



NASSAU

Medicare Supplement

10/31/20 Release Highlights

Messaging Changes

ID check and decision messages will now pop-up in the bottom right hand corner of the screen while in eApp.

Here are a few tips/notes about the messaging:

- Messages will pop up in the corner of the screen when you are on the home screen or on any page of the application while you are in data entry status.

- If a message is sent from the admin system while you are in the signing ceremony, the message will be sent to the inbox.

- Messages regarding signature completion and requests sent to the client through eApp will continue to go to the inbox and will not appear as pop-up messages.

- The messages retry every 1 minute. Messages disappear when navigating to the home screen from the application or when in signatures. This means that if a message pops up while in the app but you do not x out and instead move to the home screen, then the message will disappear. It will reappear on the home screen within 1 minute. If you then jump into another application, the message will disappear but then reappear within 1 minute. The messages will keep reappearing if they are not x'd out.

From Nassau Re
✕ Application for Scott Mahnke: Please confirm the spelling of the applicant's name.
From Nassau Re
✕ Application for Scott Mahnke: Please re-ask the applicant's social security number.





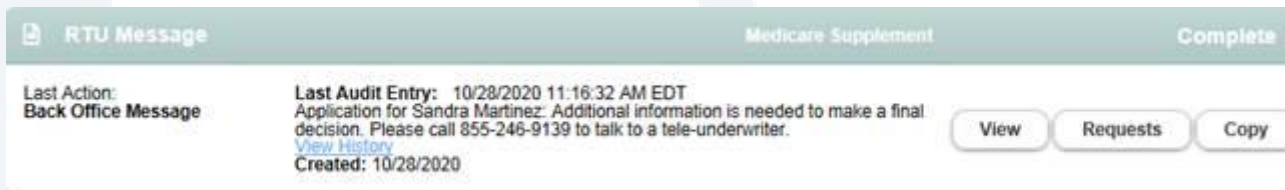
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10/31/20 Release Highlights (continued)

Messaging Changes (continued)

- You can click the x to the left of the message to remove it. If you click on the x, the message will not appear in the inbox so users will want to make note of exactly what the message instructs before closing it out.
- The message contents will appear in the history of the application if you do need to refer back. You can view history while in the application by selecting Other Actions → History. You can also access application history by selecting All Activities on the home page, then View History on the specific application. Decision messages will appear within the application data in All Activities so you do not need to further drill down into the history.



- **Please Note:** Users who have submitted cases prior to the implementation of this new messaging will see ALL existing inbox messages appear in the bottom right hand corner when logging on for the first time after implementation. This will include every message received, even if already viewed. It is suggested that you take the time to close out of each message so you can easily and accurately view new pop-up messages. This action is only needed for the first time logging on after implementation and should not be needed going forward or for anyone using eApp for the first time.