



INSURANCE BROKERS ASSOCIATION OF ONTARIO

700-1 Eglinton Avenue East, Toronto, ON M4P 3A1  
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## IBC DASH FAQs

### Can I start using DASH right away?

There are a few steps to enable DASH. The process is contained in detail on the [IBC DASH info site](#). Once you have received and completed the initial Brokerage Intake Form that you receive from your sponsoring carrier, the following documents need to be completed (information will be provided to you from IBC on each item):

- DASH Brokerage Subscription Agreement – This document is a legal contract to grant access to DASH and the broker’s responsibilities as an authorized user of the DASH service. Brokers must sign and return the form before they can gain access to the portal.
- DASH User Admin Request Form – This form indicates the User Administrator at your company who will have the responsibility of setting up and managing users.
- DASH Authentication Information Form – This form gathers information required to set up the connectivity between your brokerage and the DASH portal. If your brokerage is interested in building an API connection, completion of this form will also initiate receiving the specifications package (described below).
- DASH API Integration Specifications Package – These documents provide the information required for your brokerage to connect to DASH via an API to pull Driver Reports.

### I have already been sponsored by one carrier. Do I need to be sponsored by other carriers?

- In order to have access to a carrier’s default maximum number of years in the driver history drop-down list, the carrier must sponsor your brokerage and you must complete the simplified sign-up process that applies for subsequent carriers.
- Yes – each carrier who sponsors you will follow the same process. However, the IBC process is simpler for subsequent sponsoring carriers – for example, only one DASH Brokerage Subscription Agreement will be needed from each brokerage. Note that each brokerage will need a Broker Intake Form completed for each sponsoring carrier.
- Much like the process today, the insurance industry in Canada is still looking to govern the years available in the report by carrier products. Once sponsored by a carrier, a broker will have access to that carrier’s specific number of years history in the corresponding drop-down menu in the DASH portal.



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### **Can I also order an MVR via the DASH portal?**

- No, the specific mandate for this release was a competitive product for driver and vehicle history only, so MVRs are only available via CGI.
- IBC will update the industry as they proceed with any subsequent report ordering capabilities.
- **Do I need to assign report orders to a carrier account for report cost allocation purposes?**
- Good news on this front – with DASH, there is no requirement for brokers to assign a report to a carrier for costing purposes. Carriers have fully funded DASH, and do not require brokers to complete any process related to report cost allocation. This also means that brokers can order reports as early in the process as they wish, as there are no longer any cost implications to report ordering.

### **How will the enrollment process work?**

- Participating carriers will initiate the enrollment process, reaching out to their brokers to sponsor them to use the DASH service and providing the broker with an enrollment form to complete and send back to the carrier
- Once you have completed the enrollment form and returned it to the sponsoring carrier, you will then receive an invitation email from IBC that will outline the next steps to create your user login credentials

### **What is the deal with the pop-up blocker?**

- Depending on your browser, you will be notified, if your pop-up blocker is on, that there are blocked pop-ups. These pop-ups are required for several components of the DASH Portal, including to view the PDFs of reports. Please be aware, if you are having login issues, that blocked pop-ups may be the cause. Pop-up blockers can typically be disabled within your web browser; ensure that you assess your needs and make the correct choice for your business.

### **What is Multifactor Authentication (MFA)?**

- Multifactor authentication is a method of authentication that requires more than one confirmation to gain access. MFA is only required in DASH for users who use IBC Credentials to log in. You may be familiar with this approach as it has become very common today. More details for how MFA works with the IBC DASH Portal are contained in the [DASH Portal User Manual](#).

### **Do audit processes change based on the switch to DASH?**



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- Unless advised directly by a carrier, please ensure that you continue your auditable office workflows as you do today.

### **Will all carriers be live with DASH Day 1?**

- No. Please stay tuned for communications directly from your markets on their launch plans.
- Please also refer to the Split Ordering Workflow for more information on interim process notes.

### **Is this report the very same as the report I use today?**

- The report is produced using the same industry source data.
- The look and feel is different – please refer to the comprehensive IBC DASH Portal User Manual for specific details on the reports available.

### **What if I don't want to use the DASH report?**

- If you have specific issues, please speak with your carrier representative to get to resolution.

### **I am having issues with the DASH Portal – who do I contact?**

- The IBC [DASH Support](#) is your first line of contact for portal issues.
- Please also note that IBC publishes their [upcoming outages](#) on the DASH website.

### **I found an issue with a report. Who do I contact?**

- Please refer to the [Error Correction](#) page on the IBC DASH site. Please note that only carriers can correct data. Brokers will notify carriers, as they do today.

### **I will be the admin for my brokerage – what do I need to know?**

#### **Carrier Set Up**

- The initial set up of your sponsoring carrier will be handled by IBC – this means that the sponsoring carrier's permitted maximum number of years history will be automatically added to the number of years drop-down list on your driver history search screen.
- As additional carriers are added, IBC will add those carrier's own permitted maximum number of years history to your available options as the admin. However,



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these subsequent carriers' number of years will not automatically become available to all of your users; as the admin, you will need to proceed to the User section of the portal, and add new carriers' number of years history to user profiles that you wish to have access to those options.

- Information on the process for users can be found in the user section of the [DASH Portal User Manual](#).

### **User Setup**

- Within the user section of the portal, you can add and remove internal users as you see fit for your own brokerage. When setting up a User you can also select which report types you wish to be available to each User within your brokerage.
- Information on the process for users can be found in the user section of the [DASH Portal User Manual](#).

### **I would like to access the DASH API – how do I do this?**

- Please contact IBC [DASH Support](#)

### **Can my technology vendors integrate to the DASH API?**

- Vendors can also contact IBC [DASH Support](#) to start the process to connect to the API.

### **Training Materials**

- [IBC DASH Portal User Manual](#)
- [IBAO DASH Broker Training Webinar](#)
- IBAO DASH Brokerage Decision Tree Diagrams