



## FAQ's

**Q. How do I log-on to imarket?**

A. Go to the Rural Insurance Homepage [www.ruralinsurance.co.uk](http://www.ruralinsurance.co.uk) and click on the imarket link. Alternatively enter **www.imarket.co.uk** into your web browser.

**Q. Do I need a colour printer?**

A. No. Cover note(s) can be printed in black and white. Alternatively, why not email the Cover note (s) to your client and reduce your administration costs.

**Q. Are there any costs involved in using imarket?**

A. No. imarket is completely free and provides you with access to immediate documentation.

**Q. I am trying to log on and I get a message saying my password is invalid?**

A. The password is case sensitive so check that you do not have CAPS LOCK on. If you still get the message it is likely you have been "locked out" (this happens after 3 incorrect attempts or if you have not used the system in 45 days).

## Password Enquiries

For password enquiries / resets contact:

- [imarket.support@polarisplus.co.uk](mailto:imarket.support@polarisplus.co.uk)
- Tel: 0845 225 5766

## System Requirements

**1. Web Browser**

To be able to access imarket you need a web browser (internet explorer 5.5 with Service pack 2 or later) which is supplied free with most Microsoft Windows operating systems, a windows operating environment and a modem

**2. Cookies**

Cookies must be enabled.

**3. ActiveX**

Active X is used in some parts of imarket & if this is not present on your PC the system will try to load it. If your system is set up to warn you before installing new software, a message will be displayed asking you whether you wish to do so. If you choose not to accept, you will still be able to use imarket but you may lose some functional content.

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E-mail: [enquiries@ruralinsurance.co.uk](mailto:enquiries@ruralinsurance.co.uk)

**[www.ruralinsurance.co.uk](http://www.ruralinsurance.co.uk)**

# Electronic Covernotes

User Guide



# Your 'how to' guide to Electronic Covernotes with



## Register with i-market

1. Go to [www.imarket.co.uk](http://www.imarket.co.uk)
2. Click on 'New user/register'.
3. Click on 'Next'.
4. Click on 'Next'.
5. Read the terms and conditions and click on 'Accept'.
6. Enter the address and contact details for your company and click 'Go to step 2'.
7. This page just confirms your details for security reasons. Click on 'Go to step 3'.
8. Enter your name and contact details and click on 'Go to step 4'.
9. Click on Rural Insurance and click the arrow button to move Rural across to the 'Selected insurers' box.
10. Click on 'Go to step 5'.
11. Enter your agency account number for each insurer and click on 'Finish'.

**Note:** Your user name, password and a welcome pack will be issued in due course.

## Tips and Hints

- You will need your agency number in order to be able to register for Rural Products. If you don't know this please speak to your RDM.

## Access Electronic Covernotes

1. Log on to [www.imarket.co.uk](http://www.imarket.co.uk)
2. Once you have logged on, select the 'Products and Services' button at the top of the home page.
3. Select the service you want, in this case 'Policy Servicing', from the services menu on the left hand side of the page.
4. Select the 'Cover note request'.
5. iMarket will then list all the insurers who offer this service and the products available. Select Rural Insurance and then the corresponding covernote.
6. Use the drop down menus to complete the form.

## Tips and Hints

- Don't click on the left-hand side of the screen whilst you are in the middle of filling out a form or you will lose all the data that you have input.
- iMarket will "time out" after 45 minutes and anything not completed will be lost.
- For an on-screen demonstration of how iMarket works and how to set up and manage electronic cover notes go to [www.polarisukltd.org/standards/ecn-ecn.asp](http://www.polarisukltd.org/standards/ecn-ecn.asp) and:
  - Click on the Demonstrations button to the left of the screen
  - Choose from the "launch demo" buttons in the middle of the screen to launch the required demonstration

If you require help to complete your rural electronic covernote, please see our handy hints and tips guide by clicking on the [Rural Information Service Link](#).

## Collect your Covernote

1. Select iNotes from the menu options
2. Click OK.
3. The subject header of the email containing the cover note will show the policyholder name you entered.
4. When you double click on the email, the PDF attachment is at the bottom of the page. Click on 'CoverNote.pdf' to open up the document. Note that you need to open the cover note using Adobe Acrobat Reader version 6.0. or later.
5. The cover note will be in PDF format. It will be security marked with (a) the policyholder name and (b) either the vehicle registration number (for 'Specified Vehicle' cover notes) or 'Any Vehicle' (for 'Unspecified Vehicle' cover notes). This PDF can then be forwarded to the client. You will need to remember to keep a copy for your own records.
6. A copy of the data on this cover note will have been forwarded to Rural for our records and enable us to update the MID.

A copy of this guide is available at [www.ruralinsurance.co.uk](http://www.ruralinsurance.co.uk)

