*Personal and Commercial Lines*

# Technology troubleshooting tips

We understand many of our business partners may be working remotely, or from a new laptop or computer, which no longer provides the comfort of built-in reminders and settings. This document includes some troubleshooting tips for The Hanover's systems and resources. To access information on The Hanover's response to COVID-19, please visit the [COVID-19 agent resource center](#).

## Browser compatibility:

If Hanover systems are not responding promptly or you are experiencing lag time, please confirm you are using **Internet Explorer (IE) 11** with the following settings:

- **Ensure 'Display intranet sites in Compatibility View' is checked.**
  - Within Internet Explorer, click the gear in the top right corner and click "Compatibility View settings". Then, check off "Display intranet sites in Compatibility View".

- **Manage add-ons**
  - Within Internet Explorer, click the gear in the top right corner and click "Manage Add-ons". Then, under "Show", use the drop down to select "All add-ons". Find all "XML DOM Document" add-ons and ensure they each have an ENABLED status.

- **Enable third-party browser extension**
  - Within Internet Explorer, click the gear in the top right corner and click "Internet Options". Under the "Advanced" tab, uncheck "Enable third-party browser extensions".

- **ActiveX filtering (if displaying a check mark)**
  - Within Internet Explorer, click the gear in the top right corner and click "Safety". Then, deselect "ActiveX Filtering" if displaying a check mark.

## Logging in to The Agency Place (TAP)

- Using Internet Explorer 11, go to [tap.hanover.com](http://tap.hanover.com). Enter your User ID and password to log in.

- To save as a favorite:
  - After you have entered login credentials and landed on the TAP homepage, right click anywhere on the blank white space.
    - o Click "Add to Favorites" to save as a favorite link.

- To create a desktop shortcut:
  - After you have entered your login credentials and landed on the TAP homepage, right click anywhere on the blank white space.
    - o Click "Create Shortcut" to save as an icon directly to the desktop.

## Resetting a password (Must be logged out first)

- From the tap.hanover.com, click the "Forgot your Password" link.

- Follow the on-screen prompts to enter your User ID and receive an email authentication to enable you to immediately reset your password.

## Forgot a user ID:

Contact the assigned agency administrator for your agency. If you are unsure of your administrator, please contact the PL agency support team or CL help desk to find out.

## SmallComm Solutions portal

- Log in to tap.hanover.com.

- Scroll down to the lower right-hand side of the page. Under Commercial Lines, you will see the SmallComm Solutions link.

## Forms, questionnaires, applications, manuals and agent guides

- Log in to tap.hanover.com.

- Using the top navigation, select "Document Library".

- The above resources can be found under Personal Lines or Commercial Lines by selecting the drop-down menu by subject, followed by the drop down by state if applicable.

## Marketing resources and handouts: TAP Marketing

- Log in to tap.hanover.com.

- Using the top navigation, select "Sales & Marketing".

- A TAP Marketing window will open up, allowing you to search by document or use the navigation bar to find materials by line of business, industries, product or services.

- You may need to remove pop-up blockers to access the site. To remove pop-ups, go to "Tools", "Pop-up blocker", "Turn off Pop-up blocker".

## Phone numbers for your reference

| | |
|---|---|
| Claim service hotline | 800-628-0250 |
| Platinum claim service | 800-799-6977 |
| Personal Lines agency support team (billing/technology/general questions) | 800-922-8427 |
| Commercial Lines help desk (billing/technology/general questions) | 800-626-6601 |
| Payments/Pay-by-phone | 800-573-1187 |

The Hanover Insurance Group®

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701-10499 (3/20)     LC 2020-147