

NORTH CAROLINA  
**Rate Bureau**

A guide to getting started with

# **NOA**

## **NCRB's Workers Compensation Online Tool for Assigned Risk Notice of Assignments**

**Version 1.8 – last updated on August 26, 2024**

**If at any time during these procedures you need assistance,  
you may contact the North Carolina Rate Bureau at:**

**Phone: 919-582-1056  
E-mail: [support@ncrb.org](mailto:support@ncrb.org)**

# Contents

|  |           |
|--|-----------|
| <b>Before You Start...</b> .....                   | <b>4</b>  |
| Web Browser Specifications .....                   | 5         |
| Cookies .....                                      | 5         |
| Opening New Windows .....                          | 5         |
| System Timeout .....                               | 8         |
| <b>Accessing NOA</b> .....                         | <b>9</b>  |
| Logging in to the Portal .....                     | 9         |
| Launching an Application .....                     | 10        |
| <b>Navigating in NOA</b> .....                     | <b>11</b> |
| <b>Accessing Assignment Data</b> .....             | <b>12</b> |
| Receiving data via CDX or FTP .....                | 12        |
| Downloading data from NCRB's NOA application ..... | 13        |
| <b>Viewing Reports</b> .....                       | <b>14</b> |
| Carrier Activity Report .....                      | 14        |
| Pending Download Report .....                      | 16        |
| Assignment Reconciliation Report .....             | 17        |
| <b>Obtaining Help</b> .....                        | <b>18</b> |

# Before You Start...

Welcome to the Notice of Assignment (NOA) web application!

NOA provides carriers the ability to receive electronic data and image files containing application information for Assigned Risk assignments. These electronic files will enable carriers to import application data into their policy systems and eliminate the need for key entry. In addition, image files can be imported into the carrier's imaging system. NOA also offers several reports to help a carrier manage their assignments.

The NOA system provides the following features:

1. **View and download assignment data** – the NOA system allows carriers to view their most recent assignments and to download the data and associated images.
2. **Receive data files delivered via FTP** – carriers can elect to connect to NCRB's secured FTP site to download the data and image files. If required, the files can be PGP encrypted using either NCRB's or the carrier's encryption key.
3. **Receive data files via CDX** - NOA files can be received via CDX (Compensation Data Exchange) application, restrictions apply.
4. **View the status of downloads** – the NOA system provides a Pending Download report. This report will display a list of assignments that have not been electronically downloaded. This report is only applicable to carriers that have elected to manually download files as opposed to receiving files via FTP or CDX.
5. **View carrier activity** – the NOA system provides a Carrier Activity Report that displays assignments that were downloaded, when they were downloaded and who downloaded them.
6. **View listing of assignments** – the NOA system provides an Assignment Reconciliation Report that lists all assignments for a carrier for a given date.
  - a. By taking a few minutes to review this user guide, you will be prepared to quickly learn how to use this online tool. NOA was designed to be user-friendly and easy-to-use, but if you have problems, you can refer to this guide for help.
  - b. Now let's get started!

## Web Browser Specifications

NOA has been tested and certified working for the Chrome browser. Other browser such as IE11, Firefox, Opera, Netscape and MS EDGE are not supported at this time.



You can download the latest version of Chrome free of charge at <https://www.google.com/chrome/>.

## Cookies

NOA uses **session cookies**<sup>1</sup> to remember important information as you move from page to page within the application. These session cookies reside in your browser's memory only as long as your browser session is active. In other words, when you close your web browser after using NOA, the session cookie is destroyed, thus protecting any data you entered while using NOA.

Unlike some web applications, NOA does not write any data to your hard drive using cookies.

## Opening New Windows

Some pages in NOA open, or spawn, a new browser window when they are accessed. For example, when you view a report, you are spawning a new window. Remember to close the new window whenever you want to exit and return to your previous location in NOA.

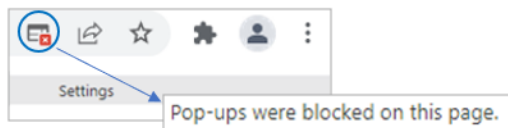
## Configuring Your Pop-up Blocker

If you have a pop-up blocker installed, you will need to allow pop-ups from the NCRB Website to properly use the NOA application.

To allow pop-ups from the NCRB Website using Chrome, follow these procedures:

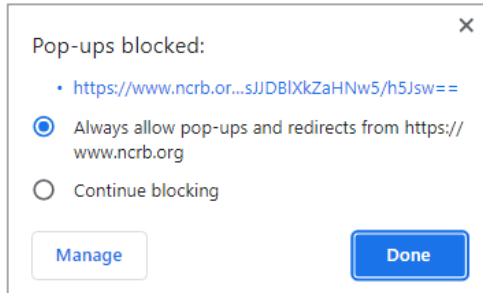
**Step 1.** On your computer, open **Chrome** .


**Step 2.** If you have already received a **Pop-ups blocked** message as shown below, click on the pop-ups blocked icon to manage pop-ups for the selected page.

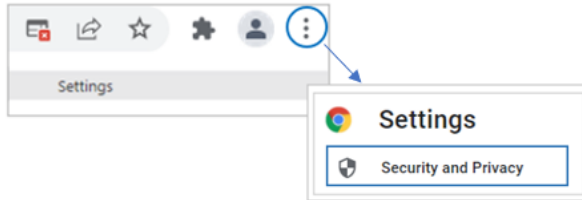


<sup>1</sup> Many web applications use **standard cookies** – a standard cookie is written to your hard drive and is used to remember you the next time you visit the application's web site. NOA uses session cookies, not standard cookies, so no data is written to your hard drive (unless you request to download a file).

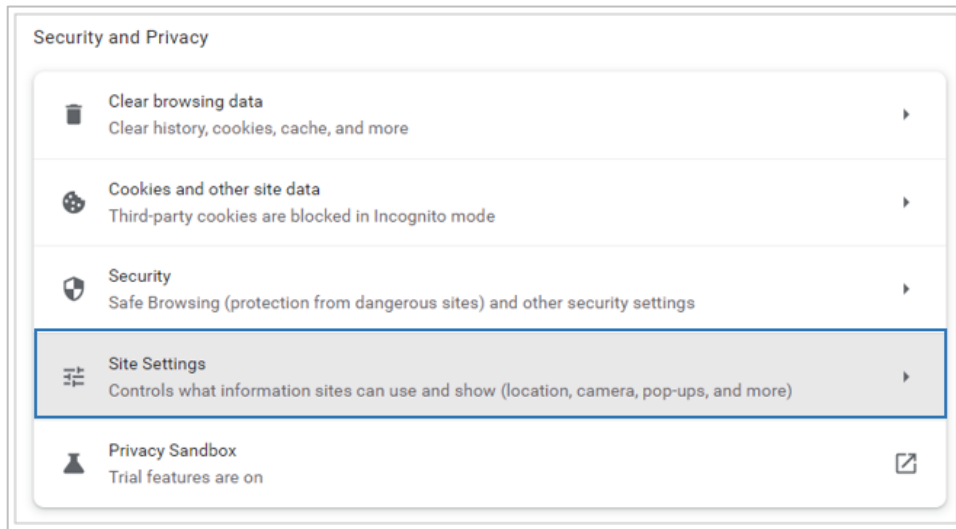
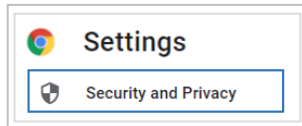
**Step 3.** In the pop-up message, click the radio button to “*Always allow pop-ups and redirects from <https://www.ncrb.org>*” and select **Done**.



**Step 4.** Pop-ups can also be updated under browser settings. In the top right of your screen, click **More**  → **Settings**.

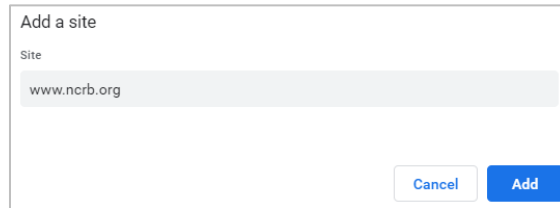


**Step 5.** Under Settings, click **Security and Privacy** → **Site Settings**.



**Step 6.** Under **Site Settings**, locate the **Content** section and select **Pop-ups and redirects**.

**Step 7.** Under Customized behaviors, go to 'Allowed to send pop-ups and use redirects' and click the '**Add**' button. Enter the following URL [www.ncrb.org](http://www.ncrb.org) and click '**Add**'.



The screenshot shows a dialog box titled "Add a site". Inside the dialog, there is a label "Site" followed by a text input field containing the URL "www.ncrb.org". At the bottom right of the dialog, there are two buttons: "Cancel" and "Add".

**Step 8** Confirm URL [www.ncrb.org](http://www.ncrb.org) has been added and close window to exit **Settings**.

## System Timeout

NOA times out after it has been inactive for more than one hour. The following message displays, informing you to sign into the system again.

The screenshot shows the login page for the NCRB, NCRF, and NCIGA application portal. The page features a blue header with the organization's name and logo. A red error message states "Error : 5 : Session Expired". Below this, there is a "Logon" section with instructions and a form for entering Logon ID and Password. A "Forgot Your Password?" link is also present. The footer contains contact information and copyright details.

**Logon**  
Web Applications can only be accessed by authorized personnel. Access requires a secure logon before any reports or functions can be accessed. Users of the system must first be authorized.

**Need a Logon Account?**  
Click [New Account Instructions](#) if you need a new account setup for accessing web applications.

**Already have a Logon Account?**  
Enter your **Logon ID** and **Password** below and click **Logon** to continue. The \* indicates fields that are required.

**Enter Logon Information**

Logon ID\*

Password\*

**Forgot Your Password?**  
Click [here](#) to request a new Password.

2910 Sumner Boulevard, Raleigh, NC 27616 Phone: (919) 783-9790 www.ncrb.org  
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# Accessing NOA

## Logging in to the Portal

“The Portal” will provide access to all of the secured application data and images on the NCRB, NCRF and NCIGA Web site, so you must log in to the Portal before you can access NOA. To log in to the Portal, use the following procedure. (You must use a valid user name and password provided to you by your System Administrator.)

- Step 1.** On the NCRB Website (<http://www.ncrb.org>), click the NCRB link. From the NCRB home page, select the Member Services Portal link in the quick access box. The **PORTAL LOGON** page displays.

**Logon**

Web Applications can only be accessed by authorized personnel. Access requires a secure logon before any reports or functions can be accessed. Users of the system must first be authorized.

**Need a Logon Account?**

Click [New Account Instructions](#) if you need a new account setup for accessing web applications.

**Already have a Logon Account?**

Enter your **Logon ID** and **Password** below and click **Logon** to continue. The \* indicates fields that are required.

**Enter Logon Information**

Logon ID\*

Password\*

**Forgot Your Password?**

Click [here](#) to request a new Password.

2910 Sumner Boulevard, Raleigh, NC 27616 Phone: (919) 783-9790 [www.ncrb.org](http://www.ncrb.org)  
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[Privacy Policy](#) | [Terms of Use](#)

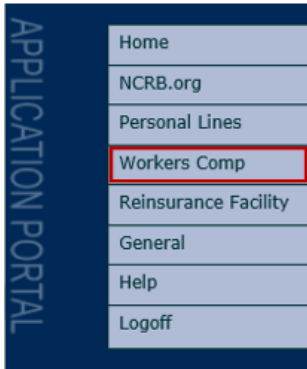
- Step 2.** Enter your Logon ID and password. Click the **Logon** button. The **PORTAL HOME** page displays.

**Note:** If you enter an incorrect user name or password, the system will return an error message to inform you of the invalid data. Re-enter your user name and password correctly, and click the **Logon** button to enter the system.

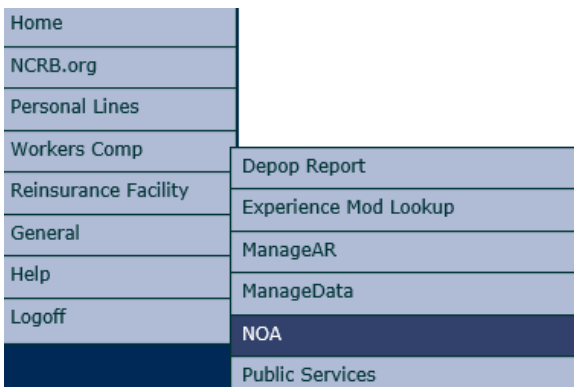
## Launching an Application

The Portal is a common location from which all secured applications are accessed on the NCRB, NCRF and NCIGA Website. You will only see web applications that you are authorized to access. All of the applications are categorized based upon the business unit that the application represents. To launch an application, follow these procedures:

**Step 1.** On the left navigation menu, click **Workers Comp**.

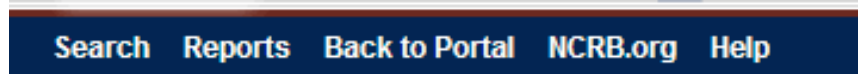


**Step 2.** On the sub-menu, click **NOA**. The application page displays.



# Navigating in NOA

NOA features a primary navigation bar at the top of each page.



The **top menu** contains the following items:

- **Search** will navigate you to the Search page which will allow you to view and download the assignment data for a given assignment date.
- **Reports** will navigate you to the Reports Criteria page allowing you to view the Carrier Activity, Pending Download and Assignment Reconciliation reports.
- **Back to Portal** will navigate you to the Web Portal home page so that you may access other secured applications.
- **NCRB.org** will navigate you to NCRB's home page ([www.ncrb.org](http://www.ncrb.org)).
- **Help** will navigate you to a Help page that contains contact information, search tips and frequently asked questions.

# Accessing Assignment Data

NOA offers many options for accessing the electronic version of the assignment data. The carrier can download files from the NOA web application, NCRB's FTP site or the CDX (Compensation Data Exchange) application.

The NOA data file is an XML file that conforms to the ACORD AML 1.0 standard (DRAFT 7). A separate XML file is generated for each carrier code. **For more information about this file format, see the *NCRB NOA XML Implementation Guide*.**

## Receiving data via CDX or FTP

Carriers can elect to have files posted to NCRB's secure FTP site or sent to CDX (Compensation Data Exchange) application. To sign up for either of these delivery methods, complete the NOA File Delivery Request form in Appendix A and send the form to the NCRB Information Center at support@ncrb.org.

**NCRB's FTP site:** NCRB offers a secured FTP server from which carriers can download files. If a carrier requires PGP encryption, the files can be encrypted using either NCRB's PGP key or the carrier's. The types of files posted to the FTP site are:

- A balance text file indicating the total # of assignments for the assignment date
- A reconciliation report in PDF format that lists key information on each assignment
- XML file(s) – either a single XML file containing all of the assignment data or individual XML files, one for each assignment.
- Assignment images – a PDF file containing the Assignment Letter, 135NC ACORD form and any additional supporting documentation

**CDX:** A carrier can also elect to receive NOA files via CDX (Compensation Data Exchange) web application. If this is the chosen delivery method, the only file type that can be distributed is an XML file with the associated PDF files embedded in the XML data stream. CDX does not have the ability to receive non-WCIO approved file types, so NCRB would not be able to provide the balance text file or the reconciliation report that is available with the FTP delivery method. Carriers will be required to have a CDX user account to receive files from the CDX site. To find out more about the CDX application, visit the [CDX Workers Compensation](#) website.

## Downloading data from NCRB's NOA application

NOA allows you to view and download assignment data and images for a date or range of dates.

- Step 1.** On the Search Criteria page, specify the carrier. The **Carrier** dropdown list includes carriers that are associated with your web security logon account and are approved for assignments in the Assigned Risk market. If you do not see a carrier code that you think should appear, contact your company's NCRB Group Administrator to verify your logon account was created properly.
- Step 2.** Specify the **Assignment Date**. To retrieve assignments for a single date, enter the same date in the From and To fields.
- Step 3.** Click **Search** button to retrieve the assignments.

- Step 4.** At the top of the **Search Results** page, select the types of files that you would like to download. You can choose to receive XML and/or PDF image files. If choosing **XML** files, indicate whether you prefer a single XML file containing all assignment data for a given date or separate XML files, one for each assignment. If choosing **PDF files and XML files**, indicate whether the PDF files should be created as separate files or if the PDF file should be embedded in the XML data stream.
- Step 5.** On the **Search Results** page, select the checkbox next to the assignments for which you would like to download data. To select all of the displayed assignments, click the **Select All** button. All checkboxes will be selected.

**Step 6.** Click the **Download** button. If retrieving images, the download may take a few minutes. A zip file containing the XML file and/or images is created and you are prompted to Open/Save/Cancel the download.



**Step 7.** Click the **Save** button and save the Zip file to your local network.

# Viewing Reports

NOA offers several reports that contain information about your assignments.

## Carrier Activity Report

The Carrier Activity report displays a listing of any downloads that were performed, when applications were downloaded and by whom.

The **Carrier** list box is populated with a list of carriers that are associated with your web security logon account and are approved for assignments in the Assigned Risk market. If you do not see a carrier code that you think should appear, contact your company's NCRB Group Administrator to verify your logon account was created properly.

The screenshot shows the 'Notice of Assignment' web application interface. At the top left is the North Carolina Rate Bureau logo. The main header is 'Notice of Assignment' in a large, italicized font. Below the header is a navigation bar with links: RELEASE, SEARCH, REPORTS, BACK TO PORTAL, NCRB.ORG, and HELP. The main content area is titled 'Filter Report'. It includes a 'Select a carrier(s):' section with 'Select All' and 'De-Select All' buttons. Below this is a list of carriers with checkboxes, including: 21873 - AMGUARD INSURANCE COMPANY, 24759 - AMERICAN INTERSTATE INS CO, 27243 - LM INSURANCE CORPORATION, 27995 - RIVERPORT INSURANCE COMPANY, 80012 - AMERICAN ZURICH INSURANCE CO, 80144 - CINCINNATI INSURANCE COMPANY, 80255 - BUILDERS PREMIER INSURANCE COMPANY, 80381 - CONTINENTAL CASUALTY COMPANY, 80411 - HARTFORD UNDERWRITERS INSURANCE CO, 80440 - BUILDERS MUTUAL INS CO (TRAVELERS), 80500 - ACE AMERICAN INS CO (TRAVELERS INDEMNITY CO), and 80600 - AUTO OWNERS INSURANCE COMPANY. Below the list is a 'Select the date range filter:' section with 'Assignment Date From:' and 'To:' dropdown menus. At the bottom are three buttons: 'Activity Report', 'Pending Download Report', and 'Assignment Reconciliation Report'.

- Step 1.** Specify the carrier(s). You can specify one or more carriers by selecting the checkbox next to the carrier name. If you would like to see results for all carriers in the list box, click the **Select All** button.
- Step 2.** Specify the date range for your report. To view the report for a single day, enter the same date in the From and To fields.
- Step 3.** To view the report, click the **Activity Report** button located at the bottom of the page. The report will display in a new window. From here, you will be able to view, print or export the report data.

**Report Viewer**

1 of 1 100%

**North Carolina Rate Bureau**  
**Activity Report**  
**3/9/2022 2:57:10 PM**

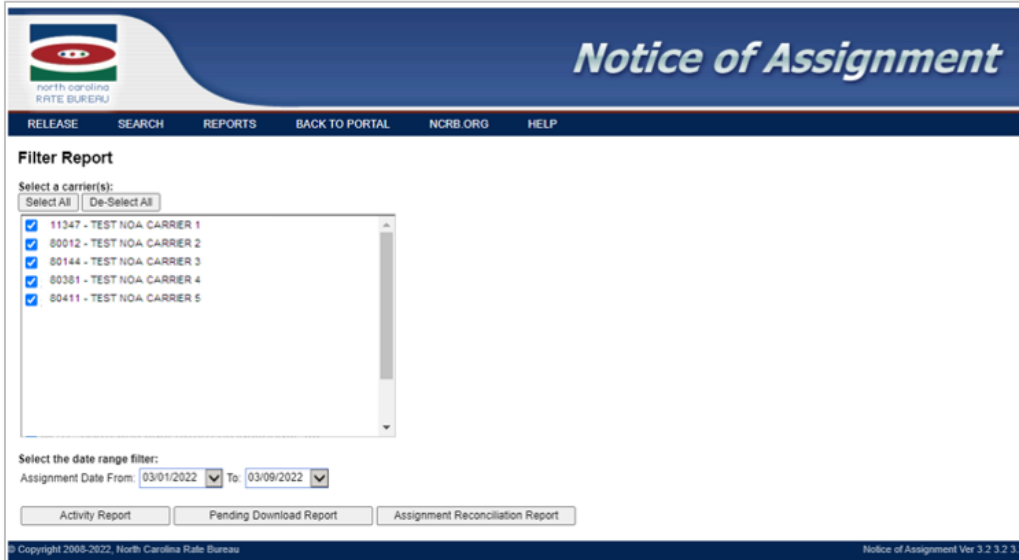
| Carrier Name       | Coverage ID | ManageAR ID | Applicant Name                               | Premium Amount | Assignment Date | Download Date       | Downloaded By |
|--------------------|-------------|-------------|--|----------------|-----------------|---------------------|---------------|
| TEST NOA CARRIER 6 | 22028310    | 32835-00044 | XML SAMPLE LIMITED PARTNER                   | \$6,410        | 05/15/2008      | 6/5/2008 4:17:36 PM | Paula Stana   |
| TEST NOA CARRIER 6 | 22028360    | 32835-00039 | XML SAMPLE BARE MINIMUM                      | \$472          | 05/15/2008      | 6/5/2008 4:17:36 PM | Paula Stana   |
| TEST NOA CARRIER 6 | 61601200    | 32835-00048 | XML SAMPLE LIMIT LIAB PARTNER                | \$5,690        | 05/15/2008      | 6/5/2008 4:17:36 PM | Paula Stana   |
| TEST NOA CARRIER 6 | 22028270    | 32835-00049 | XML SAMPLE NON PROFIT ORG                    | \$4,335        | 05/15/2008      | 6/5/2008 4:17:36 PM | Paula Stana   |
| TEST NOA CARRIER 6 | 22028350    | 32835-00040 | XML SAMPLE PARTNERSHIP PRES & VP AND CC 2114 | \$10,195       | 05/15/2008      | 6/5/2008 4:17:36 PM | Paula Stana   |
| TEST NOA CARRIER 6 | 22028330    | 32835-00042 | XML SAMPLE RELIGIOUS ORG                     | \$20,240       | 05/15/2008      | 6/5/2008 4:17:36 PM | Paula Stana   |



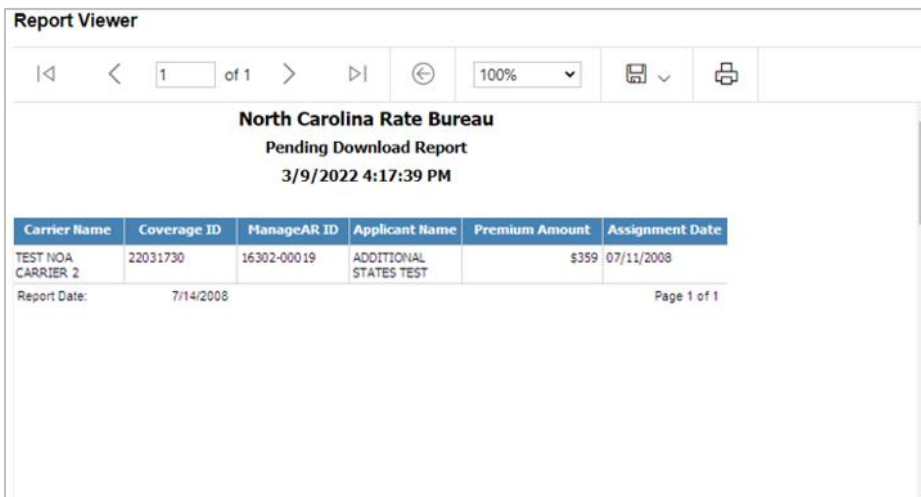
## Pending Download Report

The Pending Download report displays a listing of any applications that have not been downloaded. If a carrier has opted to receive files via the CDX system, applications will not appear on this report. This report will be more useful for carriers that are manually downloading assignments so that they can be assured they have downloaded the data for all assignments.

The **Carrier** list box is populated with a list of carriers that are associated with your web security logon account and are approved for assignments in the Assigned Risk market. If you do not see a carrier code that you think should appear, contact your company's NCRB Group Administrator to verify your logon account was created properly.



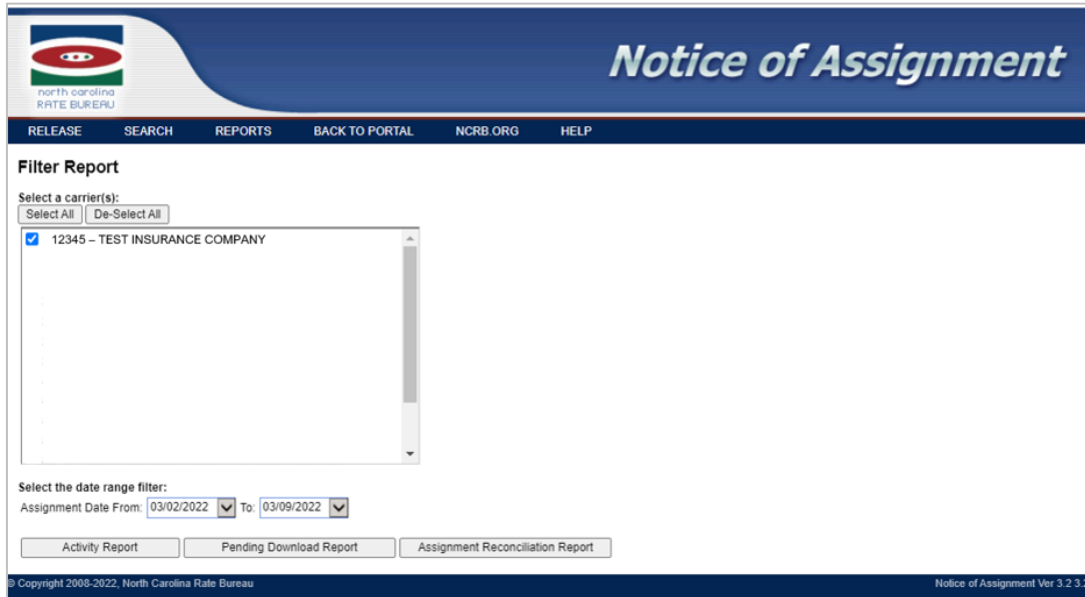
- Step 1.** Specify the carrier(s). You can specify one or more carriers by selecting the checkbox next to the carrier name. If you would like to see results for all carriers in the list box, click the **Select All** button.
- Step 2.** Specify the date range for your report. To view the report for a single day, enter the same date in the From and To fields.
- Step 3.** To view the report, click the **Pending Download Report** button located at the bottom of the page. The report will display in a new window. From here, you will be able to view, print or export the report data.



# Assignment Reconciliation Report

The Assignment Reconciliation report displays a listing of all of the assignments for a given day. This report can be used to reconcile the assignments that you receive.

The **Carrier** list box is populated with a list of carriers that are associated with your web security logon account and are approved for assignments in the Assigned Risk market. If you do not see a carrier code that you think should appear, contact your company’s NCRB Group Administrator to verify your logon account was created properly.



- Step 1.** Specify the carrier(s). You can specify one or more carriers by selecting the checkbox next to the carrier name. If you would like to see results for all carriers in the list box, click the **Select All** button.
- Step 2.** Specify the date range for your report. To view the report for a single day, enter the same date in the From and To fields.
- Step 3.** To view the report, click the **Assignment Reconciliation Report** button located at the bottom of the page. The report will display in a new window. From here, you will be able to view, print or export the report data.

**Report Viewer**

Navigation: 1 of 11, 100%, Save, Print

**North Carolina Rate Bureau**  
**Assignment Reconciliation Report**  
 3/9/2022 4:37:23 PM

| Assignment Date | Carrier                        | Coverage ID | Spectrum ID | ManageAR ID | Applicant Name     | Deposit Premium   |
|-----------------|--------------------------------|-------------|-------------|-------------|--------------------|-------------------|
| 3/9/2022        | 12345 - TEST INSURANCE COMPANY |             |             |             |                    |                   |
|                 |                                | 2119821     | 274722      | 12451-54650 | TEST INSURED ONE   | \$1,500.00        |
|                 |                                | 22154523    | 274708      | 12345-45212 | TEST INSURED TWO   | \$1,500.00        |
|                 |                                | 27150241    | 274692      | 39951-45451 | TEST INSURED THREE | \$1,075.00        |
|                 |                                | 22454651    | 274779      | 12548-89542 | TEST INSURED FOUR  | \$5,309.00        |
|                 |                                | 24179212    | 274685      | 40215-32155 | TEST INSURED FIVE  | \$1,500.00        |
|                 |                                | 27886122    | 274121      | 15648-54522 | TEST INSURED SIX   | \$2,234.00        |
|                 |                                |             |             |             |                    | <b>\$13118.00</b> |

# Obtaining Help

The NOA Help page will give you the phone number and email address of the NCRB, NCRF and NCIGA Information Center. Should you need any assistance with using the NOA system, review the Frequently Asked Questions on the Help page. If the Frequently Asked Questions section does not provide the answer you are looking for, contact the Information Center for assistance at 919-582-1056.

## Accessing Contact Info, the NOA User Guide & Frequently Asked Questions

Answers to frequently asked questions are provided on the NOA Help page as well as in the Appendix of this User Guide.

**Step 1.** From the top menu, select **Help**.

**Step 2.** The *Frequently Asked Questions* are displayed at the bottom of the **Help** page.

The screenshot shows the 'Notice of Assignment' web application interface. At the top left is the North Carolina Rate Bureau logo. To the right, the title 'Notice of Assignment' is displayed in a large, stylized font. Below the title is a navigation menu with the following items: RELEASE, SEARCH, REPORTS, BACK TO PORTAL, NCRB.ORG, and HELP. The main content area is divided into three sections: 1. 'NCRB Contact Information:' which lists the North Carolina Rate Bureau address (2910 Sumner Boulevard, Raleigh, NC 27616) and contact details (Phone: (919) 582-1056, Email: wcinfo@ncrb.org). 2. 'Supporting Documentation:' which includes a link to the 'NOA User Guide'. 3. 'Frequently Asked Questions:' which features a dropdown menu set to 'General' and a list of four questions: '1. I am trying to download the assignments from yesterday, but I do not see any assignments listed. Did my company receive any assignments?', '2. What is the ManageAR ID?', '3. What is the Spectrum ID?', and '4. What does XML stand for?'. The footer contains copyright information for 2008-2022 and the version number 'Notice of Assignment Ver 3.2.3.2'.

## Frequently Asked Questions

**1. How do I request to receive NOA data files?**

Carriers need to complete the NCRB NOA Implementation Request Form. To obtain a copy of this form, contact the NCRB Information Center at support@ncrb.org or 919-582-1056.

**2. The carrier listbox does not contain all of my carriers. How do I get additional carriers added to this list?**

The carrier listbox only contains the carriers to which your NCRB web security user account was granted access. In addition, the list box only displays carriers that are approved for assignments in the Assigned Risk market. If you do not see one of your Assigned Risk carriers listed, please contact our Information Center at (919) 582-1056 so that we can verify your web user account was set up properly.

**3. I am trying to download the assignments from yesterday, but I do not see any assignments listed. Did my company receive any assignments?**

The assignments are not released for downloading until NCRB has completed internal Accounting processes. Once the assignments are released, you will be able to download. Prior to release, you can view the Assignment Reconciliation report to view the assignments for a given day. The Assignment Reconciliation report displays all assignments, regardless of whether or not the data has been released.

**4. Can I be notified electronically when the assignments are available each day?**

Yes. Carriers can elect to receive an email notification each day that indicates whether or not the carrier had any assignments and that they've been released. To sign up for this notification, contact NCRB's Information Center at 919-582-1056 or support@ncrb.org.

**5. Can I receive the data files via FTP as opposed to having to manually download?**

Yes. Carriers can elect to receive files via NCRB's FTP site or the CDX (Compensation Data Exchange) application. To sign up for either delivery method, contact the NCRB Information Center at support@ncrb.org or 919-582-1056 to obtain a copy of the NCRB NOA FTP Setup Form.

**6. What is the ManageAR ID?**

This is an id assigned to the application and is used internally by NCRB.

**7. What is the Spectrum ID?**

This is an id assigned to the application and is used internally by NCRB.

**8. What does XML stand for?**

Extensible Markup Language. This is the standard file format for the ACORD data file and contains all of the assignment data.

**9. What is the report date?**

This is the date the report was run by the user.

**10. What is shown on the Activity Report?**

The Activity Report reflects the download activity for all users that have access to the carrier codes listed in the listbox. The report displays applications that were downloaded and who they were downloaded by.

**11. What is shown on the Pending Download Report?**

The Pending Download Report shows the applications that have been released by NCRB but have yet to be downloaded by the carrier. This report does not display applications for carriers who have opted to receive data files via CDX or FTP.

**12. What is shown on the Assignment Reconciliation Report?**

The Assignment Reconciliation Report shows the assignments broken down by carrier id and assignment date. The report also shows the individual premium for each assignment and the total number of assignments for a carrier code by assignment date.