▶ Getting Started with the Agency Administration System

Access the Agency Administration System

Step 1:

Log into TAP with your Admin logon. TAP URL: **https://tap.hanover.com**
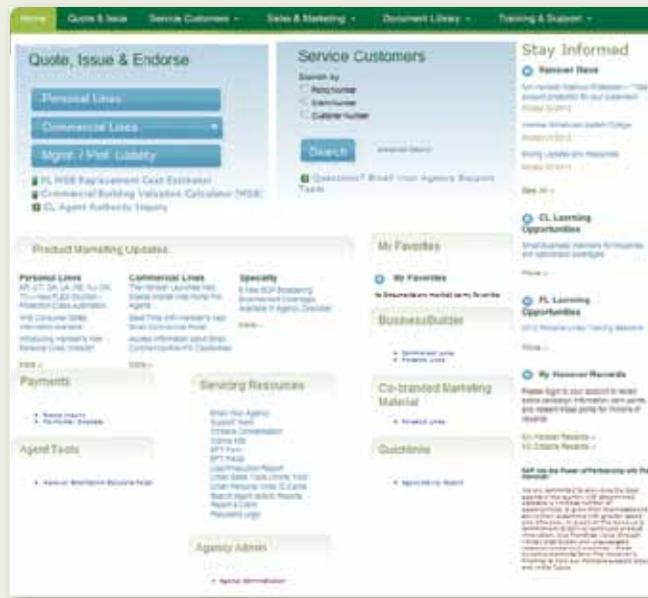
Credentials expire every 180 days for individuals and every 60 days for administrators

The Hanover Insurance Group™

Step 2:

Click the **Agency Administration** link toward the bottom right of the Home page.
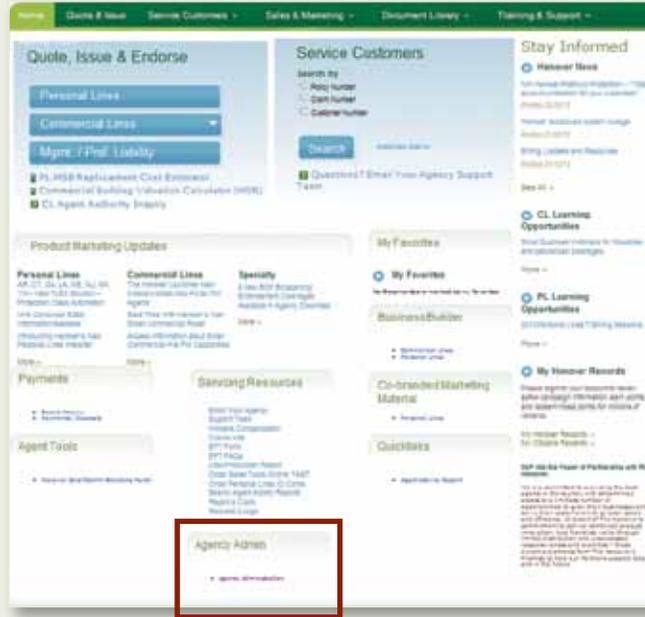
Step 3:

Click the **User Administration** link under Quick Links.
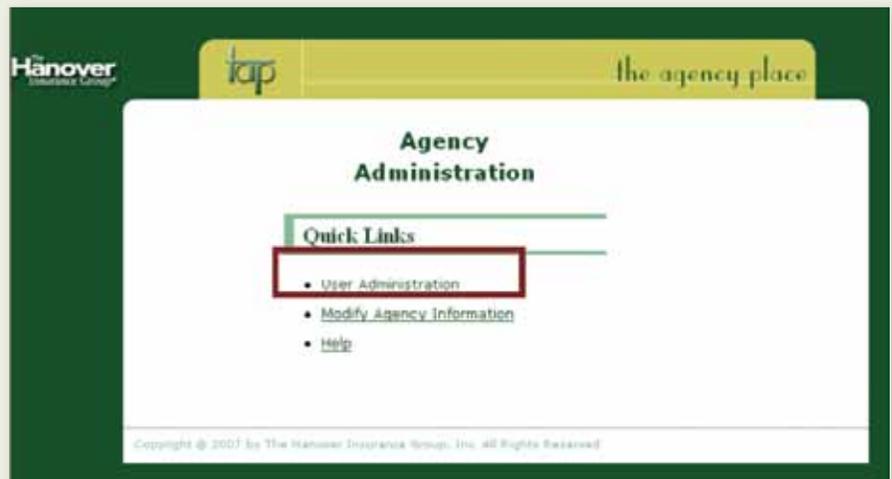
Create Users

Step 1:

At the Welcome screen, click the **Agency Users** link, then click **Create User.**

Step 2:

At the **New User** screen, complete the required fields. ***Note:*** *Be sure to type the correct email address as the new User ID and password will be emailed to the user.*

For agencies with multiple agency codes or multiple locations, more than one agency code will display. Click the radio button for the agency code or group of agency codes to which the user should have access. ***Note:*** *Access to different agency codes could require more than one User ID.*

Click **Create** when finished. Within minutes, the user is emailed their new User ID and password. ***Note:*** *It may appear as though the system has timed out when you click Create, but typically, the ID is created even though you haven't received a confirmation. To verify that it was created, you can follow the Manage Users step 1 on the next page to verify that an ID was created.*

Manage Users

Step 1:

To manage users, click **Manage User.**
Use the **Search** field to locate the
User ID that needs updating, and then
double click the ID. You can search
by User ID, First Name, or Last Name.
Note: *All Administrator and Principal
Master IDs will display in a separate
informational only list.*

Step 2:

At the **Edit User** screen, you have
several options to manage a User ID.
The buttons at the bottom of the
screen may be used to change the
password and to delete, lock or unlock
the user's account. Click **Save** when
changes are complete.