



RHODE ISLAND JOINT REINSURANCE ASSOCIATION

UNDERWRITING DIVISION

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To Whom It May Concern:

As part of our ongoing commitment to data security and improved user management, we are implementing updates within the Producer Portal that require your attention.

Data Security Agreement – Required at Login

- Upon Principal user login, you will be presented with the Data Security Agreement.
- The “Continue” button will remain inactive until the entire agreement has been reviewed. Once you scroll to the end of the agreement, and enter your name and title, the button will activate.
- By clicking “Continue,” you are acknowledging and accepting the terms of the Agreement.
- RIJRA will counter-sign the agreement and email it to the Principal user email address.

Important Notes:

- The Agreement must be accepted by the Principal or designated Office Manager for each office.
- Acceptance is required only once per version update.
- **April 6, 2026, is the deadline to review and accept the Data Security Agreement. If the Agreement is not accepted, access to the Producer Portal will not be permitted.**

New User Management Feature

We are pleased to announce that a User Management feature is now available in the Producer Portal. This enhancement will allow Principal Users or Office Managers to manage your office’s Producer Portal users directly. Specifically, you will have the ability to:

- Activate and deactivate users within your office.
- Reset and manage user passwords without contacting RIJRA support. (Please note, Principal and office manager’s account will still be managed by RIJRA.)
- Allow users to have their own account to access the producer portal, instead of using a shared account

This new feature will streamline office administration and provide you with greater control over access to the Producer Portal and will be required after **Monday, March 9, 2026**. Instructions regarding this feature will be added to the Principal User Portal.

You can find instructions on how to register office users [here](#).

We appreciate your cooperation in adopting these important updates, which are designed to safeguard client information and give you better control over your office’s user access.

If you have any questions regarding these changes, please contact **customer service at (800) 392-6108**