

The Portal pages perform best with the latest version of Google Chrome. *Firefox and Microsoft Edge are NOT recommended.* The link/address to Portal/Express is: <https://access-ia.stewart.com/>.

**Support** For errors or general questions, call the U.S.-based Agency Support Center at 844-835-1200, option **2**

### Learning Portal/Express

Recorded WebEx videos and User Guides are posted to the [Education and Training Center](http://www.stewart.com/en/education-and-training/stewartaccess.html) (<http://www.stewart.com/en/education-and-training/stewartaccess.html>). Once you are on the page, scroll to the bottom section called "Self-Paced Learning" for specifics about CPLs & Jackets on the Express page, Transaction Codes, and Policy Register. **IT IS RECOMMENDED THAT EACH STEWART USER READ THE USER GUIDE AND WATCH THE TRAINING VIDEO PRIOR TO OR WHILE LOGGING IN THE FIRST TIME.** There is much more information posted to this page...please bookmark and review as often you like.

### Learning Integrations

Links for all integrated Title Production Software (TPS) are posted to the [Integrations Page](https://www.stewart.com/en/education-and-training/integrations.html) (<https://www.stewart.com/en/education-and-training/integrations.html>). Some TPSs require user setup; the instructions are in these guides. **IT IS RECOMMENDED THAT EACH STEWART USER READ THE USER GUIDE AND WATCH THE TRAINING VIDEO PRIOR TO OR WHILE LOGGING IN THE FIRST TIME.** There is much more information posted to this page...please bookmark and review as often you like.

### Stewart Agent ID

This six-digit number is needed for each phone call or email to Stewart. All levels of Support use this to confirm correct information, and it is invaluable for identifying companies who operate as a dba or under a different name. If you don't know what this is, your Office Manager or Stewart Title ASM/ASR will help.

### User Credentials

Managers or ASM/ASRs should request credentials for new agent users by submitting a [Data Collection Form \(DCF\)](http://research.zarca.com/r/CNmzrL). <http://research.zarca.com/r/CNmzrL>. The DCF link is also available on the [Education and Training Center](#) and the [Integrations Training Page](#). AIM+ users can submit the request via the [ASP User Change Request](#) icon on their TWP desktop.

**To have credentials resent**, submit a [Data Collection Form \(DCF\)](#); use the "Additional Instructions" field to state "Resend credentials to these existing users" and include their full name and email address. There is no need to complete the user information field for a credential resend request.

User credentials include @twp.titleworkplace.local in the username when logging into both your integration and Portal. The Qualia integration is the exception, though Qualia users *will* need to include @twp.titleworkplace.local in their username should they ever need to log into Portal.

Passwords do not expire. If you use a TPS and feel your password is no longer working, you can test it by logging into the Portal (link above). If the login is successful, then your credentials are valid; if you use a TPS, you should contact the vendor. If you are receiving an error or other message, you should call the Agency Support Center at 844-835-1200, option **2**.

### Multiple Companies

Credentials to one Agent does not automatically give accessibility to all companies which employees may issue CPLs and jackets on behalf of. If employees require access to more than one company, include the Agent name(s) and Parent Agent ID(s) in the "Additional Instructions" section of the DCF. Your ASM/ASR can assist.