



Dynacare Insurance Solutions Order Management System Quick Tips

Registration

1. Go to the web address:
<https://orders.dynacare.ca/customer>
2. Select: New Users Click Here to Register.
3. Complete Registration form, including **MGA / Agency address:** Input a **Home Office address** in the comments section if applicable.

Your password must be **at least eight characters** in length.

It must contain at least one:

- Number
- Upper case letter
- Lower case letter
- Non-alphanumeric character (e.g. \$;&!).

The username & password are **case sensitive**

Click REGISTER at the bottom of the form.

4. The page will refresh. Scroll to the bottom. You should see: *Your request has been sent. Your username/ password will be sent to you shortly via email*
5. Please revisit <https://orders.dynacare.ca/customer> and input your username and password to enter the site.

Forgot Your Password

1. Note that after 5 unsuccessful login attempts, your account will be locked and you will need to reach out to your Regional Contact Center to help.
2. To avoid a locked account: click on the "Forgot password" link on the login screen. Follow the instructions and a link to reset your password will be emailed to you.

Activating Automatic Email Updates

1. Login with your User Name and password
2. Click on Change Notification Settings
3. Choose the type of emails you wish to receive
 - * Hover your mouse above the sample links to display an example
4. Choose the events for notifications
5. Check to make sure your email address is correct. If there is someone else you want to see completions, add their email address as well. Enter with a semicolon the additional email address with no spaces.





6. Click Submit. The screen will refresh and your email updates are ordered.

* At any time, you can go back to the screen and modify the details of your email updates.

Top Tips for Online Ordering

- a. If you have orders for a husband or wife or business partners who want to be seen at the same time and location; please make a note of their names in the comment section: (i.e. x-ref with wife, Mary Smith). After placing the first order, you may also “duplicate” the order, which copies most of the previously entered information to the new order. You can still edit any of the information before submitting the order.
- b. If you are ordering Medical Underwriting, please choose one of the top 4 choices **“Medical Requirements & APS.”**

- c. If you are ordering Non-Medical Requirements, please choose one of the bottom 4 choices: **MVR & Inspection.**
- d. Please let us know about:
 - a. RUSH orders, so we can prioritize assigning the order.
 - b. The phone # to best contact the applicant, the address where the applicant wants to be seen and the name of the business if it is a company location.
 - c. Applicants are away or are going away.
 - d. A special language.
- e. Look over the order once you have entered it as mistakes can easily occur. Ensure that the insurance company, amount, date of birth, and phone numbers are correct. If there is an error, please contact us immediately!

Let us know how we can help

For more information about our services or to contact your representative, please visit dynacare.ca/insurancesolutions or email insurancesolutions@dynacare.ca.

You can also contact us at:
Paramedical Services: **800.361.3771**
Laboratory Services: **877.640.1237**