



Complete User Guide To Agent Portal

Your Tool for Home Warranty Success

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How to Log In or Create an Account

Agent Portal

Log In to Your Account

Visit 2-10.com/agent to access Agent Portal.

First time? [Create an Account.](#)

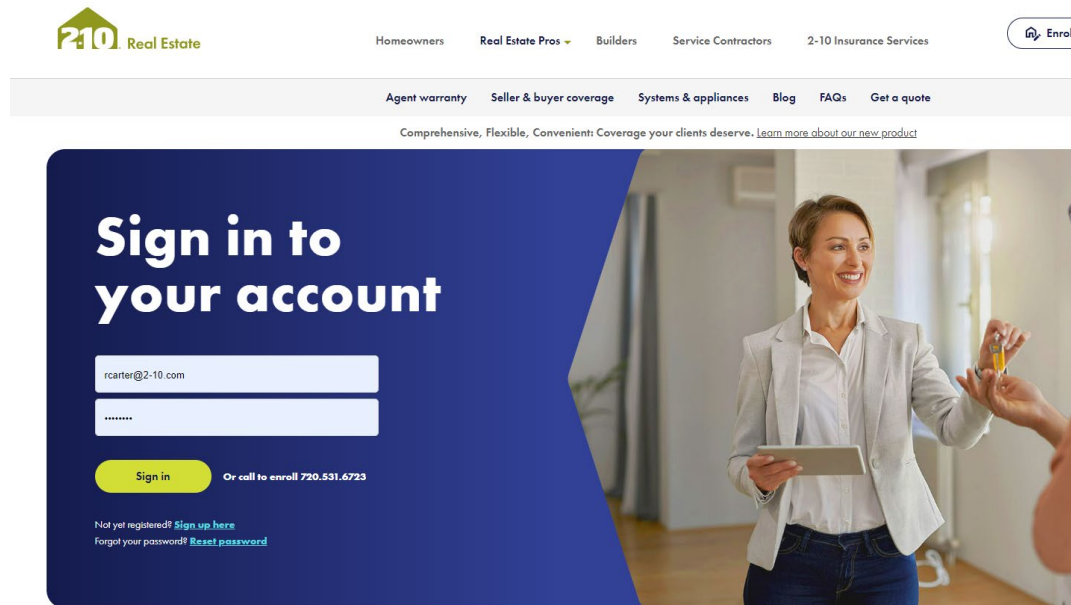
Select the *Not yet registered? Sign up [here](#)* link. Your default password is your first and last name, lowercase without spaces (e.g., johnsmith).

To reset Your Password.

Select the *Forget your password? Reset it [here](#)* link.

Returning? Log right in.

Enter your email address and password and select *Sign In*.



Advertising Program Brokerage Accounts

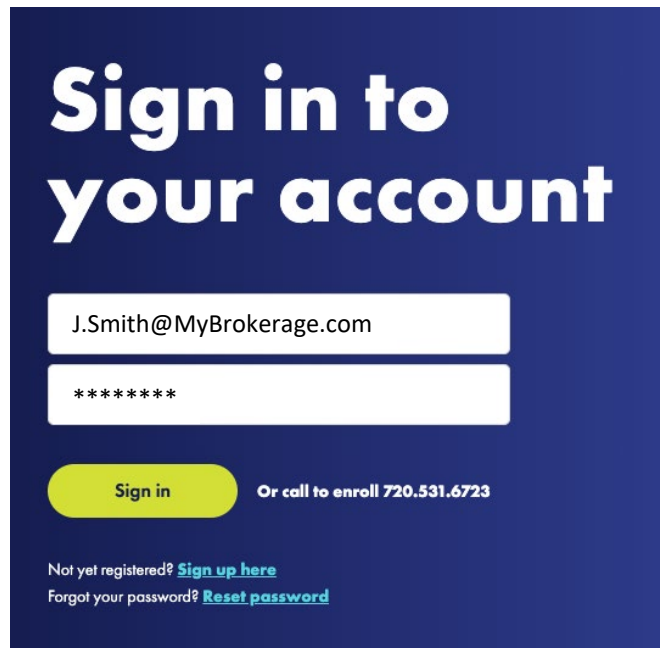
Brokerages enrolled in an Advertising Program:

Accounts have been automatically created for Agents.

Default password:

first and last name, lowercase without spaces

e.g., “johnsmith”



**Sign in to
your account**

J.Smith@MyBrokerage.com

Sign in Or call to enroll 720.531.6723

Not yet registered? [Sign up here](#)
Forgot your password? [Reset password](#)

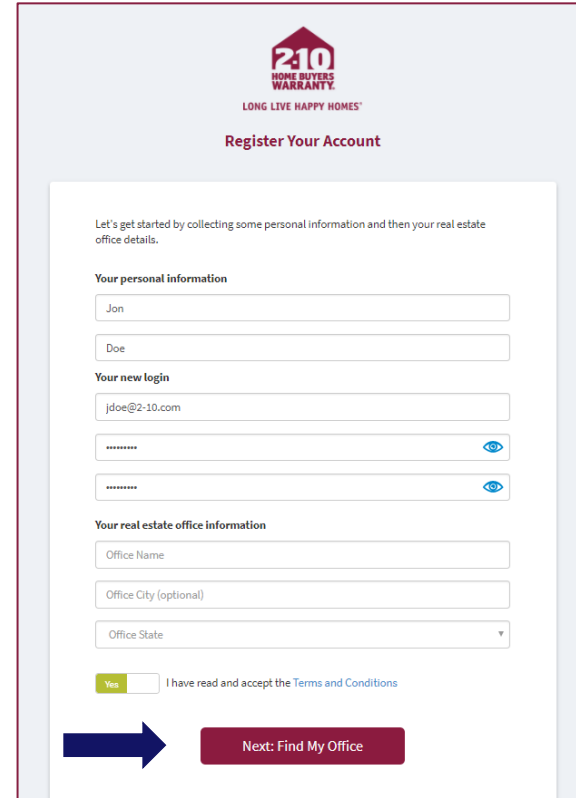
Create an Account


If you don't have an active login, select *Not yet registered? Sign up [here](https://2-10.com/agent)* on 2-10.com/agent

Enter your personal information

Confirm that you have read and accept the Terms & Conditions

Click *Next: Find My Office*






 LONG LIVE HAPPY HOMES™
Register Your Account

Let's get started by collecting some personal information and then your real estate office details.

Your personal information


Your new login





Your real estate office information

Yes No I have read and accept the [Terms and Conditions](#)



Create an Account

Find your office on the list of verified brokerages and offices, then click *Select*

If your office is not on the list, see next slide

LONG LIVE HAPPY HOMES™

Select Your Office

Next, let's find your real estate office. These are the offices we've found from the search terms you entered in the last step. Please select your office from the list below.

Show entries Search:

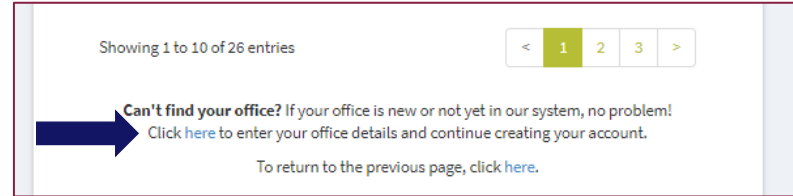
Office Name	Address	City	
Realty Co	600 Mountain View Ave	Longmont	Select
Realty Co	1201 Pecos St	Westminster	Select
Realty Co	10297 Park Meadows Drive, Suite 300	Littleton	Select
Realty Co	20016 San Juan St Suite 200	Littleton	Select
Realty Co	4280 S. University Ave.	Fort Collins	Select
Realty Co	1510 Axbow Dr Suite A	Montrose	Select
Realty Co	6734 Main St Suite 150	Aurora	Select
Realty Co	71301 Struthers Road, Suite 170	Colorado Springs	Select
Realty Co	701 Aurora Pkwy Ste 301	Denver	Select
Realty Co	2225 Auraria Blvd	Denver	Select

Showing 1 to 10 of 26 entries

Create an Account

If you do not see your office on the list, scroll to the bottom of the page. Select [Click here](#) to enter your office details and continue creating your account

Manually enter your office details and select *Submit*



Manually Enter Agent and Office Details ×

Please enter your name and office details and our Broker Services Team will assist in creating your new Agent Portal account.

Your First Name:*

Your Last Name:*

Your Phone Number:*

Office Name:*


Office Street Address:*

Office City:*

Office State:*

Office Zip:*

If your state is not in the list above, it is likely that your state is not yet covered by 2-10 Home Buyers Warranty. If you have questions, please call our Agent Services Department at 800.795.9595.



Create an Account

Find your agent account from the list of registered agents within your office and select *Create My Account*

If you aren't on the list, select *Click [here](#) to enter your name and continue creating your account*

2:10 HOME BUYERS WARRANTY
LONG LIVE HAPPY HOMES™

Select Yourself

Finally, let's find your agent account. These are the agents associated with the office you selected. Please select yourself from the list below.

Show 10 entries Search:

First Name	Last Name	
Brianna	Benton	Create My Account
Jon	Doe	Create My Account
Sheila	Simpson	Create My Account

Showing 1 to 3 of 3 entries < 1 >

[Can't find yourself?](#) If you've found your office but can't find your name, no problem! [Click here](#) to enter your name and continue creating your account.

To return to the previous page, [click here](#).

LONG LIVE HAPPY HOMES™

SOLD FOR SALE

Create an Account

Enter your first and last name

Select *Create My Account*

Manually Enter Agent Details
✕


Please enter your first and last name.

Your First Name:*

Jon|

Your Last Name:*

Doe



Create My Account

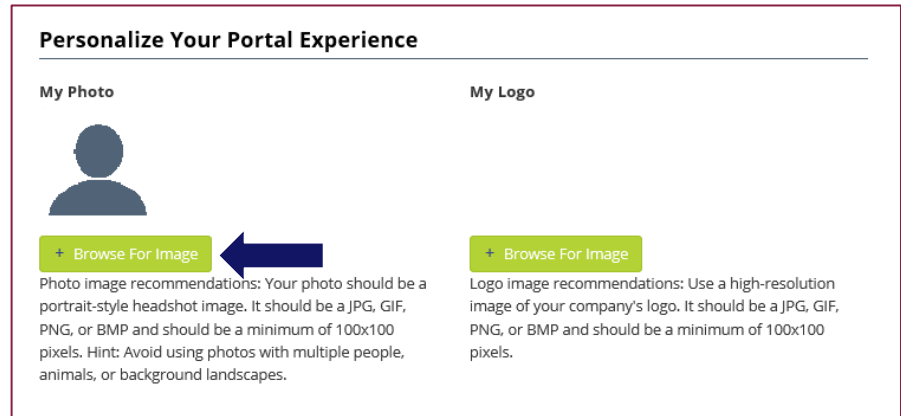
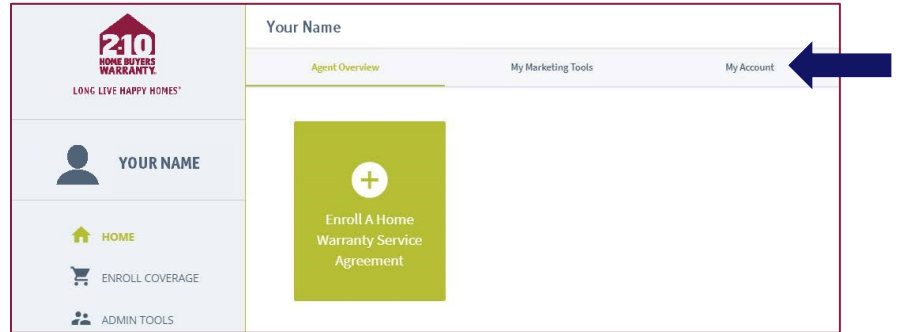
Create an Account

To upload your photo, select *My Account* from your home page

Under *Personalize Your Portal Experience* find *My Photo*

Select *Browse For Image*

Select a photo from your computer and select *Open*



Create an Account

You've successfully created your account!

Log in for 24/7 access to easily:

- ✓ Enroll & update coverage for your clients
- ✓ Access free marketing materials
- ✓ Track your clients' Home Warranty Service Agreement activity.



3-Step Enrollment

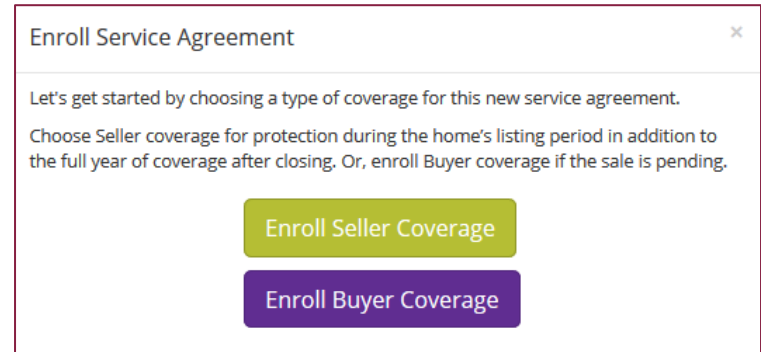
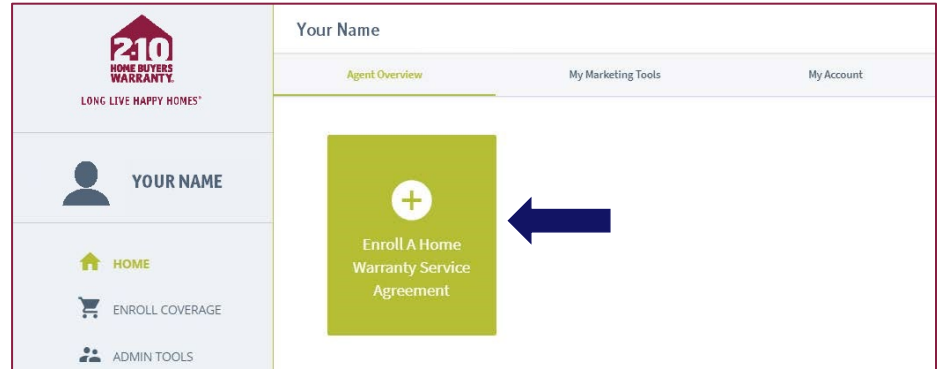
Agent Portal

Enrolling a Property

Step 1

From your home page, select *Enroll a Home Warranty Service Agreement*.

Choose *Enroll Seller Coverage* or *Enroll Buyer Coverage*, whichever is appropriate.



Enrolling a Property

Step 2

Enter the property address for the home you're enrolling.

Verify the address using the *Lookup Address* button.

Enter the property details, including the homeowner's contact information, for the best service experience.

Enroll Coverage

Lookup Address
Property Details
Choose Coverages
Confirmation

Lookup Property Address

Enrolling a new Home Warranty Service Agreement is as simple as a few steps. To get started, please enter the address of the property you want to enroll with 2-10 HBW.

Street Address 1*

Street Address 2

City*

State*

-Select-

Zip Code*

Property Zip

12345

Enrolling Agent*

Square Footage*

Property Type*

Year Built*

Homeowner 1

First Name*

Last Name*

Homeowner 2

First Name

Last Name

Property State

ST

Enrolling a Property

Step 3

Choose your plan, options, and payment method.

Pay Now via Credit Card.

Buyer Pay to email the Buyer so they can review their coverage and complete payment.

Pay at Closing by sending an invoice to the title company.

Enroll Coverage
Chat Now

Lookup Address
Property Details

Choose Coverages
Confirmation

Choose Coverages

Choosing coverage to protect your client's home is easy! Simply choose a plan, then select options to cover additional systems and appliances and provide your client with a customized home warranty service agreement. Download the plan brochure to review all coverage terms, limits and exclusions.

Plan

MOST POPULAR

Standard Coverage

Price: \$540.00

Product: FLAstv8X

[more details...](#)

NEW OFFERING!

Simple Coverage

Price: \$420.00

Product: FLAsiv8X

[more details...](#)

BEST COVERAGE AVAILABLE

Supreme Coverage

Price: \$650.00

Product: FLAsuv8X

[more details...](#)

NEW!!! SUPREME COVERAGE

NEW!!! SUPREME COVERAGE

Price: \$630.00

Product: FLAv7PS

[more details...](#)

Optional Coverages

<input type="checkbox"/> Septic System	\$50.00 more...
<input type="checkbox"/> Extended Pipe Leak	\$60.00 more...
<input type="checkbox"/> Well Pump	\$75.00 more...
<input type="checkbox"/> Roof Leak	\$100.00 more...
<input type="checkbox"/> Washer and Dryer	\$65.00 more...
<input type="checkbox"/> Additional Refrigerator	\$50.00 more...
<input type="checkbox"/> 2nd Additional Refrigerator	\$50.00 more...
<input type="checkbox"/> Built-in Wine Cooler	\$50.00

Summary

COST SUMMARY

Service Agreement	\$540.00
Optional Coverages	\$0.00
Taxes	\$0.00
TOTAL	\$540.00*

* Total may not include costs associated with Seller's coverage for this property.

PAYMENT OPTIONS

Pay Now

Buyer Pay

Pay at Closing

? Questions

The quickest and most convenient way to get answers to your questions is to chat with us. We're here to help.

Chat Now

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Make Changes to an Enrollment

Agent Portal

Make Changes

Agent Portal allows you to quickly and easily edit coverage and update certain details, including (but not limited to):

- Convert a listing to a closing
- Add optional coverage
- Change the closing date
- Update homeowner information
- Resend Confirmation & Invoice to Title Co.
- Request Buyer to Pay

Make Changes

You can convert Seller coverage to Buyer coverage in two ways:

1. From *Agent Overview* by hovering over the gear icon on the property and selecting *Convert to Closing*
2. From the *Service Agreement Confirmation* page by selecting *Convert To Closing*

The screenshot displays the 2-10 Home Buyers Warranty agent dashboard. The top left features the company logo and tagline 'LONG LIVE HAPPY HOMES'. The main navigation menu includes 'HOME', 'ENROLL COVERAGE', 'ADMIN TOOLS', 'LIVE FAQS', and 'SIGN OUT'. Below this, there are links for 'ABOUT US', 'CONTACT US', and '2-10 HBW BLOG'. The main content area shows the user's name, a navigation bar with 'Agent Overview' (highlighted by a blue arrow) and 'My Marketing Tools', and a large green button labeled 'Enroll A Home Warranty Service Agreement'. Below this, there are two listing cards: '123 Main Street Anytown, ST 12345' and '456 Park Avenue Anytown, ST 12345'. Each card displays owner information, contract number, listing type, status, and expiration date, with a gear icon for settings. A blue arrow points to the gear icon on the second listing. At the bottom, a 'Service Agreement Confirmation' modal is open, showing contract details and a 'Convert To Closing' button, which is also highlighted by a blue arrow.

Make Changes

Add additional coverage options

select *+View Available Optional Coverages* then select *Add*

Change homeowner information by selecting *Edit* where available

FOR THE BEST CUSTOMER EXPERIENCE:

Be sure to provide the homeowner's email address.



Purchased Optional Coverages

No optional coverages purchased

- Hide Available Optional Coverages

Available Optional Coverages

⊖ **Air Conditioning & Heat Pump (Seller) - \$70.00**

Add INCLUDED, UP TO TWO SYSTEMS: Centrally ducted refrigeration systems, including heat pumps. Geothermal and water source system. Evaporative coolers and built-in electric wall units. Thermostats. Ductwork, modification of plenum when necessary to effect an eligible repair. Crane cost. Upgrades to main... [More](#)

Property Details

Address
123 Main Street, Anytown, ST 12345

Homeowner 1

/ Edit **Jane Doe**

Homeowner 2

/ Add/Edit



Make Changes

On your Service Agreement Confirmation page at the bottom:

- *Download Service Agreement*
- *Resend Confirmation & Invoice*
- *Request Buyer To Pay*

Agent Details	
Name	Phone Number
Your Name	555.555.5555
Email Address	Office Name
name@email.com	Company Name
Totals, Taxes and Fees	
Base Service Agreement	Optional Coverages
\$x.xx	
Sales Tax	
\$x.xx	
Closing Product	Closing Product Cost
	\$x.xx
Closing Tax	Grand Total
\$x.xx	(DUE AT CLOSING) \$xxx.xx
	Listing Cost + Closing Costs due at closing. Please call 800.795.9595 with any questions.
Alerts	
No alerts were found for this service agreement	
Download Service Agreement	Resend Confirmation & Invoice
Request Buyer To Pay	Finished



Accessing, Personalizing, & Ordering Marketing Materials

Agent Portal

Marketing Materials

Agent Portal provides access to a library of free, customizable marketing tools to help you promote and grow your business, including:

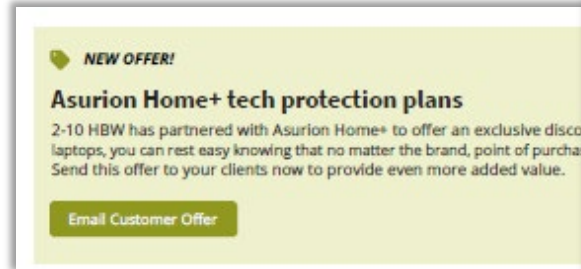
- Asurion Home+ home tech protection offer
- Monthly homeowner-facing newsletters
- Maintenance Manual
- Open house toolkit and checklist
- Service Agreements

Marketing Materials

Asurion Home+ tech protection plan

Help your homeowners protect the tech that keeps their home connected.

1. Under the *My Marketing Tools* tab select *Email Customer Offer*
2. Enter the name and email address and select *Send Email Offer*.

A white form titled "Email This Special Offer" with a close button (x) in the top right corner. The Asurion Home+ logo is at the top. Below the logo, a paragraph reads: "To send this offer, simply fill the form below. Then, your client can take advantage of yet another great perk you've provided them through 2-10 HBW." The form contains two sections: "Homeowner Name:" with input fields for "First Name" and "Last Name", and "Email Address:" with an input field for "Email@email.com". A green "Send Email Offer" button is at the bottom.

asurionhome+

Protect
your tech

For less than \$1/day

Get Asurion Home+



Your electronics need you as much as you need them.

When they break down, you want to push pause on the world. We have something better.

2-10 Home Buyers Warranty (2-10 HBW) is working with Asurion to offer you a plan that covers practically all your home electronics - quickly, conveniently, and cost-effectively.

Get Asurion Home+

How it works



1. A covered product breaks down.



2. Asurion repairs it, replaces it, or reimburses you for it.²



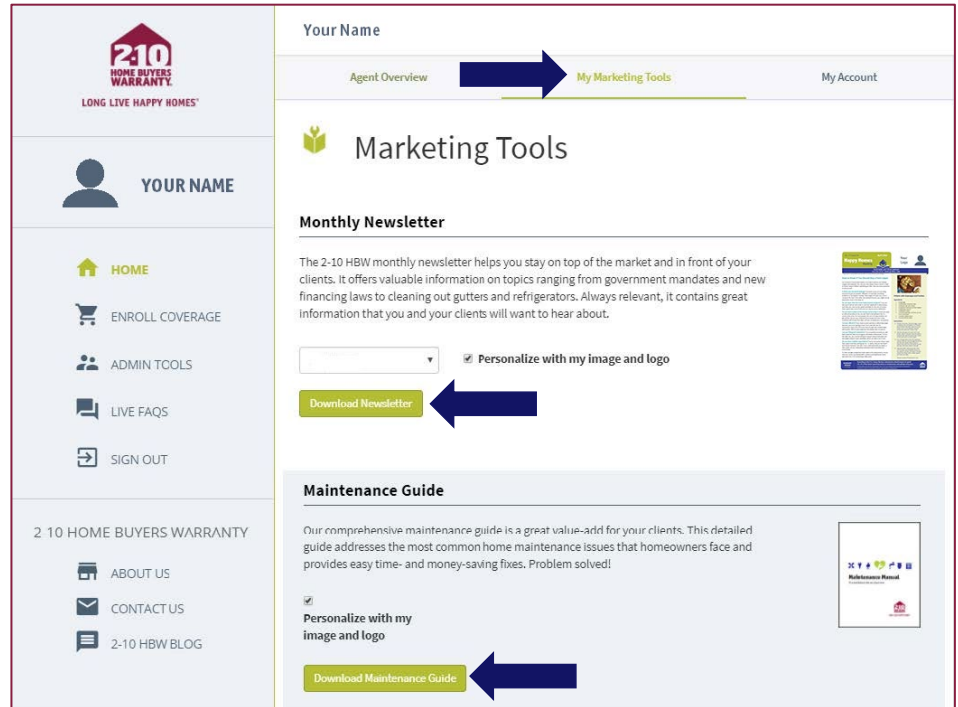
3. You press play on life.

Marketing Materials

Access

You can find Marketing Materials for Agents under the *My Marketing Tools* tab

Download materials by clicking the *Download* button for the item you'd like



The screenshot shows the agent portal interface. On the left is a navigation sidebar with the 2-10 logo and menu items: HOME, ENROLL COVERAGE, ADMIN TOOLS, LIVE FAQs, SIGN OUT, and a section for 2-10 HOME BUYERS WARRANTY with sub-items ABOUT US, CONTACT US, and 2-10 HBW BLOG. The main content area is titled 'Marketing Tools' and includes a 'Monthly Newsletter' section with a 'Download Newsletter' button and a 'Maintenance Guide' section with a 'Download Maintenance Guide' button. Blue arrows point to these buttons. The top navigation bar shows 'My Marketing Tools' as the active tab.

Marketing Materials

Personalize

You can add your photo, logo, and contact information to the monthly homeowner-facing newsletters and the Maintenance Manual

Vol. 17 | Issue 04

April 2019

Happy Homes

Monthly

Your Logo

YOUR NAME with YOUR COMPANY
555.555.5555 | NAME@EMAIL.COM

If your home is currently listed for sale with another real estate professional, please disregard.

How to Know if You Should Buy a Fixer-Upper

You've found a house that needs a lot of work and you can already imagine the potential. But, are you truly ready to buy a home in need of drastic repairs? Before submitting an offer, here are some questions to ask yourself.

Is there any structural damage? Cosmetic issues are one thing; structural issues are another. Whether it is termite, plumbing problems or foundation troubles, these types of issues cost a lot of money to fix. Even if the seller has slashed the price, you might end up paying too much in the long run.

Do you have time for home improvement projects? If you are the type of person who loves to use their weekends to decompress and relax, you may not be a good candidate for this sort of project. Fixer-uppers take a lot of time and can require serious dedication.

Do you have a place to live during construction? Unless you have an alternative place to live, you will need to be willing to live in a construction zone. For most people, this sort of living condition can get old fast. Be sure you understand and accept that your living conditions will be less than ideal until you complete your renovations.

Can you afford it? If you have to pinch pennies to afford that down payment, you aren't going to have much cash left over for renovations. Even if you think you have enough cash stowed away, add another 20% for extra expenses that always seem to pop up.

Can you find good contractors? To successfully renovate you will likely need the help of some good, affordable professionals. To find the right one, you must be willing to request several estimates and thoroughly research each candidate, which can take a lot of time.

Do you have realistic expectations? Home renovation shows make fixer-uppers look like nothing but fun. In reality, they are hard work and require tenacity. That said, if you understand what to expect, a fixer-upper can be a rewarding investment both financially and emotionally.

To help manage unexpected costly repairs and replacements, ensure that your home is protected with a systems and appliances home warranty from 2-10 Home Buyers Warranty!

Frittata with Asparagus and Fontina

Ingredients

- 6 large eggs
- 2 tablespoons whipping cream
- ¼ teaspoon salt, plus a pinch
- ¼ teaspoon freshly ground black pepper
- 1 tablespoon olive oil
- 1 tablespoon butter
- 12 ounces asparagus, trimmed, cut into ¼ to ½ inch pieces
- 1 tomato, seeded, diced
- 3 ounces Fontina, diced

Instructions

- 1) Preheat the broiler. Whisk the eggs, cream, ¼ teaspoon salt, and pepper in a medium bowl to blend. Set aside. Heat the heat and butter in a 9 ½-inch-diameter nonstick ovenproof skillet over medium heat.
- 2) Add the asparagus and sauté until crisp-tender, about 2 minutes. Raise the heat to medium-high. Add the tomato and a pinch of salt and sauté 2 minutes longer.
- 3) Pour the egg mixture over the asparagus mixture and cook until the eggs start to set. Sprinkle with cheese. Reduce heat to medium-low and cook until almost set but the top is still runny, about 2 minutes.
- 4) Place the skillet under the broiler. Broil until the top is set and golden brown on top, about 5 minutes. Let stand 2 minutes. Loosen the frittata with a rubber spatula and slide onto plate.

Recipe courtesy of foodnetwork.com

WARRANTY WISDOM

2-10.com

According to the U.S. Census Bureau, homeowners should expect to spend 1%-3% of the home's purchase price on maintenance and upkeep every year.

A Home Warranty Service Agreement from 2-10 Home Buyers Warranty gives homeowners protection against unexpected systems and appliances breakdowns.

Marketing Materials


Personalize

To Personalize, upload your photo and logo from the *My Account* tab

Under *Personalize Your Portal Experience* select *Browse For Image* for both your photo and logo

Personalize Your Portal Experience


My Photo



+ Browse For Image

Photo image recommendations: Your photo should be a portrait-style headshot image. It should be a JPG, GIF, PNG, or BMP and should be a minimum of 100x100 pixels. Hint: Avoid using photos with multiple people, animals, or background landscapes.

My Logo



+ Browse For Image

Logo image recommendations: Use a high-resolution image of your company's logo. It should be a JPG, GIF, PNG, or BMP and should be a minimum of 100x100 pixels.


Marketing Materials

Personalize


Before downloading the newsletter or Maintenance Manual, be sure to select *Personalize with my image and logo*

Monthly Newsletter

The 2-10 HBW monthly newsletter helps you stay on top of the market and in front of your clients. It offers valuable information on topics ranging from government mandates and new financing laws to cleaning out gutters and refrigerators. Always relevant, it contains great information that you and your clients will want to hear about.


Personalize with my image and logo 

[Download Newsletter](#)




Maintenance Guide

Our comprehensive maintenance guide is a great value-add for your clients. This detailed guide addresses the most common home maintenance issues that homeowners face and provides easy time- and money-saving fixes. Problem solved!

Personalize with my image and logo 

[Download Maintenance Guide](#)



Marketing Materials

Ordering Service Agreement Brochures

At the bottom of the page, find *Order Service Agreement Brochures*

Select the product and quantity you want

Enter your shipping information

Select *Submit Brochure Order*

Order Service Agreement Brochures

Need additional copies of the brochure available in your area? Let us know and we'll send you our current contract, which offers the most comprehensive coverage at the best price.

<p>Quantity</p> <input type="text" value="25"/>	<p>Brochure Product</p> <input type="text"/>
<p>Office Name</p> <input type="text"/>	<p>Attention</p> <input type="text"/>
<p>Office Address 1</p> <input type="text"/>	<p>Office Address 2</p> <input type="text"/>
<p>City</p> <input type="text"/>	<p>State <input type="text"/></p> <p>Zip <input type="text"/></p>



Super User

Agent Portal

Super User

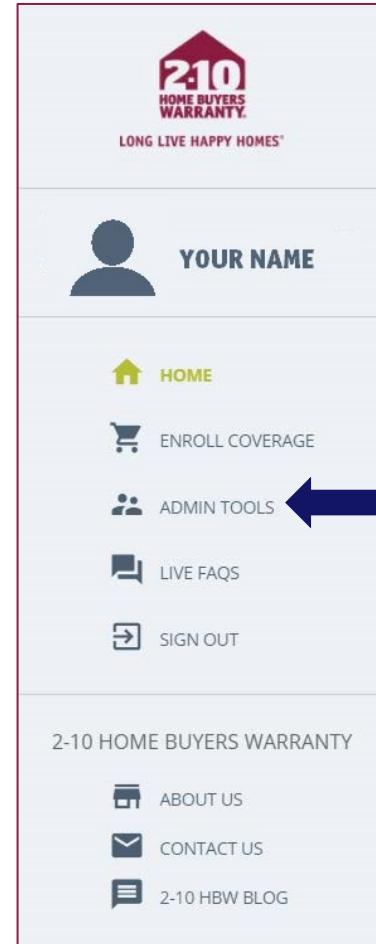
Agent Portal includes powerful admin tools that make it easy for support teams within an office to better manage their business:

- Enroll on behalf of agents
- Track and update coverage
- Order free marketing materials
- Resend invoices on an agent's behalf

*To set up Super User functionality, please call Agent Services at [720.531.6723](tel:720.531.6723) for verification assistance.

Super User


Once Agent Services can verify you and enables Admin Tools for your account, you can access by selecting *Admin Tools* in the left-hand menu.



Super User

Select *Super User* on the Agent Portal *Admin Tools* page






Agent Portal

Administrator Tools

Admin Tools allow our Agent Portal users with an administrator role the ability to perform a handful of supervisory tasks and reporting/searching tools. Please contact the Agent Services Team for assistance with your administrator account if you seem to be missing functionality from this page.


Finished

Super User

 Super User


Super User allows you to select an agent in your organization and perform any of Agent Portal's functions on their behalf. Enroll service agreements, change their password, view their service agreements, download their marketing tools. Anything they can do, you can do.

Super User Summary

 Super User Summary

Super User Summary allows you to find service agreements that you've enrolled for other individuals and yourself. You can search the list of service agreements to quickly and easily view a summary of your activity.

Client Dashboard

 Client Dashboard

Client Dashboard is an easy-to-use searchable and filterable table containing your clients and details about their 2-10 service agreements.


Super User

Enter the information for the agent you're acting as

You must have this information to properly enroll as a Super User

IMPORTANT!

Do not enroll under yourself or your company if you are not the agent associated with the transaction



Super User

As a Super User, you can enroll warranties on behalf of a requesting agent associated with the transaction. **Do not enroll under yourself, or your company**, if you are not the agent associated with the transaction. First, search for the appropriate agent, then make the enrollment under their name. Super Users are also able to change account passwords, view service agreements and download marketing tools on behalf of the agent you select.

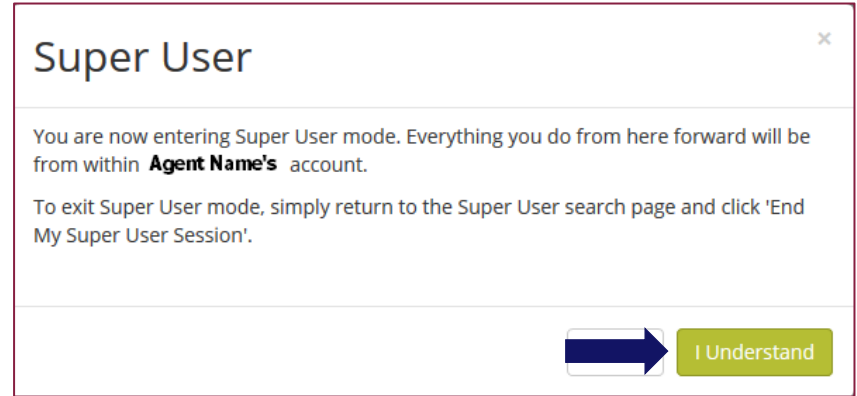
Agent State
▼

Super User

A final notice will appear to confirm that you are entering Super User mode and acting as someone else

When ready, select *I Understand*

You can now use all the functionality of Agent Portal **on behalf of** the agent you are acting as, including enrolling coverage, adding options, and more



Title Company/Settlement Services Users

If you are a title company or settlement service user:

- You will be automatically directed to Super User mode upon logging in
- If you are not in Super User mode, a warning will appear and advise you to enroll through Super User mode as the agent associated with the transaction

REMEMBER! Everything you do in Super User mode will be on that agent's behalf, so please use caution.



Enjoy Agent Portal!

Still have questions? Call [720.531.6723](tel:720.531.6723)