



CITY OF VICTORIA USER GROUP PORTAL INSTRUCTIONS

NAME OF BROKER: HUB INTERNATIONAL INSURANCE BROKERS

Note Should you need technical help while using the portal click the support help link support@instantrisk.com or call 1-800-517-1390.

LINK TO PORTAL <https://victoria.instantriskcoverage.com/login>

STEP BY STEP DIRECTIONS

1. Click on "Create Account". Use the name your rental agreements will be under. This will allow the policy documents to be issued correctly.
2. Create a "User Name"
3. Create a "Password". The password must contain 1 Capital, 1 Lowercase, and 1 number. It must be at least 6 characters long
4. The system will then ask you to log back on using the Account Name and Password you created.
5. After logging back on. Complete your balance of account profile. Adding in you address, telephone number, email address. This will allow the policy documents to be issued from the system. Once your profile is complete your ready to purchase coverage.
6. TO PURCHASE COVERAGE, click on "Add Event", then follow the step-by-step directions that will prompt you through the process of identifying the type of event and the coverage required.
7. REQUEST REVIEW – at the end of the above process. You will be provided with a review of the type of coverage and event you are requesting insurance for. At this time you can go back and correct anything that is not reflected correctly on what type of coverage, or limit of coverage you are purchasing.
8. QUOTE – once you have reviewed the insurance coverage request, you will be presented with a quotation for the insurance coverage you wish to purchase.
9. PURCHASE – should you wish, click on purchase. The system will ask a few additional questions to assure you understand the coverage and exclusions in the policy. Then it will ask you to enter your credit or debit card information
10. POLICY DOCUMENTS – once the payment is completed. The system will automatically provide you a PDF of the documents as well as send a copy to your email. The wordings that provided with the documents are contained in the portal under policy information.
11. REVIEW OF PRIOR PURCHASES – should you not purchase immediately, or wish to download past purchase. Click on past purchase and all your prior purchase information is there. Additionally, anything you did not purchase is in this area as well, and if you click on it you can now purchase the coverage quoted to you in step 6 and 7 above.
12. If you want to view a coverage summary or review the policy, it can be done at anytime by clicking the information boxes on the top of the screen in your secured account portal.