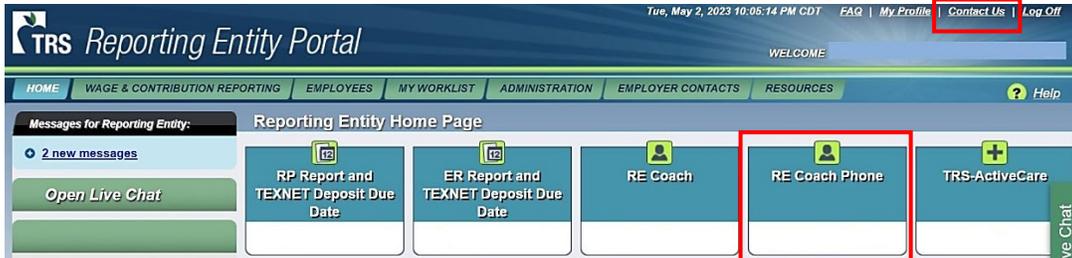


RE Portal Co-Browsing

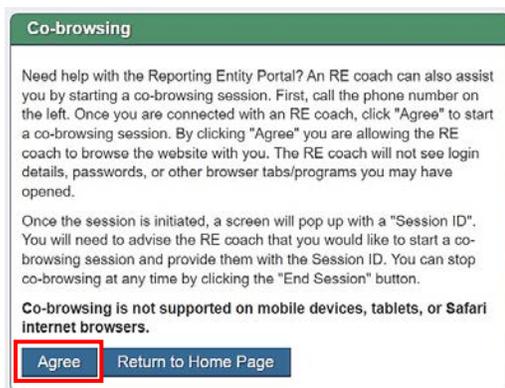
Need help with the RE Portal? Reporting Employers (RE) are now able to share their RE Portal screen with an RE Coach through a co-browsing session.

To start a co-browsing session with your RE Coach:

1. Call the phone number under RE Coach Phone on Home Page or Contact Us page of the RE Portal.

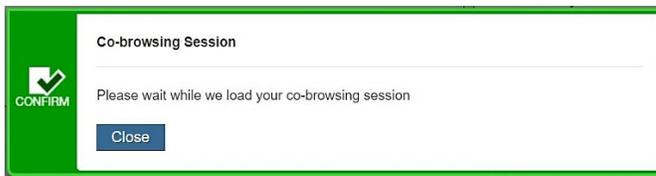


2. Once connected with an RE Coach, you will need to advise the RE Coach that you would like to start a co-browsing session.
3. Then click [Contact Us](#) in the top right of the RE Portal
4. In the Co-Browsing section of the Contact Us page, click "Agree" to start a co-browsing session.

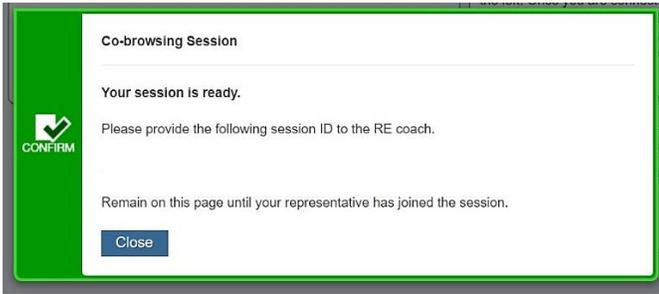


- a. By clicking "Agree" you are allowing the RE coach to view the RE Portal screen with you. The RE coach will not be able to see login details, passwords, or other browser tabs/applications you may have opened.

5. A screen will pop up indicating the Co-Browsing Session is loading



6. Once the session is initiated, the screen will update with a "Session ID".



7. Provide the Session ID to the RE Coach.
8. You can stop co-browsing at any time by clicking the "End Session" button.

When in a co-browsing session, only your RE Portal screen will be shared with the RE coach. Your RE coach will not be able to see any other screens or application windows for security and confidentiality purposes.

Co-browsing is not supported on mobile devices, tablets, or Safari internet browsers.