

Personal Lines Learning Paths for Agency Staff



[Home](#)

[Sales
Producers](#)

[Customer
Service](#)

[Administrative/
Agency Owner](#)

[Product by
State](#)

Description

These Learning Paths provide on-demand and virtual solutions to help your agency win with Nationwide.

These courses will prepare you to:

- View your customers' information in Agent Center and PolicyCenter
- Service your customers
- Collect and store trailing documents
- Problem-solve administrative tasks
- Quote and bind Auto and Property policies

To get started, select the tab above associated with your role.



[Open and Save the Agency Checklist](#)

By accepting a copy of these materials:

(1) I agree that I am either: (a) an employee or Contractor working for Nationwide Mutual Insurance Company or one of its affiliates or subsidiaries ("Nationwide"); or (b) an Independent Sales Agent who has a contract and valid appointment with Nationwide; or (c) an employee of or an independent contractor retained by an Independent Sales Agent; or (d) an Independent Adjuster who has a contract with Nationwide; or (e) an employee of or an independent contractor retained by an Independent Adjuster.

(2) I agree that the information contained in this training presentation is confidential and proprietary to Nationwide and may not be disclosed or provided to third parties without Nationwide's prior written consent.

(3) I acknowledge that: (i) certain information contained in this training presentation may be applicable to licensed individuals only and access to this information should not be construed as permission to perform any functions that would require a license; and (ii) I am responsible for acting in accordance with all applicable laws and regulations.

(4) I agree that I will return or destroy any material provided to me during this training, including any copies of such training material, when or if any of the following circumstances apply: (a) my Independent Sales Agent agreement with Nationwide is cancelled or I no longer hold any appointments with Nationwide; (b) my employment with or contract with a Nationwide Independent Sales Agent is terminated; (c) my Independent Adjuster contract with Nationwide is terminated; (d) my employment with or contract with a Nationwide Independent Adjuster is terminated; or (e) my employment or contract with Nationwide is terminated for any reason.

[Home](#)[Sales Producers](#)[Customer Service](#)[Administrative/ Agency Owner](#)[Product by State](#)

Sales Producers

This Learning Path provides on-demand and virtual solutions to help you successfully service and sell Nationwide.



[Open and Save the Agency Checklist](#)

Use the checklist as your guide along with the additional links below to further your learning.

[PolicyCenter Learning Path](#)

Start quoting in PolicyCenter

[Nationwide Express Demo](#)

Get started with Nationwide Express

[Live Learning](#)

Attend a live virtual training to build confidence

[Home](#)[Sales Producers](#)[Customer Service](#)[Administrative/ Agency Owner](#)[Product by State](#)

Customer Service Associates

This Learning Path provides on-demand and virtual solutions to help you successfully service Nationwide policies.



[Open and Save the Agency Checklist](#)

Use the checklist as your guide along with the additional links below to further your learning.

[PolicyCenter Servicing](#)

Get started with PolicyCenter job aids and videos

[Billing Resources](#)

Build your knowledge of common billing tasks

[Activities and Desktop Information](#)

Complete policy management activities with confidence and much more

[Live Learning](#)

Attend a live virtual training to enhance your skills

[Home](#)[Sales Producers](#)[Customer Service](#)[Administrative/ Agency Owner](#)[Product by State](#)

Administrative/Agency Owner

This Learning Path provides on-demand and virtual solutions to help you successfully navigate Nationwide system administration and compensation.



[Open and Save the Agency Checklist](#)

Use the checklist as your guide along with the additional links below to further your learning.

[Navigating Nationwide](#)

Find Nationwide system administration resources

[SAP SalesCloud Commission](#)

Access commission and compensation resources

[Live Learning](#)

Attend a live virtual training to connect with Nationwide

[Home](#)[Sales
Producers](#)[Customer
Service](#)[Administrative/
Agency Owner](#)[Product by
State](#)

Product by State

This Learning Path provides on-demand and virtual solutions to help you successfully navigate your Nationwide compensation.



[Open and Save the Agency Checklist](#)

Use the checklist as your guide along with the additional links below to further your learning.

[Product Solutions](#)

View state-specific job aids and tutorials

[Features and Discounts Highlight Sheets](#)

Highlights of features and discounts for Auto and Property products listed by state

[Live Learning](#)

Attend a live virtual training to connect with Nationwide

Agency Learning Checklist

Agency Learning Checklist

Instructions: The checklist below is designed to assist new users in gaining confidence with Nationwide’s product, quoting, and servicing. Register for live virtual sessions to see a process in action or if you have questions for the facilitator. Use the self-guided section for resources beyond the virtual training.



Videos, Job Aids, and Session Registrations can be accessed from the [Personal Lines Learning Center](#).

Live Virtual Onboarding (Monthly)

- Personal Lines Servicing
- Personal Lines Billing
- Nationwide Telematics SmartRide and SmartMiles
- Nationwide Smart Home
- Personal Lines Self Service Capabilities
- How to Service Telematics Customers
- Nationwide Express for Agents
- Personal Lines Auto Quoting
- Personal Lines Property Quoting
- Personal Lines Powersports (Quarterly)

Self-Guided Onboarding

Telematics	Systems	Billing	Product by State
SmartRide	Agent Center Navigation	Create a Billing Account for a New Submission	Available Feature by State (Download List)
SmartMiles	Agent Center Billing	Multi-Source Down Payments	Features and Discounts Highlight Sheets
Smart Home	PolicyCenter Servicing	Using the Billing Calculator	
	PolicyCenter Auto Submission	Premium Costs for a Policy Change	
	PolicyCenter Property Submission		
	PolicyCenter Umbrella Submission		