Tips to Resolve Common web-related Issues

Login and Account Access

I've tried to login several times and I'm getting the "Login Failed" error message. Why am I getting this message?

- Trust Online incorporates **Automatic Disabling** as a security feature. After 3 consecutive unsuccessful attempts to login, the system will automatically disable your account. This feature is provided to prevent unauthorized personnel from accessing your secured account.

If my account has become disabled, who should I contact to re-enable it?

- For **Staff** and **Attorney** accounts, you should contact your Firm Super User. Trust Online is designed to allow only the Firm Super User access to the firm's staff and attorney accounts. The Firm Super User is responsible for:
    a. Creating the staff and attorney accounts;
    b. Enabling and disabling the staff and attorney accounts;
    c. Resetting passwords for the staff and attorney accounts.

I received an error message stating "Please request access to one or more Trust from your administrator" after attempting to log into Trust Online. What does this mean?

- When your account was created, the Firm Super User failed to assign the account access to one or more of the Trust entities. To correct this issue, contact your Firm Super User to assign access to one or more of the Trust entities using the **Manage Access** page.

After logging into Trust Online, I went to the Claim Search and can't find any of our firm's claim. What can I do about this?

- It is possible that the Firm Super User failed to assign attorney access to your staff account. On the Claim Search page, check to see if there are any attorneys listed in the Attorney list box. If there isn't, have your Firm Super User give you access to the desired attorney(s).

I've requested the email token verification code but haven't received it yet. Are there other options available besides emails?

- There are several options available to receive your verification code. While the email address is the default option for requesting verification codes, the user may opts to provide a mobile phone number as well as download an authentication app to retrieve these codes.

Do I have to enter a verification code each time I log into Trust Online?

- There is a **Remember this computer** option available on the Verification Code page. By selecting this checkbox when logging into Trust Online, the user is acknowledging that the system will remember this computer and bypass this verification process for the next 30 days.

Filing a Claim

I started filing a claim, but realized that I was missing some information to submit a complete claim. Is there a way to save this information without submitting it?

- Trust Online offers firms the option of saving this information as a draft. Simply proceed to the finish page and click on the <**Save Draft**> button.

I saved a claim as a draft, but realized that we had already submitted this claim. How can I delete the draft?

- After searching for the draft claim, begin editing the claim and proceed to the finish page. From the finish page, click the <**Cancel**> button. This will delete the draft claim and remove it from Trust Online.

I saved a claim as a draft and want to edit the claim without submitting it. How do I proceed?

- After finding your claim on the Claim Search page, proceed to edit the claim as you would with a submitted claim and, after the edits have been made, proceed to the Finish page and click the <**Save Draft**> button.
  a. *Note*: When editing a Draft claim, the user should be careful not to delete the claim inadvertently. If the user has made edits to the draft claim, but wishes to discard these changes, they should not proceed to the finish page and click the <Cancel> button, since this will delete the claim. First, remove the changes manually and then click the <**Save Draft**> button on the finish page.

I'm trying to create a fax cover sheet, but when I click <Print Cover Sheet> nothing happens. What am I doing wrong?

- Your browser may have a pop-up blocker which would prevent some of the windows on Trust Online from being opened. You should first disabled your pop-up blocker or allow pop-ups from Trust Online.

How do I disabled my pop-up blocker in IE?

- Point to **Pop-up Blocker** from the Tools menu and select **Turn Off Pop-up Blocker**.

How do I allow pop-ups from Trust Online for IE without disabling pop-up blocker?

- To allow pop-ups from Trust Online:
  a. Select **Internet Options** from the **Tools** menu.
  b. From the **Privacy** tab, click **Setting**.
  c. Type trustonline.delawarecpf.com in the **Address of website to allow:** and click **Add**

How do I disabled my pop-up blocker in Chrome?

- How to disable pop-ups in Chrome:
  a. Open **Chrome**
  b. Tap the three vertical dot menu button in the top-right corner.
  c. Choose Settings > Site settings > **Pop-ups**.
  d. Turn on the toggle to **allow pop-ups**, or turn it off to **block pop-ups**.

How do I allow pop-ups from Trust Online for Chrome without disabling pop-up blocker?

- To allow pop-ups from Trust Online:
  a. Click the three vertical dot menu button in the top-right corner.
  b. Click on Settings, scroll to the bottom and click the Show Advanced Settings link.
  c. Click on Change proxy settings.
  d. Click the Security tab > **Trusted Sites** icon, then click **Sites**.
  e. Enter trustonline.delawarecpf.com and click **Add**.