE**

Price:

Product:

Coverages Include:

Av5K - AC and Heat Pump

Av5K - Appliances

Av5K - Electrical, etc.

Optional Coverages

☐ **Lower Service Fee** \$50.00  
 Selecting a lower service fee will raise your annual payment by \$50, but will lower your one-time service fee to \$75. A service fee is required for each service request to diagnose, fix or replace an...  
[more...](#)

☐ **1 Additional Refrigerator** \$40.00  
 Additional Refrigerator, Built-In Wine Cooler, Freestanding Freezer, Wet Bar Refrigerator (sold separately): INCLUDED: All components that affect the cooling operation of the unit including compresso...  
[more...](#)

☐ **2 Additional Refrigerators** \$80.00  
 Additional Refrigerator, Built-In Wine Cooler, Freestanding Freezer, Wet Bar Refrigerator (sold separately): INCLUDED: All components that affect the cooling operation of the unit including compresso...  
[more...](#)

☐ **1 Freestanding Freezer** \$40.00  
 Additional Refrigerator, Built-In Wine Cooler, Freestanding Freezer, Wet Bar Refrigerator (sold separately): INCLUDED: All components that affect the cooling operation of the unit including compresso...  
[more...](#)

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# Make Changes to an Enrollment

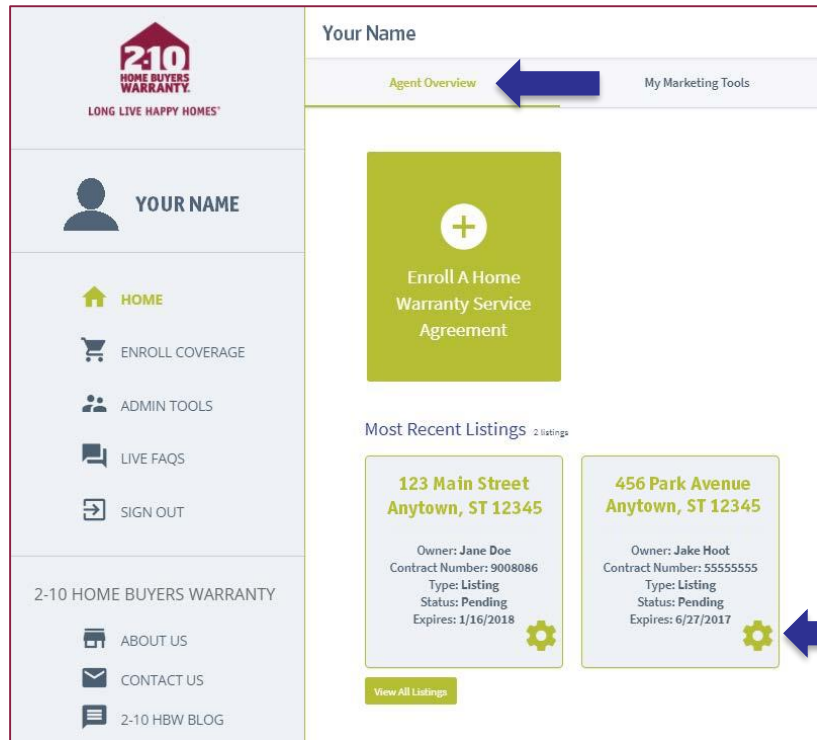
Agent Portal

# Make Changes

- Agent Portal allows you to quickly and easily edit coverage and update certain details, including (but not limited to):
  - Convert a listing to a closing
  - Add optional coverage
  - Change the closing date
  - Update homeowner information
  - Resend escrow demand or confirmation

# Make Changes

- From *Agent Overview*, select the property you'd like to make changes for
- If you're converting Seller coverage to Buyer coverage, you can do so from *Agent Overview* by hovering over the gear icon on the property and selecting *Convert to Closing*



**2-10 HOME BUYERS WARRANTY**  
LONG LIVE HAPPY HOMES®

Your Name

[Agent Overview](#) [My Marketing Tools](#)

**YOUR NAME**

**HOME**

ENROLL COVERAGE

ADMIN TOOLS

LIVE FAQs

SIGN OUT

**2-10 HOME BUYERS WARRANTY**

ABOUT US

CONTACT US

2-10 HBW BLOG

**Enroll A Home Warranty Service Agreement**

**Most Recent Listings** 2 listings

**123 Main Street**  
Anytown, ST 12345

Owner: Jane Doe  
Contract Number: 9008086  
Type: Listing  
Status: Pending  
Expires: 1/16/2018

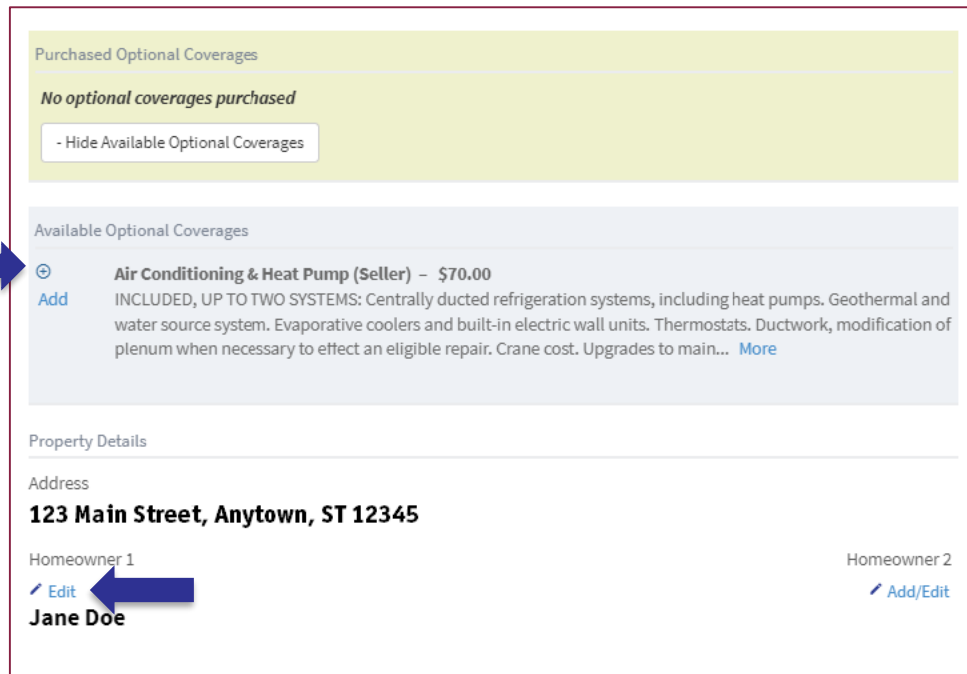
**456 Park Avenue**  
Anytown, ST 12345

Owner: Jake Hoot  
Contract Number: 55555555  
Type: Listing  
Status: Pending  
Expires: 6/27/2017

[View All Listings](#)

# Make Changes

- Add additional coverage options by selecting *+View Available Optional Coverages* then selecting *Add*
- Change homeowner information by selecting *Edit* where available
- **REMEMBER TO PROVIDE THE HOMEOWNER'S EMAIL ADDRESS FOR THE BEST CUSTOMER EXPERIENCE!**



Purchased Optional Coverages

No optional coverages purchased

- Hide Available Optional Coverages

Available Optional Coverages

⊖ **Add** **Air Conditioning & Heat Pump (Seller) – \$70.00**  
INCLUDED, UP TO TWO SYSTEMS: Centrally ducted refrigeration systems, including heat pumps. Geothermal and water source system. Evaporative coolers and built-in electric wall units. Thermostats. Ductwork, modification of plenum when necessary to effect an eligible repair. Crane cost. Upgrades to main... [More](#)

Property Details

Address  
**123 Main Street, Anytown, ST 12345**

Homeowner 1  
[Edit](#) **Jane Doe**

Homeowner 2  
[Add/Edit](#)

# Make Changes

- Actions at the bottom of the page:
  - Resend Confirmation Email
  - Resend Escrow Demand
  - Download Service Agreement

Agent Details

Name

**Your Name**

Phone Number

**555.555.5555**

Email Address

**name@email.com**

Office Name

**Company Name**

Totals, Taxes and Fees

Base Service Agreement

**\$x.xx**

Optional Coverages

Sales Tax

**\$x.xx**

Closing Product

**\$x.xx**

Closing Product Cost

**\$x.xx**

Closing Tax

**\$x.xx**


Grand Total

**(DUE AT CLOSING) \$xxx.xx**

Listing Cost + Closing Costs due at closing. Please call 800.795.9595 with any questions.

Alerts

**No alerts were found for this service agreement**



Resend Confirmation Email

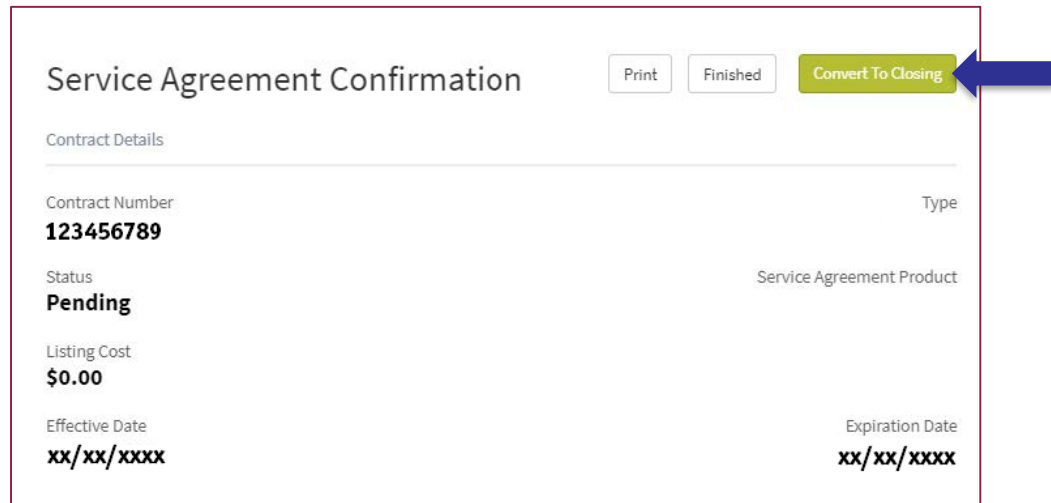
Resend Escrow Demand

Download Service Agreement

Finished

# Make Changes

- If you have Seller coverage that you would like to convert to Buyer coverage, click *Convert To Closing*
  - This will take you through the closing enrollment process



Service Agreement Confirmation

Print Finished **Convert To Closing**

---

Contract Details

---

Contract Number	123456789	Type
Status	<b>Pending</b>	Service Agreement Product
Listing Cost	\$0.00	
Effective Date	xx/xx/xxxx	Expiration Date xx/xx/xxxx



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# Accessing, Personalizing, & Ordering Marketing Materials

Agent Portal



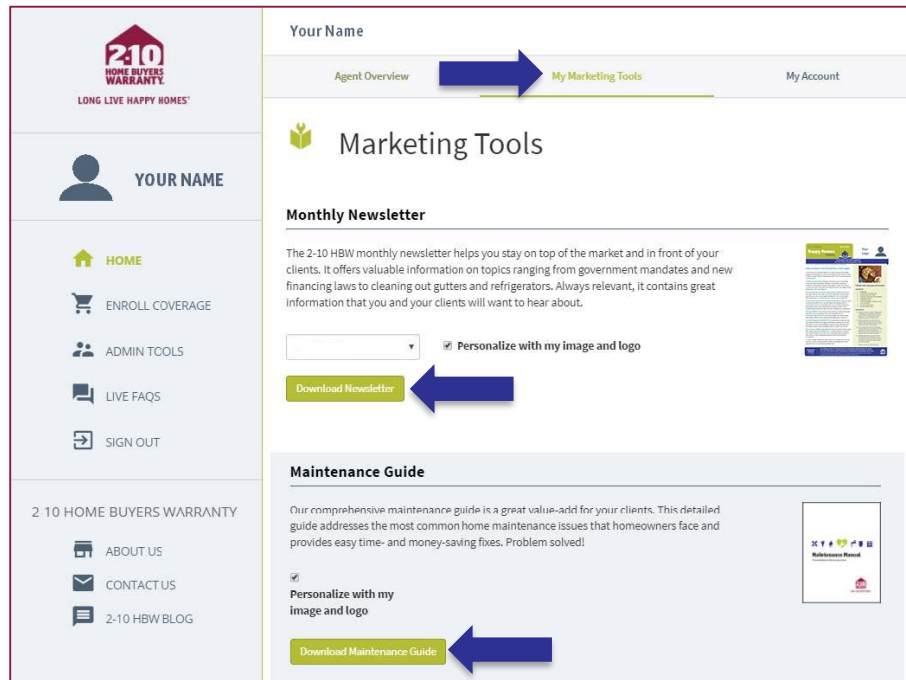
# Marketing Materials

- Agent Portal provides access to a library of free, customizable marketing tools to help you promote and grow your business, including:
  - Maintenance Manual
  - Monthly homeowner-facing newsletters
  - Open house tool kit and checklist
  - Service Agreements

# Marketing Materials

## Access

- You can find Marketing Materials for Agents under the *My Marketing Tools* tab
- Download materials by clicking the *Download* button for the item you'd like



The screenshot shows the agent dashboard for 210 HOME BUYERS WARRANTY. The top navigation bar includes 'Your Name', 'Agent Overview', 'My Marketing Tools' (highlighted with a blue arrow), and 'My Account'. The left sidebar contains a user profile and a menu with options: HOME, ENROLL COVERAGE, ADMIN TOOLS, LIVE FAQs, and SIGN OUT. The main content area is titled 'Marketing Tools' and features a 'Monthly Newsletter' section. This section includes a description of the newsletter, a dropdown menu, a 'Personalize with my image and logo' checkbox, and a 'Download Newsletter' button (highlighted with a blue arrow). Below this is a 'Maintenance Guide' section with a description, a 'Personalize with my image and logo' checkbox, and a 'Download Maintenance Guide' button (highlighted with a blue arrow).

# Marketing Materials

## Personalize

- You can add your photo, logo, and contact information to the monthly homeowner-facing newsletters and the Maintenance Manual

Vol. 17 | Issue 04

April 2019

Happy Homes  
Monthly



Your  
Logo



YOUR NAME with YOUR COMPANY  
555.555.5555 | NAME@EMAIL.COM

(If your home is currently listed for sale with another real estate professional, please disregard.)

### How to Know if You Should Buy a Fixer-Upper

You've found a house that needs a lot of work and you can already imagine the potential. But, are you truly ready to buy a home in need of drastic repairs? Before submitting an offer, here are some questions to ask yourself.

**Is there any structural damage?** Cosmetic issues are one thing; structural issues are another. Whether it is termites, plumbing problems or foundation troubles, these types of issues cost a lot of money to fix. Even if the seller has slashed the price, you might end up paying too much in the long run.

**Do you have time for home improvement projects?** If you are the type of person who loves to use their weekends to decompress and relax, you may not be a good candidate for this sort of project. Fixer-uppers take a lot of time and can require serious dedication.

**Do you have a place to live during construction?** Unless you have an alternative place to live, you will need to be willing to live in a construction zone. For most people, this sort of living condition can get old fast. Be sure you understand and accept that your living conditions will be less than ideal until you complete your renovations.

**Can you afford it?** If you have to pinch pennies to afford that down payment, you aren't going to have much cash left over for renovations. Even if you think you have enough cash stowed away, add another 20% for extra expenses that always seem to pop up.

**Can you find good contractors?** To successfully renovate you will likely need the help of some good, affordable professionals. To find the right one, you must be willing to request several estimates and thoroughly research each candidate, which can take a lot of time.

**Do you have realistic expectations?** Home renovation shows make fixer-uppers look like nothing but fun. In reality, they are hard work and require tenacity. That said, if you understand what to expect, a fixer-upper can be a rewarding investment both financially and emotionally.

To help manage unexpected costly repairs and replacements, ensure that your home is protected with a systems and appliances home warranty from 2-10 Home Buyers Warranty!



### Frittata with Asparagus and Fontina

#### Ingredients

- 6 large eggs
- 2 tablespoons whipping cream
- 1/2 teaspoon salt, plus a pinch
- 1/4 teaspoon freshly ground black pepper
- 1 tablespoon olive oil
- 1 tablespoon butter
- 12 ounces asparagus, trimmed, cut into 1/2 to 3/4 inch pieces
- 1 tomato, seeded, diced
- 3 ounces Fontina, diced

#### Instructions

- 1) Preheat the broiler. Whisk the eggs, cream, 1/2 teaspoon salt, and pepper in a medium bowl to blend. Set aside. Heat the oil and butter in a 9 1/2-inch-diameter nonstick ovenproof skillet over medium heat.
- 2) Add the asparagus and sauté until crisp-tender, about 2 minutes. Raise the heat to medium-high. Add the tomato and a pinch of salt and sauté 2 minutes longer.
- 3) Pour the egg mixture over the asparagus mixture and cook until the eggs start to set. Sprinkle with cheese. Reduce heat to medium-low and cook until almost set but the top is still runny, about 2 minutes.
- 4) Place the skillet under the broiler. Broil until the top is set and golden brown on top, about 5 minutes. Let stand 2 minutes. Loosen the frittata with a rubber spatula and slide onto plate.

Recipe courtesy of foodnetwork.com

WARRANTY  
WISDOM  
2-10.com

According to the U.S. Census Bureau, homeowners should expect to spend 1%-3% of the home's purchase price on maintenance and upkeep every year. A Home Warranty Service Agreement from 2-10 Home Buyers Warranty gives homeowners protection against unexpected systems and appliances breakdowns.




# Marketing Materials

## Personalize

- To Personalize, upload your photo and logo from the *My Account* tab
- Under *Personalize Your Portal Experience* select *Browse For Image* for both your photo and logo

### Personalize Your Portal Experience

#### My Photo



+ Browse For Image

Photo image recommendations: Your photo should be a portrait-style headshot image. It should be a JPG, GIF, PNG, or BMP and should be a minimum of 100x100 pixels. Hint: Avoid using photos with multiple people, animals, or background landscapes.

#### My Logo

+ Browse For Image

Logo image recommendations: Use a high-resolution image of your company's logo. It should be a JPG, GIF, PNG, or BMP and should be a minimum of 100x100 pixels.

# Marketing Materials

## Personalize


- Before downloading the newsletter or Maintenance Manual, be sure to select *Personalize with my image and logo*

### Monthly Newsletter

The 2-10 HBW monthly newsletter helps you stay on top of the market and in front of your clients. It offers valuable information on topics ranging from government mandates and new financing laws to cleaning out gutters and refrigerators. Always relevant, it contains great information that you and your clients will want to hear about.

☒ Personalize with my image and logo

Download Newsletter




### Maintenance Guide

Our comprehensive maintenance guide is a great value-add for your clients. This detailed guide addresses the most common home maintenance issues that homeowners face and provides easy time- and money-saving fixes. Problem solved!

☒ Personalize with my image and logo

Download Maintenance Guide



# Marketing Materials

## Ordering Service Agreement Brochures

- At the bottom of the page, find *Order Service Agreement Brochures*
- Select the product and quantity you want
- Enter your shipping information
- Select *Submit Brochure Order*

### Order Service Agreement Brochures

Need additional copies of the brochure available in your area? Let us know and we'll send you our current contract, which offers the most comprehensive coverage at the best price.

Quantity	Brochure Product	
<input type="text" value="25"/>	<input type="text"/>	
Office Name	Attention	
<input type="text"/>	<input type="text"/>	
Office Address 1	Office Address 2	
<input type="text"/>	<input type="text"/>	
City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Submit Brochure Order"/>		



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# Super User

Agent Portal

# Super User

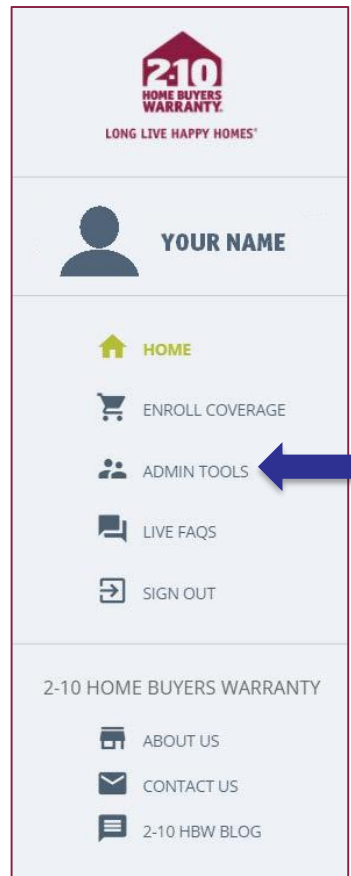
- Agent Portal includes powerful admin tools that make it easy for support teams within an office to better manage their business:
  - Enroll on behalf of agents
  - Track and update coverage
  - Order free marketing materials
  - Resend invoices on an agent's behalf

\*To set up Super User functionality, please call Agent Services at 800.795.9595 for verification assistance.



# Super User


- Once Agent Services can verify you and enables Admin Tools for your account, you can access by selecting *Admin Tools* in the left-hand menu.



# Super User

- Select *Super User* on the Agent Portal *Admin Tools* page






## Agent Portal Administrator Tools

Finished


Admin Tools allow our Agent Portal users with an administrator role the ability to perform a handful of supervisory tasks and reporting/searching tools. Please contact the Agent Services Team for assistance with your administrator account if you seem to be missing functionality from this page.

### Super User

 Super User


Super User allows you to select an agent in your organization and perform any of Agent Portal's functions on their behalf. Enroll service agreements, change their password, view their service agreements, download their marketing tools. Anything they can do, you can do.

### Super User Summary

 Super User Summary

Super User Summary allows you to find service agreements that you've enrolled for other individuals and yourself. You can search the list of service agreements to quickly and easily view a summary of your activity.

### Client Dashboard

 Client Dashboard

Client Dashboard is an easy-to-use searchable and filterable table containing your clients and details about their 2-10 service agreements.



# Super User

- Enter the information for the agent you're acting as
- You must have this information to properly enroll as a Super User
- **IMPORTANT! Do not enroll under yourself or your company if you are not the agent associated with the transaction**



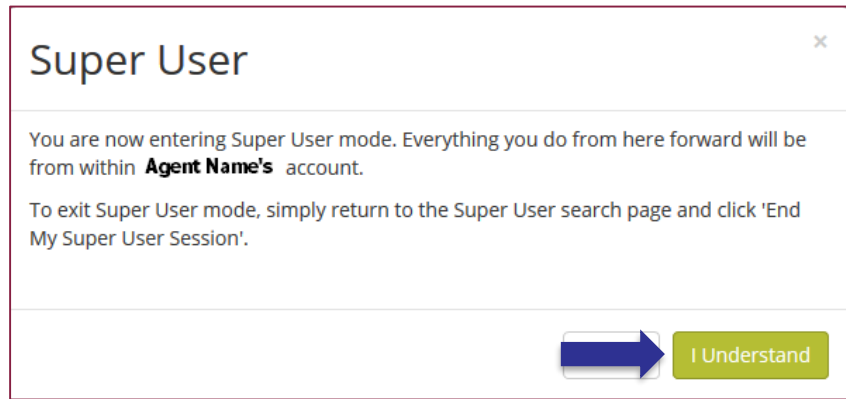
## Super User

As a Super User, you can enroll warranties on behalf of a requesting agent associated with the transaction. **Do not enroll under yourself, or your company**, if you are not the agent associated with the transaction. First, search for the appropriate agent, then make the enrollment under their name. Super Users are also able to change account passwords, view service agreements and download marketing tools on behalf of the agent you select.



# Super User

- A final notice will appear to confirm that you are entering Super User mode and acting as someone else
- When ready, select *I Understand*
- You can now use all the functionality of Agent Portal **on behalf of** the agent you are acting as, including enrolling coverage, adding options, and more



# Title Company/Settlement Services Users

- If you are a title company or settlement service user:
  - You will be automatically directed to Super User mode upon logging in
  - If you are not in Super User mode, a warning will appear and advise you to enroll through Super User mode as the agent associated with the transaction
- **REMEMBER!** Everything you do in Super User mode will be on that agent's behalf, so please use caution



LONG LIVE HAPPY HOMES®

# Enjoy Agent Portal!

Still have questions? Call 800.795.9595