

NAVIGATING THE NEW INFORMATION SERVICES WEBSITE – UIIA MOTOR CARRIER PARTICIPANTS

The newly designed UIIA website provides fast and easy access for users to obtain the pertinent information they are looking for. In addition to the UIIA program, the website provides a more detail look at other services that IANA offers under its suite of Information Services.

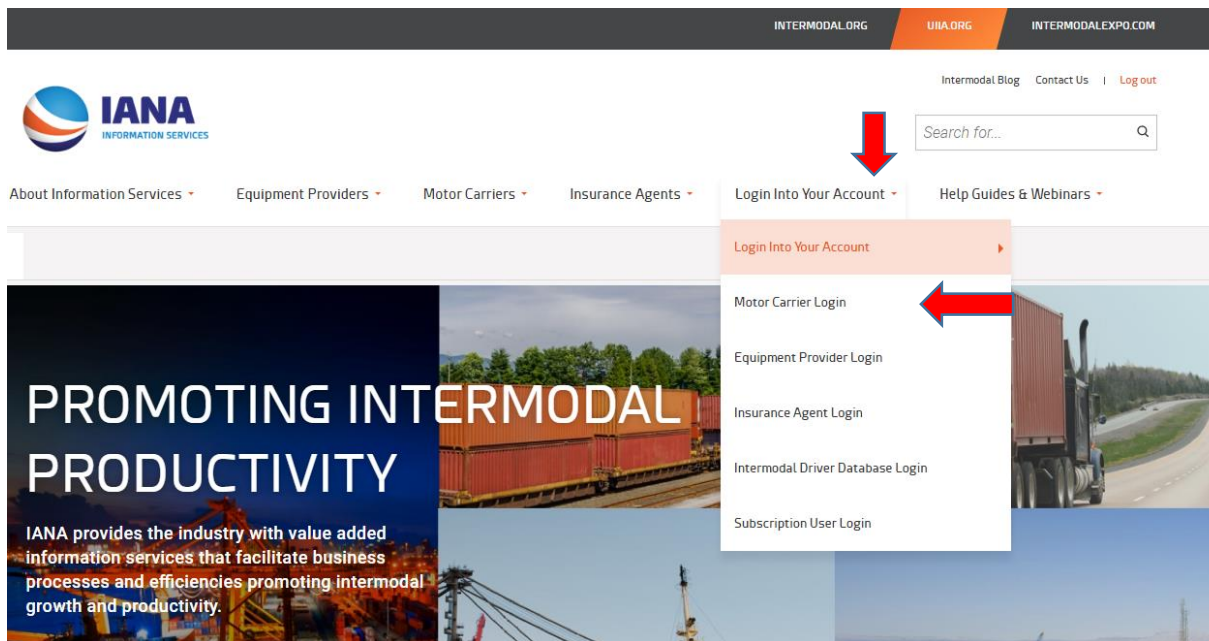
UIIA Motor Carriers wishing to access the UIIA application have two options to login:

1st Option to Log Into the UIIA for Motor Carriers:

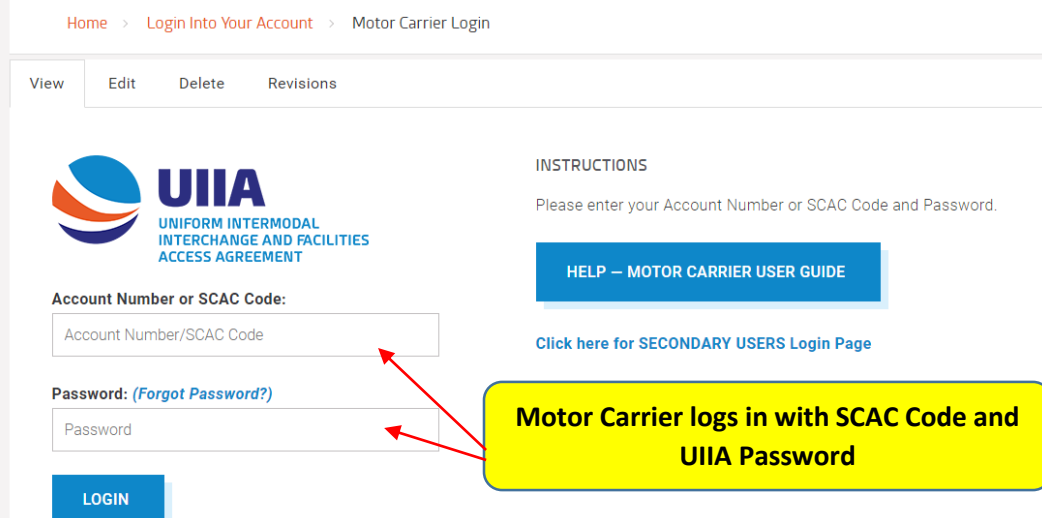
Go to the top of the page and hover over the drop down menu titled **“LOGIN INTO YOUR ACCOUNT”**.

Click on **“MOTOR CARRIER LOGIN”**.

This will take the user to the UIIA Login Screen for Motor Carriers. Here Motor Carriers will login with their SCAC and UIIA password.



UIIA MOTOR CARRIER LOGIN



2nd Option to Log Into the UIIA Account for Motor Carriers:

An alternate way to log into the UIIA is offered on the Homepage of the UIIA website.

Scroll down the homepage and users will see a section titled **APPLICATION LOGINS**.

User will click on **MOTOR CARRIER** to be taken to the UIIA login page.

From the login page user will enter its SCAC and UIIA password to access the UIIA application.

APPLICATION LOGINS



MOTOR CARRIER



EQUIPMENT PROVIDER



INSURANCE AGENTS



INTERMODAL DRIVER DATABASE



SUBSCRIPTION USERS



Click here to go to Motor Carrier UIIA Login Page

UIIA MOTOR CARRIER LOGIN

[Home](#) > [Login Into Your Account](#) > Motor Carrier Login

View Edit Delete Revisions



Account Number or SCAC Code:

Password: [\(Forgot Password?\)](#)

LOGIN

INSTRUCTIONS

Please enter your Account Number or SCAC Code and Password.

[HELP – MOTOR CARRIER USER GUIDE](#)

[Click here for SECONDARY USERS Login Page](#)

Motor Carrier logs in with SCAC Code and UIIA Password

Help Guides/Tutorials/FAQs

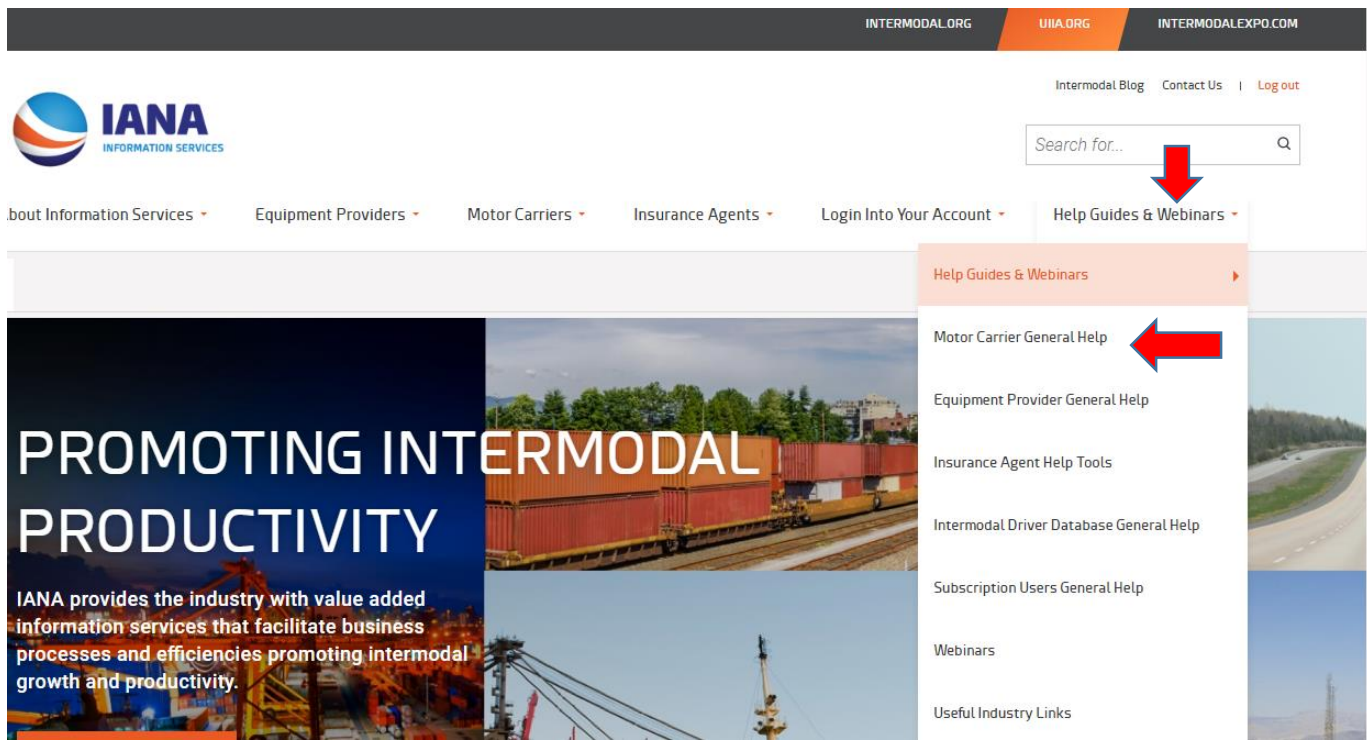
All instructional information has been consolidated on the new website by user. There is now a specific page dedicated for each type of user (i.e. Motor Carrier, Equipment Provider, Insurance Agent, etc.) that contains all user guides, short online tutorials on frequently performed actions within the UIIA, Frequently Asked Questions and webinars for that user group.

To get to the Motor Carrier Help page:

Hover over the dropdown menu at the top of the page **“HELP GUIDES & WEBINARS”**.

Click on **MOTOR CARRIER GENERAL HELP**

This takes the user to a page that contains general Motor Carrier help tools. User would just select the help item they are looking for.



The screenshot displays the IANA (Information Services) website interface. At the top, there are three tabs: INTERMODAL.ORG, UIIA.ORG, and INTERMODALEXPO.COM. The IANA logo is on the left, and navigation links for 'Intermodal Blog', 'Contact Us', and 'Log out' are on the right. A search bar is located below the logo. The main navigation menu includes 'About Information Services', 'Equipment Providers', 'Motor Carriers', 'Insurance Agents', 'Login Into Your Account', and 'Help Guides & Webinars'. The 'Help Guides & Webinars' menu is open, showing a list of options: 'Motor Carrier General Help', 'Equipment Provider General Help', 'Insurance Agent Help Tools', 'Intermodal Driver Database General Help', 'Subscription Users General Help', 'Webinars', and 'Useful Industry Links'. A red arrow points to the 'Help Guides & Webinars' menu item, and another red arrow points to the 'Motor Carrier General Help' option in the dropdown.



Press F11 to exit full screen

[Intermodal Blog](#) [Contact Us](#) [Log in](#)

Search for...

[About Information Services](#) [Equipment Providers](#) [Motor Carriers](#) [Insurance Agents](#) [Login Into Your Account](#) [Help Guides & Webinars](#)

MOTOR CARRIER HELP TOOLS

[Home](#) > [Help Guides & Webinars](#) > [Motor Carrier General Help](#)

PRINT:

About Information Services ▾

Equipment Providers ▾

Motor Carriers ▾

Insurance Agents ▾

Login Into Your Account ▾

Help Guides & Webinars ▲

Motor Carrier General Help

Equipment Provider General Help

Insurance Agent Help Tools

Intermodal Driver Database General Help

Subscription Users General Help

Webinars

Useful Industry Links

The tools below will assist Motor Carriers on how to easily navigate through the UIIA application and perform the most common daily activities.

Please click on the links below to view any of the user guides, short video tutorials or FAQs.

USER GUIDES

[Uniform Intermodal Interchange & Facilities Access Agreement \(UIIA\)](#)

[Intermodal Driver Database \(IDD\)](#)

[Intermodal Tractor Registry \(ITR\)](#)

[Street Interchange Application \(SIA\)](#)

[BNSF IDD Only - Non-UIIA Companies](#)

[Equipment Return Location Directory \(ERLD\)](#)

[Binding Arbitration Process](#)

Access Motor Carrier User Online Guides



MOTOR CARRIER VIDEOS/TUTORIALS

- NEW MOTOR CARRIERS
- EXISTING UIIA MOTOR CARRIERS
- INTERMODAL DRIVER DATABASE ▾
- STREET INTERCHANGE ▾
- BINDING ARBITRATION PROCESS ▾

Access Motor Carrier User Short Help Videos – click on drop down arrow to see Help Videos available



FREQUENTLY ASKED QUESTIONS

RECENT/UPCOMING WEBINARS

[VIEW MOTOR CARRIER FAQs](#)

[VIEW RECENT/UPCOMING WEBINARS](#)

View Motor Carrier Specific FAQs or Recent/Upcoming Webinars



UIIA Frequently Asked Questions Page

The Frequently Asked Question page may found by accessing this information from each of the General Help pages or by the link contained in the footer of the website on each page. The FAQs are also setup by categories to make it easier to find the information you are looking for.

About Information Services - Equipment Providers - Motor Carriers - Insurance Agents - Login Into Your Account - Help Guides & Webinars -

UIIA

FAQ Frequently Asked Questions

Home PRINT:

- About Information Services ▾
- Equipment Providers ▾
- Motor Carriers ▾
- Insurance Agents ▾
- Login Into Your Account ▾
- Help Guides & Webinars ▾

FREQUENTLY REQUESTED QUESTIONS

CLICK ON THE SPECIFIC USER TYPE BELOW TO SEE COMMONLY ASKED QUESTIONS AND RESPONSES RELATED TO THE UIIA.

- GENERAL INFORMATION ▾
- UIIA EQUIPMENT USE ▾
- NEW MOTOR CARRIERS ▾
- EXISTING UIIA MOTOR CARRIER PARTICIPANTS ▾
- EQUIPMENT PROVIDERS ▾
- INSURANCE AGENTS ▾
- INTERMODAL DRIVER DATABASE ▾
- SUBSCRIPTION USERS ▾

GENERAL INFORMATION ▲

Q- WHAT DO IANA AND UIIA STAND FOR? ▲

A - IANA is an acronym for the Intermodal Association of North America. IANA is a transportation trade association representing the combined interests of the intermodal freight industry.

UIIA is an acronym for the Uniform Intermodal Interchange and Facilities Access Agreement a standard industry contract between truckers/drayage companies and water/rail carriers and leasing companies (Equipment Providers). The UIIA program is administered by IANA and covers liability and other issues related to the interchange of intermodal equipment (containers, chassis, etc.) between the two parties.

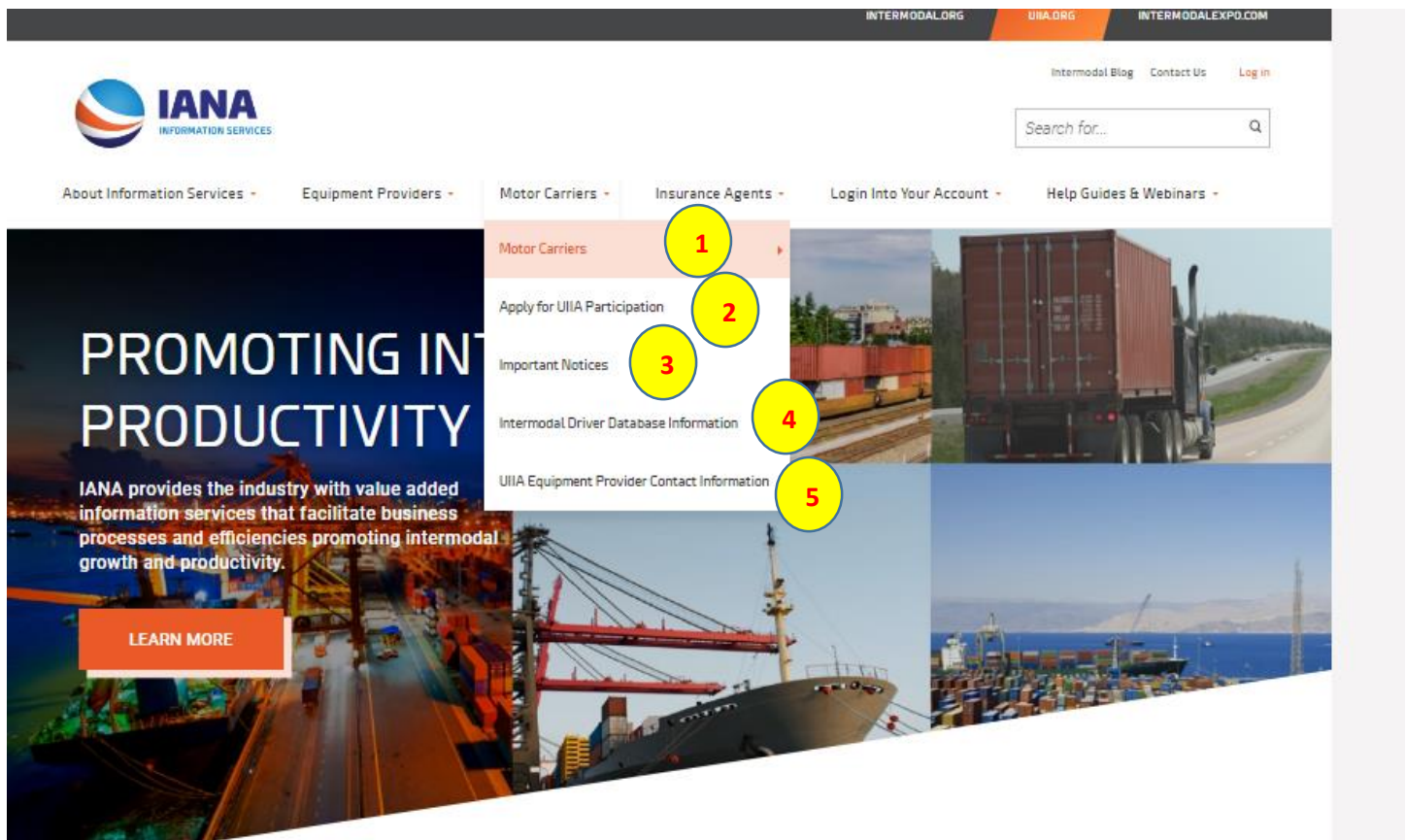
Click on dropdown arrow next to each category to see Questions. Click on arrow next to Question to see Responses for each FAQs

Example of FAQ Display – Question Shown in Orange with Response following.

Motor Carrier Landing Page

The new website has a dropdown menu at the top of the page for **MOTOR CARRIERS**. Motor Carriers may select from this dropdown the following options:

1. **Motor Carriers** – General overview of the UIIA program
2. **Apply for UIIA Participation** – New Motor Carriers interested in joining the UIIA may visit this page to find out what is needed to become a MC participant in the UIIA.
3. **Important Notices** – This page will have links to pertinent UIIA notices.
4. **Intermodal Driver Database Information** – Provides links to pertinent information for Motor Carriers wishing to register drivers in the IDD.
5. **Equipment Provider Contact Information** – Provides links to various UIIA EP Contacts as well as links to each EP's websites.



Motor Carrier Landing Page (on next page)

The general Motor Carrier Landing page will provide information on the mission & benefits of participating in the UIIA. There will also be links to learn more about the Intermodal Interchange Executive Committee (IIEC), which is the nine-member group that oversees the administration of the UIIA. The right rail on this page also includes quick links to access the UIIA, Street Interchange Application, Equipment Return Location Directory and the Insurance Agent Directory. Motor Carriers may also link to the Binding Arbitration information and help guides as well from this page.

MOTOR CARRIERS



[Home](#) > [Motor Carriers](#)

PRINT: 

[About Information Services](#) ▾

[Equipment Providers](#) ▾

[Motor Carriers](#) ▾

[Insurance Agents](#) ▾

[Login Into Your Account](#) ▾

[Help Guides & Webinars](#) ▾

Mission & Benefits of UIIA Participation

To promote intermodal productivity and operating efficiencies through the development of uniform industry processes and procedures governing the interchange of intermodal equipment between ocean carriers, railroads, equipment leasing companies and intermodal trucking companies.

BENEFITS OF UIIA PARTICIPATION

- ▶ Eliminates signing separate interchange contracts with each UIIA equipment provider.
- ▶ Reduces the number of insurance certificates that a Motor Carrier is required to file with each Equipment Provider.
- ▶ Provides a web interface to access motor carrier interchange status information to confirm your company's validity with specific UIIA Equipment Providers before dispatching drivers.
- ▶ Allows for online insurance submission by authorized agents 24 hours a day/7 days a week.
- ▶ Furnishes automated thirty and seven-day insurance expiration reminders to advise Motor Carriers of upcoming insurance renewals.
- ▶ Provides continuity and a "personal" approach to resolving issues quickly by having dedicated Customer Service Representatives available as well as extended customer service hours from 8:00 a.m. to 8:00 p.m.
- ▶ Offers access to IANA's Street Interchange Application (SIA), which provides a web portal to facilitate street interchanges/street turns and captures an electronic record of these transactions.
- ▶ Expedites the Interchange process by ensuring Motor Carrier interchange status information is provided directly to terminals, container yards and depots on behalf of Equipment Providers that subscribe to IANA's Terminal Feed Service.

INTERMODAL INTERCHANGE EXECUTIVE COMMITTEE

[LEARN MORE](#)

BINDING ARBITRATION INFORMATION

[LEARN MORE](#)

ACCESS STREET INTERCHANGE APPLICATION

[CLICK HERE](#)

ACCESS EQUIPMENT RETURN LOCATION DIRECTORY (ERLD)

[CLICK HERE](#)

ACCESS THE INSURANCE AGENT DIRECTORY

[CLICK HERE](#)

MOTOR CARRIER ACCESS TO UIIA APPLICATION

[CLICK HERE](#)

HELP/FAQS/USER GUIDES FOR MOTOR CARRIERS

[CLICK HERE](#)

[APPLY FOR UIIA PARTICIPATION ONLINE](#)

[CLICK HERE](#)

[DOWNLOAD UIIA APPLICATION PACKET](#)

[DOWNLOAD PACKET](#)

Links to Apply for UIIA OnLine or Download Application Pkt.

Links to Pertinent Info shown on Right Rail of page

Apply for UIIA Participation Page

This page provides pertinent information on how to apply for UIIA Participation.

IANA
INFORMATION SERVICES

Intermodal Blog | Contact Us | Log in

Search for...

About Information Services - Equipment Providers - Motor Carriers - Insurance Agents - Login Into Your Account - Help Guides & Webinars -

MC APPLY FOR UIIA PARTICIPATION

Home > Motor Carriers > Apply for UIIA Participation

PRINT:

- About Information Services
- Equipment Providers
- Motor Carriers
 - Apply for UIIA Participation**
 - Important Notices
 - Intermodal Driver Database Information
 - UIIA Equipment Provider Contact Information
- Insurance Agents
- Login Into Your Account
- Help Guides & Webinars

The steps for Motor Carriers to apply for UIIA participation are outlined below under the Motor Carrier Quick Reference Guide.

To initiate the process, Motor Carriers may download the MC UIIA Application Packet or apply online for UIIA participation.

[APPLY ONLINE FOR UIIA PARTICIPATION](#) [DOWNLOAD UIIA APPLICATION](#)

MOTOR CARRIER QUICK REFERENCE GUIDE FOR UIIA PARTICIPATION

COMPLETE THE PARTICIPATING PARTY SIGNATURE PAGE (FORM 2)

[Participating Party Agreement signature page](#) must be completed. It must include your company name, authorized representative's signature and printed name, address phone and fax number, e-mail address, and your SCAC Code. Please mail the original Form 2 to our office within thirty days.

Intermodal Association of North America
11785 Beltsville Drive, Suite 1100
Calverton, MD 20705-4049

All Motor Carriers must also provide their USDOT Number and Federal Tax ID on Form 2. In addition, a Motor Carrier Operating Authority Number (MC Number) will be required if applicable to your business operations. New UIIA applications will not be approved until the Motor Carrier's USDOT and MC Number (if applicable) are showing active on the Department of Transportation's SAFER website at www.safersys.org.

- REMIT PAYMENT OF THE UIIA ANNUAL ADMINISTRATIVE FEE SCHEDULE (FORM 3A)
- PROVIDE A STANDARD CARRIER ALPHA CODE (SCAC) (FORM 4)
- FORWARD INSURANCE INSTRUCTIONS FOR YOUR AGENT (FORM 5)

All UIIA application documentation should be sent via e-mail to uia@intermodal.org or by fax to (301)982-3414 or ((301)982-5478. Pending applications will be held for 30 days. Failure to provide the necessary information to complete the UIIA application within 30 days will result in the company having to re-apply. For questions, please contact the UIIA office at 877-438-8442.

[MOTOR CARRIERS FAQs](#) [MOTOR CARRIER HELP GUIDES & WEBINARS](#)

BENEFITS OF UIIA PARTICIPATION FOR MOTOR CARRIERS
[LEARN MORE](#)

ACCESS THE INSURANCE AGENT DIRECTORY
[CLICK HERE](#)

BINDING ARBITRATION INFORMATION
[LEARN MORE](#)

DOWNLOAD UIIA AGREEMENT
[DOWNLOAD](#)

Other Helpful Links

UIIA Application Process Steps - Click the arrows next to each step in the application process to find out more detailed info.


Links to Motor Carrier Help Tools

Important Notices Page

This page will provide links to important notifications sent out to UIIA Motor Carriers. Note that notices regarding EP addenda will not be posted on this page due to the commercial information that may be contained in these documents.

INTERMODAL.ORG UIIA.ORG INTERMODALEXPLO.COM


Intermodal Blog Contact Us Log in



Search for...

About Information Services - Equipment Providers - Motor Carriers - Insurance Agents - Login Into Your Account - Help Guides & Webinars -

IMPORTANT MOTOR CARRIER NOTICES

Home > Motor Carriers > Important Notices PRINT: 

About Information Services ▾

Equipment Providers ▾

Motor Carriers ▲

Apply for UIIA Participation

Important Notices

Intermodal Driver Database Information

UIIA Equipment Provider Contact Information

Insurance Agents ▾

Login Into Your Account ▾

Help Guides & Webinars ▾

Important Notifications

- ▶ Revisions to UIIA
- ▶ SM Line Joins the UIIA
- ▶ Equipment Provider Cancellation
- ▶ Street Interchange Application
- ▶ Binding Arbitration Process/Case Decisions

MOTOR CARRIER ACCESS TO UIIA APPLICATION


[CLICK HERE](#)

ACCESS STREET INTERCHANGE APPLICATION

[CLICK HERE](#)


ACCESS EQUIPMENT RETURN LOCATION DIRECTORY (ERLD)

[CLICK HERE](#)

 **IANA**
INTERMODAL ASSOCIATION OF NORTH AMERICA

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Intermodal Driver Database Information

Often times Motor Carriers will request information relating to the Intermodal Driver Database (IDD) as relates to registration and maintenance of driver information. This page provides pertinent links to the most frequently requested information. Also provides quick link to access the IDD, SIA & ERLD applications.

The screenshot shows the IANA website's 'Intermodal Driver Database Information' page. The page features a dark blue header with the IANA logo and navigation links. A search bar is located in the top right. The main content area is divided into a left sidebar with a menu and a main content area with several sections. Annotations include a vertical red line on the right side of the main content area, a box on the far right with arrows pointing to the 'ACCESS IDD APPLICATION' and 'ACCESS STREET INTERCHANGE APPLICATION' links, and a box at the bottom right with an arrow pointing to the 'Links to pertinent IDD Information' text.

Navigation Links: About Information Services, Equipment Providers, Motor Carriers, Insurance Agents, Login Into Your Account, Help Guides & Webinars

INTERMODAL DRIVER DATABASE INFORMATION

Home > Motor Carriers > Intermodal Driver Database Information

Left Sidebar Menu:

- About Information Services
- Equipment Providers
- Motor Carriers
- Apply for UIIA Participation
- Important Notices
- Intermodal Driver Database Information**
- UIIA Equipment Provider Contact Information
- Insurance Agents
- Login Into Your Account
- Help Guides & Webinars

Main Content Area:

Motor Carriers doing business with BNSF Railway, CSX Intermodal Terminals, Norfolk Southern Corporation and/or Union Pacific Railway are required to register and maintain their drivers in the IDD.

The links below provide assistance to IDD related questions and issues.

IDD Driver Issues
[CLICK HERE](#) if your company is having problems with a driver that you believe was registered in the IDD, but is having problems at the rail facility.

IDD Automatic Updates
[CLICK HERE](#) for information on sending driver information electronically to the IDD.

IDD Licensing Formatting Rules
[CLICK HERE](#) for the required driver license formatting rules by state. If you have problems with adding a driver into the IDD due to the formatting of the license number, please contact our office for assistance.

IDD Pin Number
[CLICK HERE](#) for instructions on how to download a list of your driver's IANA Pin Numbers.

IDD Help Guides
[CLICK HERE](#) to go to the IDD Help Guides for additional help and information.

Right Side Links:

- ACCESS IDD APPLICATION**
[CLICK HERE](#)
- ACCESS STREET INTERCHANGE APPLICATION**
[CLICK HERE](#)
- ACCESS EQUIPMENT RETURN LOCATION DIRECTORY (ERLD)**
[CLICK HERE](#)

Annotations:

- Vertical red line on the right side of the main content area.
- Box on the far right: "IDD, SIA and ERLD Login Access" with arrows pointing to the "ACCESS IDD APPLICATION" and "ACCESS STREET INTERCHANGE APPLICATION" links.
- Box at the bottom right: "Links to pertinent IDD Information" with an arrow pointing to the "Links to pertinent IDD Information" text.

Footer:

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Equipment Provider Intermodal Driver Database Information

Often times Motor Carriers will request information relating to the Intermodal Driver Database (IDD) as relates to registration and maintenance of driver information. This page provides pertinent links to the most frequently requested information. Also provides quick link to access the IDD, SIA & ERLD applications.



[Intermodal Blog](#) | [Contact Us](#) | [Log in](#)

- [About Information Services](#)
- [Equipment Providers](#)
- [Motor Carriers](#)
- [Insurance Agents](#)
- [Login Into Your Account](#)
- [Help Guides & Webinars](#)

UIIA EQUIPMENT PROVIDER CONTACTS

[Home](#) > [Motor Carriers](#) > UIIA Equipment Provider Contact Information

PRINT:

About Information Services ▾

Equipment Providers ▾

Motor Carriers ▲

[Apply for UIIA Participation](#)

[Important Notices](#)

[Intermodal Driver Database Information](#)

UIIA Equipment Provider Contact Information

Insurance Agents ▾

Login Into Your Account ▾

Help Guides & Webinars ▾

UIIA maintains lists of various contacts for ocean carriers, railroads and leasing companies that participate in the UIIA program.

UIIA Equipment Provider Control Contacts

List of contact information for UIIA EPs that should be called if Motor Carrier is having trouble getting updated at a facility.

UIIA Equipment Provider Contacts for Motor Carriers Disputes.

List of EP contacts for Interchange Suspension Matters.

UIIA Equipment Provider Corporate Contacts

List of corporate contacts for all UIIA Equipment Providers.

UIIA Equipment Provider Website Links

List of UIIA Equipment Provider website addresses.

UIIA Equipment Providers Addenda Revisions

View a list of Equipment Providers that have recently modified their UIIA addenda.

MOTOR CARRIER ACCESS TO UIIA APPLICATION

[CLICK HERE](#)

ACCESS STREET INTERCHANGE APPLICATION

[CLICK HERE](#)

ACCESS EQUIPMENT RETURN LOCATION DIRECTORY (ERLD)

[CLICK HERE](#)

DOWNLOAD FACILITIES RECEIVING UIIA DATA UNDER THE TERMINAL FEED SERVICE

[DOWNLOAD](#) ↓



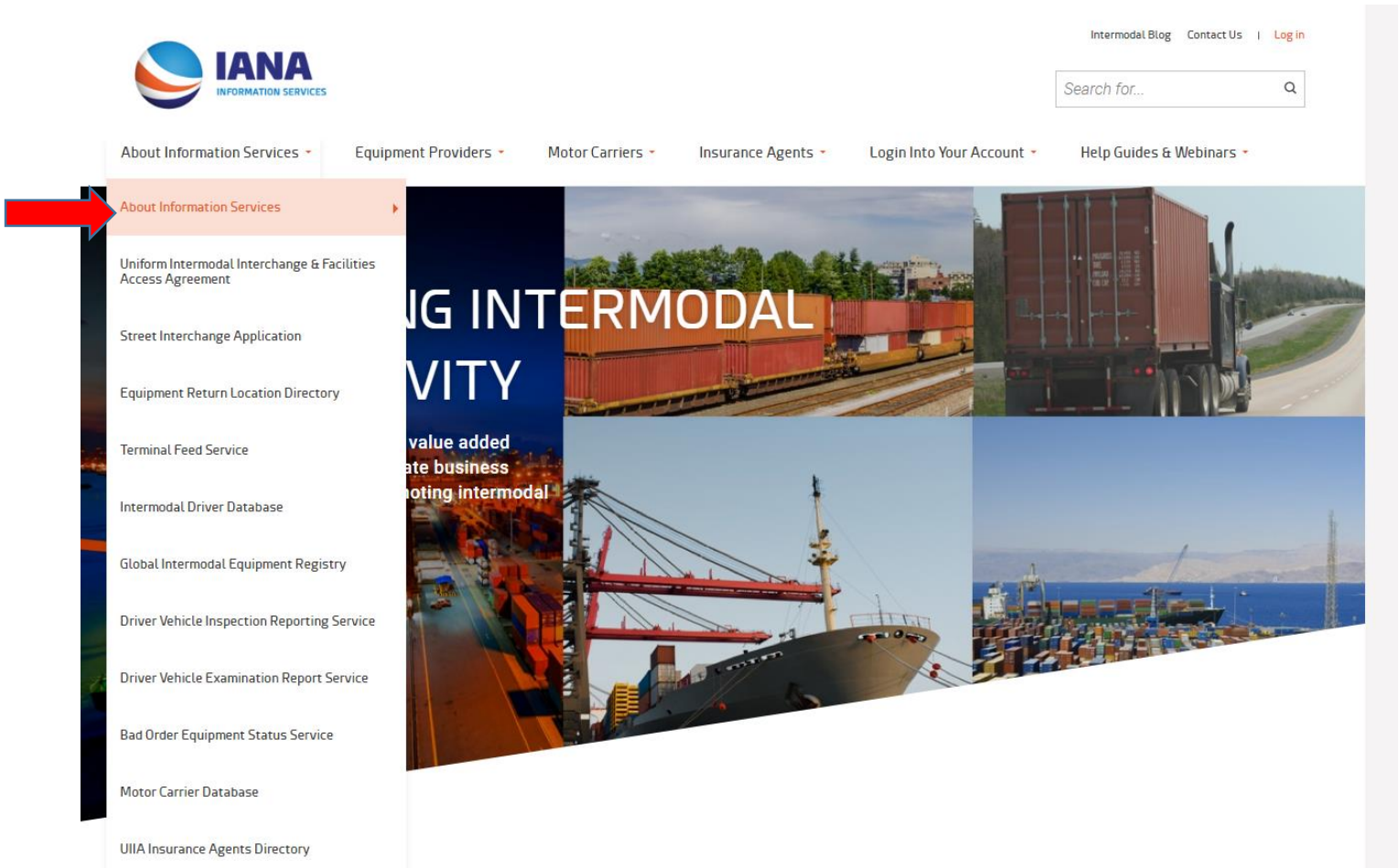
Links to Pertinent UIIA Equipment Provider Contact Information and EP Websites



Quick Access to UIIA, SIA, ERLD and List of Facilities Receiving UIIA data under TFS

Information Services Home Page – About Information Services

On redesigned website, users will see a new logo for IANA Information Services. The UIIA logo will be shown a little further down the page as IANA offers several information service programs in addition to the UIIA. The new website will provide users with some more insight on all of our services. This information can be found under the ABOUT INFORMATION SERVICES dropdown menu at the top of the page.



By clicking on the ABOUT INFORMATION SERVICES dropdown menu item, the user will be taken to a general landing page that provides a brief description of all of IANA's services and programs, as well as links to individual pages that provide more detail on each program [Screenshot of the ABOUT INFORMATION SERVICES GENERAL LANDING PAGE TO FOLLOW]



ABOUT INFORMATION SERVICES


[Home](#) > [About Information Services](#)

PRINT:

IANA provides the industry with value added information services that facilitate business processes and efficiencies promoting intermodal growth and productivity. These programs focus on environmental initiatives, risk management, safety and security.



UNIFORM INTERMODAL INTERCHANGE AND FACILITIES ACCESS AGREEMENT

A standard industry interchange contract between intermodal trucking companies and equipment providers (i.e. ocean carriers, railroads & leasing companies).

[LEARN MORE](#)


STREET INTERCHANGE APPLICATION

A web portal that automates and streamlines street interchanges and street turns for Motor Carriers and Equipment Providers under the UIIA.

[LEARN MORE](#)


EQUIPMENT RETURN LOCATION DIRECTORY

An online listing of UIIA Equipment Providers' satellite equipment return locations.

[LEARN MORE](#)


TERMINAL FEED SERVICE

A service that ensures that intermodal facilities receive up-to-date Motor Carrier interchange status information on behalf of UIIA Equipment Providers.

[LEARN MORE](#)


INTERMODAL DRIVER DATABASE

A secured web-based system that is used to verify driver identification information required to access specific intermodal facilities.

[LEARN MORE](#)


GLOBAL INTERMODAL EQUIPMENT REGISTRY

A database of North American chassis that enables electronic equipment marking to identify the Intermodal Equipment Provider under the federal regulations that is responsible for the maintenance and repair of the equipment.

[LEARN MORE](#)

MOTOR CARRIER DATABASE

A cost effective marketing tool available in a one-time Excel file.

[LEARN MORE](#)

INSURANCE AGENT DIRECTORY

An online directory providing insurance agents the opportunity to promote their services.

[LEARN MORE](#)

Information Services General Landing page provides links to all of IANA's suite of services and programs. Find out how these programs can benefit your company by clicking on **LEARN MORE**

Information Services Home Page – What’s New & Frequently Requested Information

The new homepage includes a new section that contains links to pertinent information and frequently requested documentation under the What’s New and Frequently Requested Information section.

WHAT'S NEW

- Revisions to UIIA
- Hyundai to use IANA's Street Interchange Application
- New UIIA EP - SM Line Corporation
- New UIIA Enhancement User Guide
- New Street Interchange Enhancements

FREQUENTLY REQUESTED INFORMATION

- Current UIIA Agreement
- Motor Carrier UIIA Application Packet
- UIIA Insurance Requirements
- ACORD 22 Certificate of Insurance
- Equipment Provider Checklist

Click on the links above to download information

Information Services Home Page – Binding Arbitration Process

UIIA participants can find information relating to the binding arbitration process on the new homepage. Links to **VIEW PRIOR CASE DECISIONS** and **DOWNLOAD ARBITRATION PACKET** are available.

BINDING ARBITRATION PROCESS

The Binding Arbitration Process available to UIIA participants provides an efficient means of resolving invoice disputes related to per diem, maintenance and repair, and equipment use/rental charges after all dispute resolution processes under UIIA/EP addenda have been exhausted.

[VIEW PRIOR CASE DECISIONS](#)

[DOWNLOAD ARBITRATION PACKET](#)

Information Services Home Page – Webinars & Help Guides

Easy Access to User Help Tools is available from the dropdown bar at the top of the page by clicking **HELP GUIDES AND WEBINARS** or by scrolling down to bottom of homepage and clicking on **VIEW HELP GUIDES**.



Information Services Home Page – Contact Us

To contact Information Services Customer Service Representatives or to submit a question online, users may click on the **CONTACT US** link available at the top or bottom of the homepage



Click on CONTACT US to reach Customer Service Representatives

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