Producer Portal – Troubleshooting

Always try to involve your IT support to help ensure a swift resolution

"I am unable to get to the web site":

- The direct URL for the portal is https://portal.plmins.com/
- Your IT department may be utilizing a Proxy Server that is blocking/delaying something on the site.
- If you are redirected to an Upgrade Browser page, this means that your browser is out of date and is not supported by the web site (e.g. Internet Explorer on Windows XP is not supported). A newer browser is required, and the Upgrade Browser page has links to several of them.

"The web site appears to be a blank page (or no login screen)":

- Your IT department may be utilizing a Proxy Server or Firewall that is blocking/delaying something on the web site. Check with your IT department to troubleshoot.

"I can't remember my password":

- Beneath the login box, there is a "forgot password" link, which will allow you to create a new password. After clicking "Send" it will email you a link that will confirm your password reset. Finally, go back to portal.plmins.com in a new window/tab and try again.

"It says wrong or unknown email or password"

- Make sure you have already signed up. If not click "Sign Up", enter an email and strong password and click the "Sign Up" button.
- If you have already signed up, ensure the caps lock is not turned on and try again, typing slowly. If it still doesn't work, go through the "forgot password" process.

"I am not receiving verification emails from the portal":

- Check your junk/spam folder for the email. Emails will come from "plmins.com".
- Check with your IT department to see if they have caught it in a spam filter.

"The portal is not accepting my producer number + FEIN combination":

- Double check that the combination is correct and is being entered correctly.
- Contact Customer Service to verify that we have the correct information in our system.

"I don't see the policy print I'm looking for":

- If a print is more than one month old, it will not appear in the 1-week, 2-week, or 1-month lists, and must be searched for using the Search box.
- Prints prior to February 3, 2014 will not be on the portal. If the print you're looking for is after that date, contact Customer Service. Prints take roughly 1 business day to show on the portal.