



PENNSYLVANIA LUMBERMENS MUTUAL INSURANCE COMPANY

INDIANA LUMBERMENS MUTUAL INSURANCE COMPANY

HAVING ISSUES WITH THE PORTAL?

The Producer Portal requires a “modern” browser; this means an up-to-date version of Firefox or Chrome (for example), or Internet Explorer 10 or higher.

Note, IE 10 and higher can only be installed on Windows 7 or later, as Microsoft no longer supports XP. Firefox and Chrome are free browsers that can be installed on Windows XP or higher.

According to the industry, Firefox and Chrome are safe to use. They can be downloaded for free at:

Firefox: <http://www.mozilla.org/en-US/firefox/new/>

Chrome: <https://www.google.com/intl/en/chrome/browser/>

Symptoms of being on an old browser:

- Site Certificate error. If the user clicks “Proceed (not recommended)” to get past the certificate warning, they will simply get an “Undefined” error on the next page they visit.
- When signing in, and the User Preferences page shows nothing.

If you are still having issues signing into the portal, please contact us at 800.752.1895 or at custserv@plmins.com.