



Web Portal and Connectivity Guide

Version 2.0

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1. INTRODUCTION

The Flood Re Web Portal provides access to the Flood Re services for Bordereaux and Property Data Hub services which can be used without web service integration. This includes all services including the single address enquiry.

To access the Web Portal you will need to belong to an Industry Participant that has been through the On-boarding process.

The information captured within the On-boarding process determines the access levels that a user will have available to them. The Web Portal will require you to complete On-boarding user authentication processes prior to access being granted.

1.1 Document Audience

This document is for users belonging to an Industry Participant which has been through the On-boarding process.

1.2 Document Purpose

This document provides a step by step high level user guide for the intended users of the Flood Re Web Portal.

1.3 Document Links

Left intentionally blank.

2. SET-UP

2.1 System to System Integration

For further technical details related to connectivity of 'System to System' integration, please refer to your latest available Flood Re 'Technical Specification' document. This document provides the interface specifications.

2.2 Access

To access the Flood Re Web Portal you are first required to have gone through the On-Boarding process, through which Flood Re authenticates your company and users. From here Flood Re Support will start the setup process.

There are 2 levels of access which can be provided as follows:

- Property Service access – this will be granted by default, as long as you have successfully been through the authentication and On-Boarding process;
- Submit Bordereaux access – this will be provided if in the 'On-Boarding Questionnaire Part 1' the option 'Yes' is chosen for "Are you ceding risks?", and you have successfully gone through the authentication and On-Boarding process.

Once the team has set the user up, they will receive three emails: one providing a new password, the second with an attached certificate, and the third with the certificate password.

The emails also contain a link to the Web Portal.

2.3 Email encryption

The security classification of Flood Re related data requires us to ensure all email communications are encrypted where the message could contain confidential information. As such all emails to and from @floodre-portal.co.uk will need to be encrypted. This will be achieved by Enforcing TLS Encryption (an industry standard) between the @floodre-portal.co.uk email servers and those of participants in the Flood Re scheme. Each participant will be required to perform a number of simple configurations and tests to set up the encryption to ensure all email traffic between Flood Re and participants is encrypted. Details of IT messaging contacts will be requested and this would be considered a standard change to an IT email administrator however guidance can be provided as part of on-boarding."

2.4 Antivirus and Malware

Please check with your IT team that the Antivirus and Malware software you use will allow for JSON, as this can cause issues when using the portal if your antivirus/malware is not configured correctly.

2.5 Supported Browsers

The Web Portal supports the following browsers. If you are using any older versions or an alternative browser you may have issues using the portal. We recommend updating/changing your browser to one of these:

- Internet Explorer (IE) 10, 11. (Please note IE 9 and below will not work).
- Chrome 44, 45, 46
- Firefox 40, 41, 42

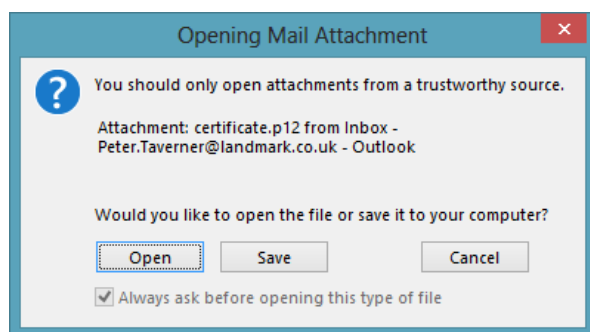
To check your version open your browser and find Settings – Help and about – About IE/Chrome/Firefox. On each browser the Help and about will be found slightly differently.

IE Compatibility Mode - If you are using IE and the website does not appear as expected, such as the login and password box not appearing, an 'Access Denied' message, or images not showing up you can switch to compatibility mode. To turn this on/ off:

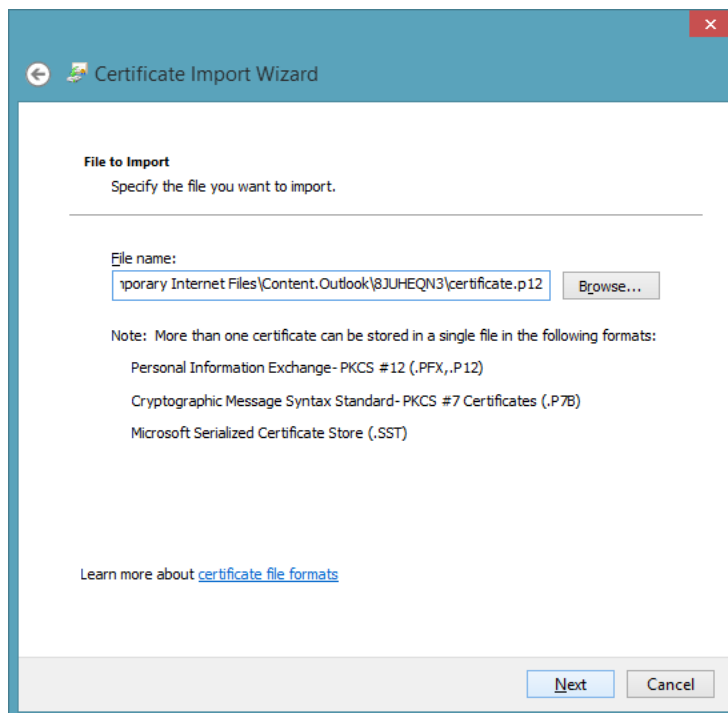
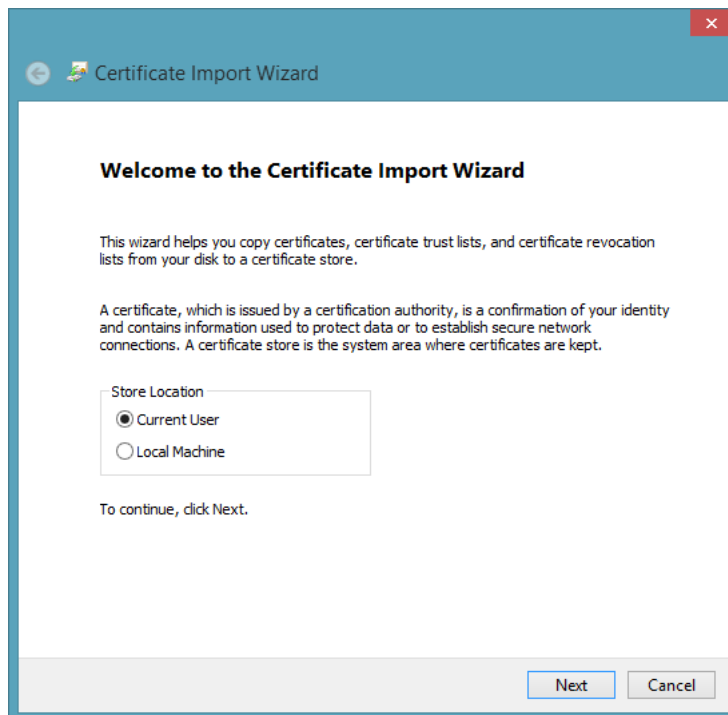
1. If the compatibility view icon appears next to the address bar, click this icon to turn on/ off.
2. In IE10 click the 'Tools' menu tab, then click 'Compatibility View' to enable it.
3. In IE11 click the 'Tools' icon, then click 'Compatibility View settings'. The website address you're on should automatically appear in the 'Add this website' text box. Now click 'Add' and the website should get added to the 'Websites you've added to Compatibility View'.

2.6 Certification Set-up

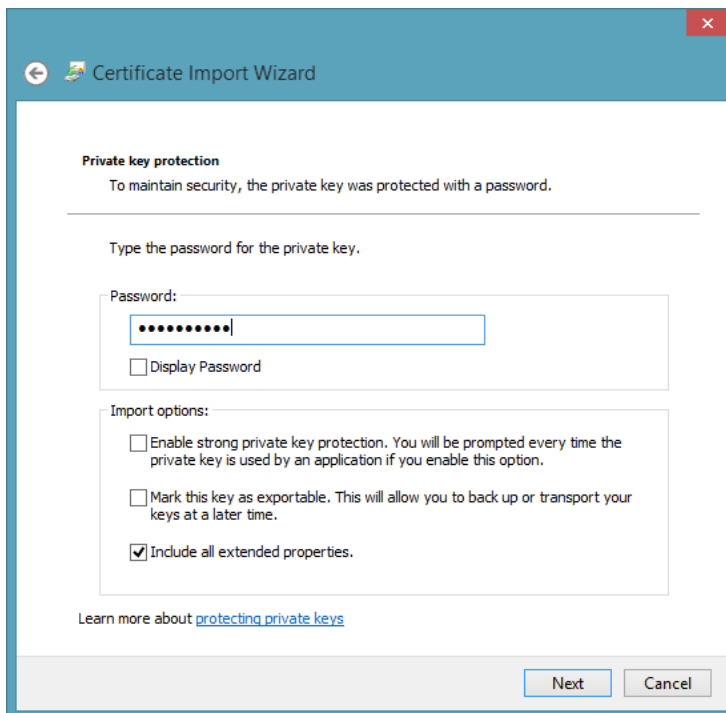
On the email that includes an attached certificate, you must double click on the attachment and click 'open', please note that this user guide has been created using Windows 8, other operating systems may differ in appearance and instructions, however the details should remain the same.



Follow the on screen instructions. All options and details should default, except the password. This procedure is shown in the illustrations here and overleaf –



Enter the Certification password as received in the email -



Private key protection
To maintain security, the private key was protected with a password.

Type the password for the private key.

Password:

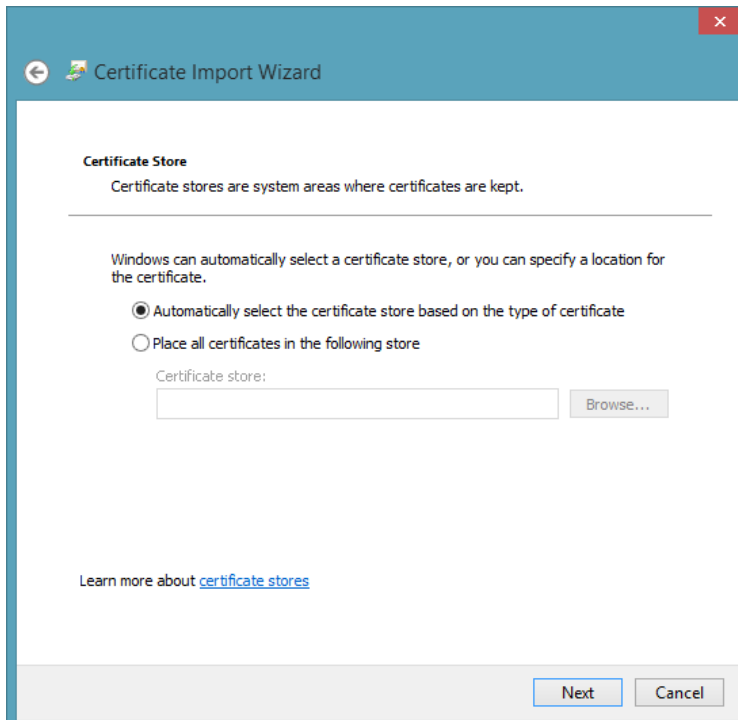
☐ Display Password

Import options:

- ☐ Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option.
- ☐ Mark this key as exportable. This will allow you to back up or transport your keys at a later time.
- ☒ Include all extended properties.

[Learn more about protecting private keys](#)

Next Cancel



Certificate Store
Certificate stores are system areas where certificates are kept.

Windows can automatically select a certificate store, or you can specify a location for the certificate.

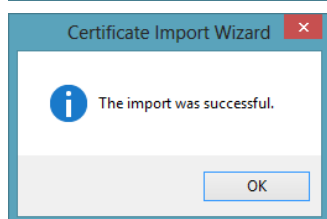
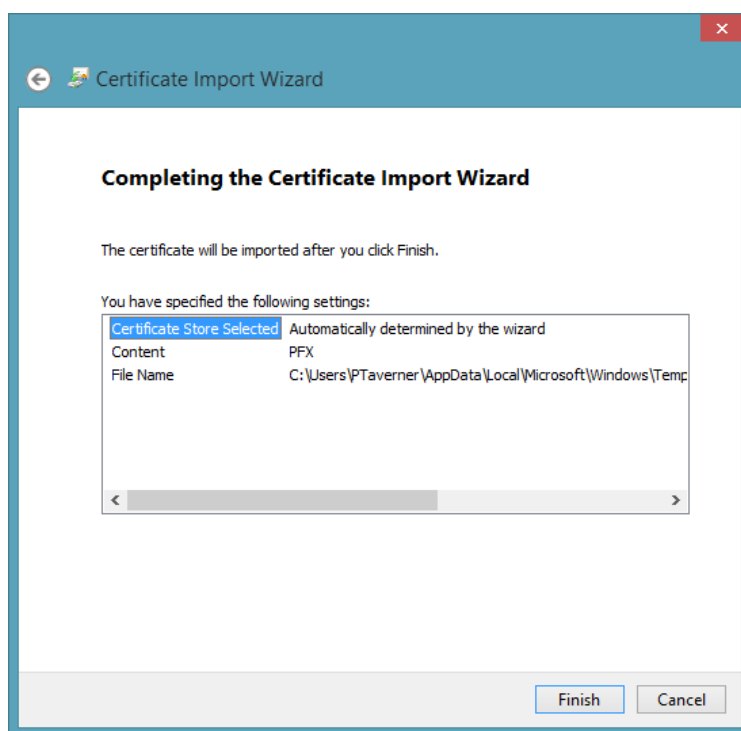
☒ Automatically select the certificate store based on the type of certificate

☐ Place all certificates in the following store

Certificate store:

[Learn more about certificate stores](#)

Next Cancel

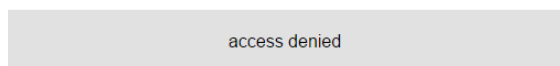


Important - You are required to restart your browser for the Certification update to take effect.

2.7 Login

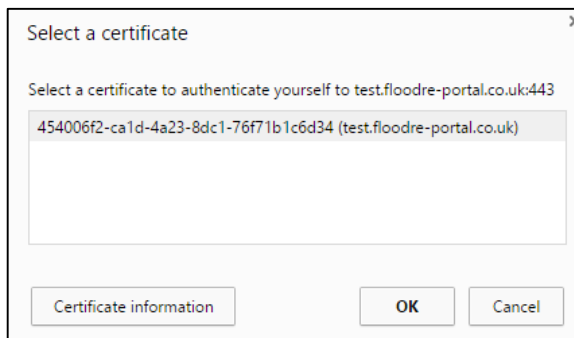
The email with your Portal password also includes the address for the portal.

If your Certificate has not been installed correctly you will see this error message when trying to login (or please see '2.5 Exceptions' below) –

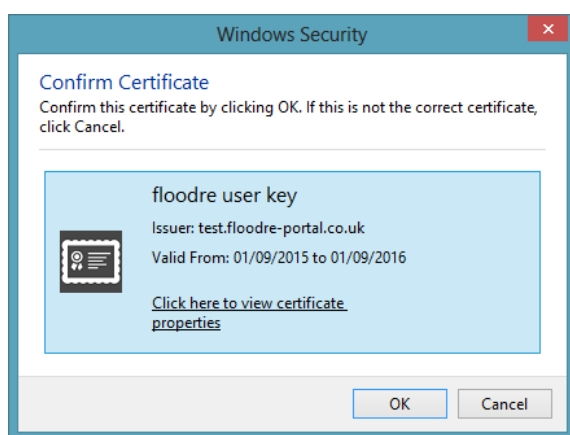


The first time you try to access the portal you will be presented with the following option: Click ok -

Chrome

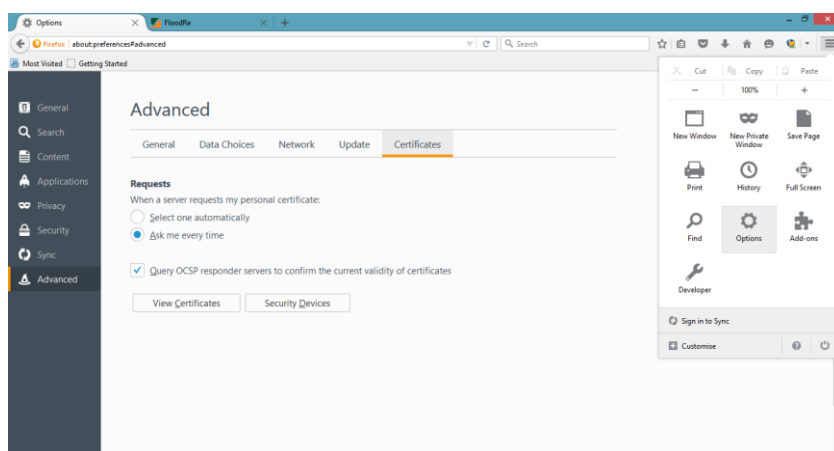


IE



Each subsequent time you access the portal your browser should remember which certificate to use. Internet Explorer, FireFox and Chrome all require you to manually import this certificate. The process by which you do this may differ slightly between browsers but fundamentally will be the same. Such as the following for Firefox -

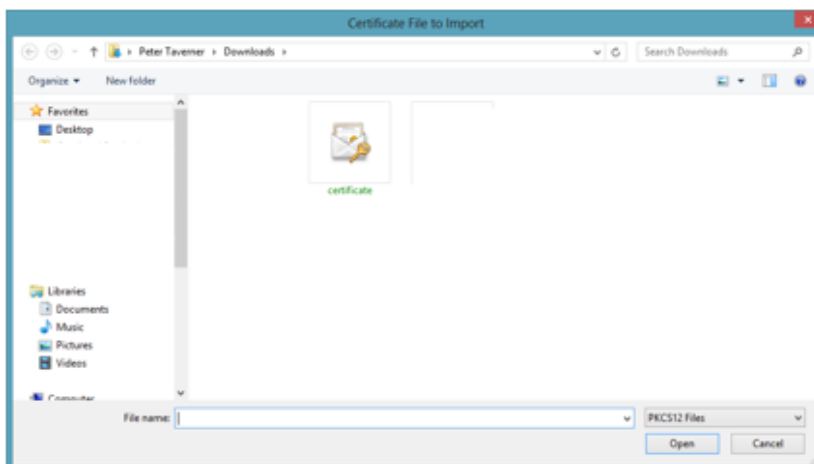
Go to Firefox Options



Click on 'Advanced' on the left of the screen, then the 'Certificates' tab

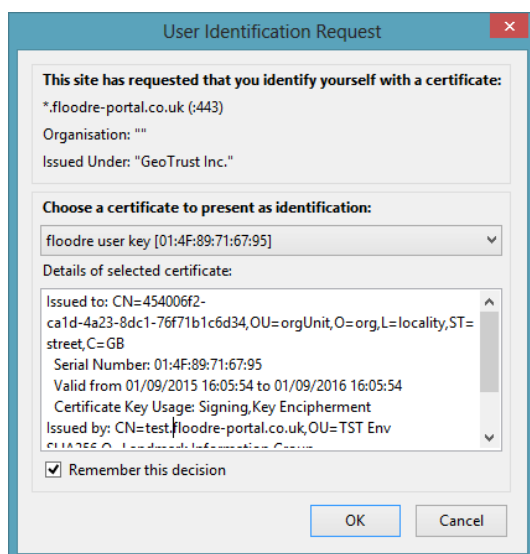
Click on 'View Certificates'

Then on 'Import' and browse to find your certificate (you will need to copy the certificate attached to the email to a location before doing this).



Click OK and you are done. Now when you go to the login screen you will see the following screen, click OK -

Firefox



When logging in to the portal enter the email address that your password has been sent to, and the related password -

Please sign in

Email Address

Email is required.

Password

Login

Your starting screen should look like this -

Flood Re Web Portal
jamie.brydges@landmark.co.uk Logout

Single Address
Batch Address
Property File
Underwriting
Claims
Premiums
Help

Welcome to the Flood Re Web Portal

The Web Portal provides access to the Flood Re Services for Single and Batch address enquiries, downloading the Offline Property Data file (if required), submitting underwriting and claims bordereaux and reviewing current premiums.

Single Address Enquiries

The 'Single Address' tab can be used to find a property on the Property Data Hub and obtain the Flood Re id (FRid), the property tax band and eligibility criteria.

Batch Property Enquiries

You can use the 'Batch Address' tab to upload a bulk address enquiry file in either CSV or JSON format, to obtain the Flood Re id (FRid), the property tax band and eligibility criteria.

Property Data File

This tab allows you to download the 'Offline Property Data File' for use offline. The file is available as a single CSV download containing all current property details.

Tip: Do not open the downloaded file in excel as it will not completely load due to the file containing nearly 30 million records. Open the source file in a text editor such as LTFviewer.

Underwriting

The 'Underwriting' tab provides a function for you to upload your Bordereaux Underwriting file(s). Upload can be in either CSV or JSON format.

Claims

The 'Claims' tab provides a function for you to upload your Bordereaux Claim file(s). Upload can be in either CSV or JSON format.

Premiums

The 'Premiums' tab provides a static page view of the Flood Re Premiums for a 'Combined Policy', 'Buildings only' policy, and 'Contents only' policy based on Country and valuation bands. This will be updated annually.

[Help- Further information](#)

After logging in, the user lands on the Landing page. Please note you will need to navigate around the portal by using the section titles.

Please note: There is a 30 minute logout period when you are not using the Portal.

2.8 SSL/TLS client certificate connections

If you get a message of 'Access Denied' at login, and you have ensured the Certificate has been correctly installed, it may be related to your 'SSL/TLS client certificate connections not allowing the deep packet inspection by Proxies' further explanation of this can be found at: <http://bluecoat.force.com/knowledgebase/articles/Solution/AfterupgradingtoSGOS65youarenotongerabletousedetectprotocolsslnotobypassSSLInterception2>

The solution is to contact your IT team to have them disable the SSL packet inspection/interception for the Flood Re website (see below list) on your outbound proxy and possibly also within your load Antivirus web proxy if such a product is being used by your organisation (e.g. AVG Internet Security – Web Shield)

<https://ote.floodre-portal.co.uk>

<https://www.floodre-portal.co.uk>

2.9 Exceptions

For any other issues you can call the Operational Service Desk on 0330 024 3131, this number will also be included on all of the related emails.

There is a 30 minute logout period when you are not using the Portal.

3. SINGLE ADDRESS LOOKUP

You can use the 'Single Address' tab to perform single address lookups. Here you can search for an address using the FRid, UPRN, PAF UDPRN or address. It should be noted here that address searches will only yield a result if there is a one-to-one match. The page only displays a single address result therefore if there is a many-to-one match you will be asked to provide more information to identify a discrete property. For example, if you enter only a postcode, as most postcodes are linked to many addresses, when you press search you will be prompted to enter more information as a single address cannot be identified from a postcode (there are a few exceptions to this rule where a postcode will map to an individual address though). The page looks like this:

Flood Re Web Portal

jamie.brydges@landmark.co.uk Logout

Single Address

Batch Address

Property File

Underwriting

Claims

Premiums

Help

Single Address Lookup

Search

FRid: FRid

UPRN: UPRN

PAF UDPRN: PAF UDPRN

Address Line 1: Address Line 1

Address Line 2: Address Line 2

Address Line 3: Address Line 3

Address Line 4: Address Line 4

Address Line 5: Address Line 5

Address Line 6: Address Line 6

Address Line 7: Address Line 7

Postcode: Postcode

Result

FRid:

Country Code:

Delete date:

Strike claim count:

Resilience indicator:

Exclusion indicator:

Eligibility category:

Eligibility criteria:

Eligibility effective date:

Clear

Search

4. BATCH PROPERTY ENQUIRIES

You can use the 'Batch Address' tab to upload a bulk address enquiry file in either CSV or JSON format. This allows an authorised user to upload a file to be matched with a FRid.

The user will be able to view files from the last 24 hours, and up to 30 days old by clicking on the dropdown 'Show enquiries from the last', as you can see here -

Flood Re Web Portal jamie.brydges@landmark.co.uk Logout

Single Address **Batch Address** Property File Underwriting Claims Premiums Help

Batch Property Enquiries

Show enquiries from the last 24 Hours ▼

In Progress	Complete
	2016-01-22 08:19:05.174 CSV JSON
	2016-01-22 08:21:12.004 CSV JSON
	2016-01-22 08:21:46.735 CSV JSON

Upload File

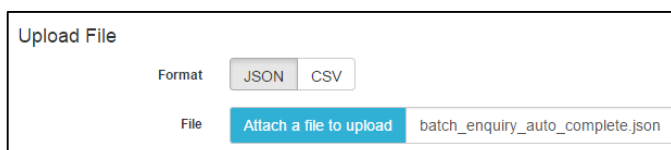
Format JSON CSV

File Attach a file to upload

4.1 Uploading

You will need to choose which format the file you are uploading is in; you can choose JSON or CSV.

Click on '**Attach a file to upload**' and choose the file you wish to upload from the folder/drive you have it saved in -



Then click on the upload icon illustrated, which should be followed by the following Thank you message, again illustrated below.



Thank you, your Batch Address Enquiry has been received and is being processed.

The file will then appear in the 'In Progress' table illustrated below.

In Progress
2015-09-02 09:48:49.491

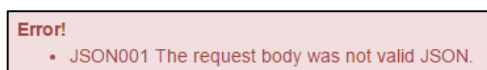
Once the file has completed it will move over to the 'Complete' table illustrated -

Complete
2015-09-04 09:39:43.808 CSV JSON

Here you can click on the format (CSV or JSON highlighted blue) you would like to download the completed file, which will set off the download.

4.2 Exceptions

If the file is not JSON or CSV you will not be able to upload it and will receive an error message, such as the following illustration -



In the event that the file cannot complete the matching process, it will go into a queue to be manually matched by Flood Re Support. After this process your file should appear in the 'Complete' table.

5. PROPERTY DATA FILE

The 'Property File' tab allows authorised users to download the 'Offline Property Data File' for use offline.

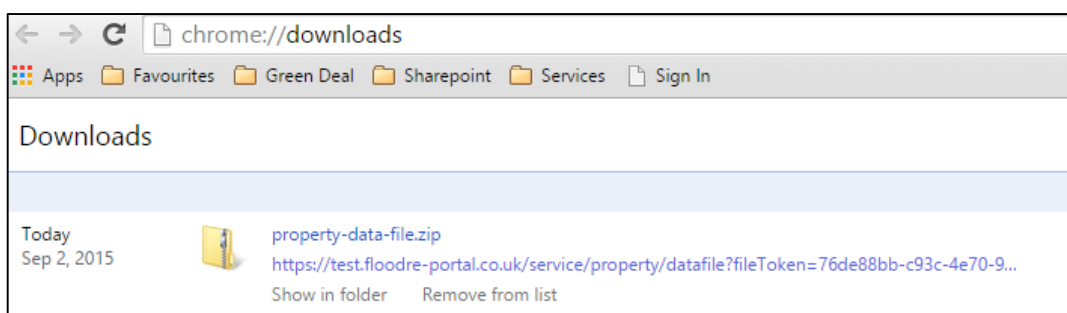
The file is available as a single CSV download containing all current property details.

5.1 Downloading

To download the file click the  button, which will start the download process.

Depending on your browser choice, you will see the download progress in slightly different ways (We have used 'Chrome' for this user guide).

A pop-up will appear; you may be required to unblock this by clicking the icon in the browser address bar, and choosing '**Allow Pop-up**'. Then click on '**Show all downloads**'. A new tab/window will open, as illustrated here –



Once the file has successfully downloaded you can open it and work on it as required.

Due to the size of the file you cannot open it in Excel, you must unzip or save to a local drive, and open with a tool such as LTFviewer (this can be downloaded free by searching online).

5.2 Exceptions

Please note that the file is large (at the point of creating this document just under 1.4GB), therefore it can take several minutes to download.

If opened in Excel at its current size it will not completely load, due to the file containing more than 1,048,576 rows or 16,384 columns. To fix this problem, open the source file in a text editor such as LTFviewer as mentioned above.

6. PREMIUMS

The 'Premiums' tab provides a view for authorised industry participants, it provides a view of the premiums for 'Combined Policy', 'Buildings Policy', and 'Contents Policy' based on Country and valuation bands: this is a static page.

You can find general information on the publicly available website: www.floodre.co.uk

The Premiums static page appears as illustrated below –

Flood Re Web Portal					
jamie.brydges@landmark.co.uk Log Out					
Single Address	Batch Address	Property File	Underwriting	Claims	Premiums
Help					
Premiums					
Country	Country Code	Valuation Band	Combined Policy	Buildings Policy	Contents Policy
England and Scotland	1 and 4	A	£210	£132	£78
England and Scotland	1 and 4	B	£210	£132	£78
England and Scotland	1 and 4	C	£246	£148	£98
England and Scotland	1 and 4	D	£276	£168	£108
England and Scotland	1 and 4	E	£330	£199	£131
England and Scotland	1 and 4	F	£408	£260	£148
England and Scotland	1 and 4	G	£540	£334	£206
England and Scotland	1 and 4	H	£1200	£800	£400
Wales	2	A	£210	£132	£78
Wales	2	B	£210	£132	£78
Wales	2	C	£210	£132	£78
Wales	2	D	£246	£148	£98
Wales	2	E	£276	£168	£108
Wales	2	F	£330	£199	£131
Wales	2	G	£408	£260	£148
Wales	2	H	£540	£334	£206
Wales	2	I	£1200	£800	£400
Northern Ireland	3	1	£210	£132	£78


7. UNDERWRITING

The 'Underwriting' tab provides a function for authorised users to upload their Bordereaux Underwriting file(s).

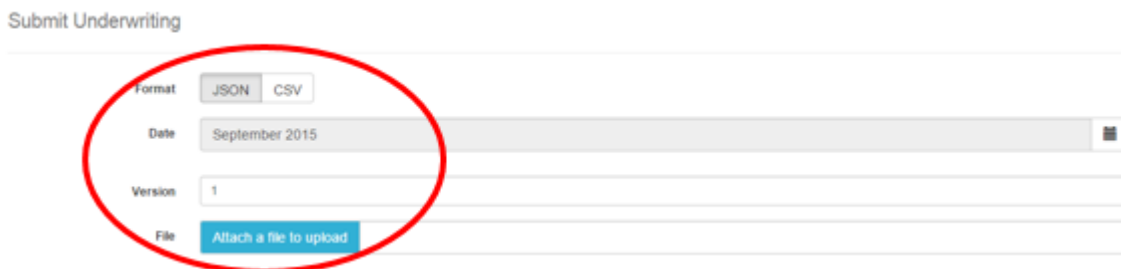
7.1 Uploading

To upload a file it must first be in either JSON or CSV format. Choose on screen the one appropriate to your file.

Then select the Month and Year that the information relates to, and the version for which you are uploading e.g. first time you upload a file it should be version 1, the second time it should be 2 (if the first version was accepted and you are adding additional policies for the month), and so on...

Click  and select the file you wish to upload from your local drive.

Submit Underwriting



The screenshot shows a form titled 'Submit Underwriting'. It contains four fields: 'Format' with buttons for 'JSON' and 'CSV'; 'Date' with a dropdown menu showing 'September 2015'; 'Version' with a text input containing '1'; and 'File' with a blue button labeled 'Attach a file to upload'. A red circle is drawn around these four fields.

Finally click 

You will then receive a 'Complete' message or an 'Error!' Message.

7.2 Exceptions

There are many potential errors when uploading these files: these include:

- if the incorrect format is chosen;
- if the incorrect date is chosen;
- if the incorrect version is chosen;
- if the file is not an Underwriting file.

Some examples of error messages below:-

Error!

- CSV0007 The CSV has the wrong number of columns in first line. (Should be 79 but was 1)

Error!

- month url URL value September for field month does not match value June in the request body
- version url URL value 1 for field version does not match value 36 in the request body

There are many more, based on the business rules, which you may need to consult, although the Error messages shown should be clear enough to provide you with the relevant information to be aware of the cause(s) of the error(s).

8. CLAIMS


The 'Claims' tab provides a function for authorised users to upload their Bordereaux Claim file(s).

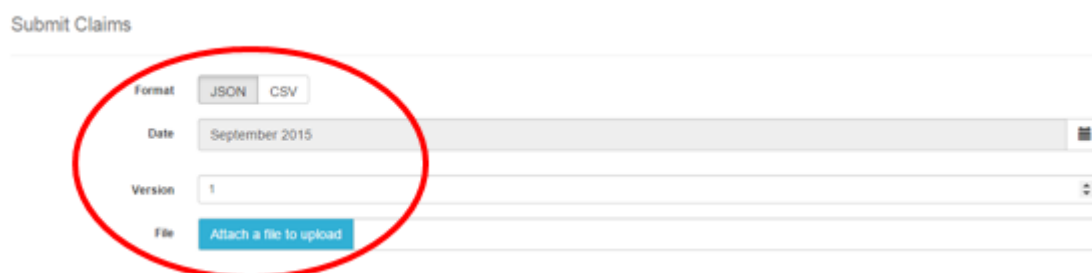
8.1 Uploading

To upload a file it must first be in either JSON or CSV format. Choose on screen the one appropriate to your file.

Then you can select the appropriate Month and Year that the information relates to.

And the version for which you are uploading e.g. first time you upload a file it should be version 1, the second time it should be 2 (if the previous version was accepted as long as the next month's bordereau has not been received and validated), and so on...

Click  and select the file you wish to upload from your local drive:



Submit Claims

Format

Date

Version

File

Finally click 

You will then receive a 'Complete' message or an 'Error!' Message.

8.2 Exceptions

There are many potential errors when uploading these files: these include:

- if the incorrect format is chosen;
- if the incorrect date is chosen;
- if the incorrect version is chosen;
- if the file is not a Claims file.

Some examples of error messages are below:-

Error!

- CSV0007 The CSV has the wrong number of columns in first line. (Should be 79 but was 1)

Error!

- month url URL value September for field month does not match value June in the request body
- version url URL value 1 for field version does not match value 36 in the request body

There are many more, based on the business rules, which you may need to consult via the latest 'Bordereaux Functional Specifications' document that you have access to, although the Error messages shown should be clear enough to provide you with the relevant information to be aware of the cause(s) of the error(s).

9. HELP

There is a 'Help' section which can be accessed by clicking on the 'Help' title at the far top right of the Portal home page. This link will take you to the latest version of the Flood Re User Guides held on the Flood Re website.

10. CONTACT SUPPORT

Should you have any questions regarding the use of this guide, the Online Technical Service Desk or need support, please contact us using one of the following methods:

- **Online Technical Service Desk** - Log your request on the Flood Re Online Technical Service Desk at <https://floodre.zendesk.com>

- **Telephone:** 03300 366029

- **Email:** support@floodre-portal.co.uk

In the event that you cannot access the online support for any reason you can still log incidents via this email address.

- **Write to us:**

Flood Re
6th Floor
65 Gresham Street
London
EC2V 7NQ