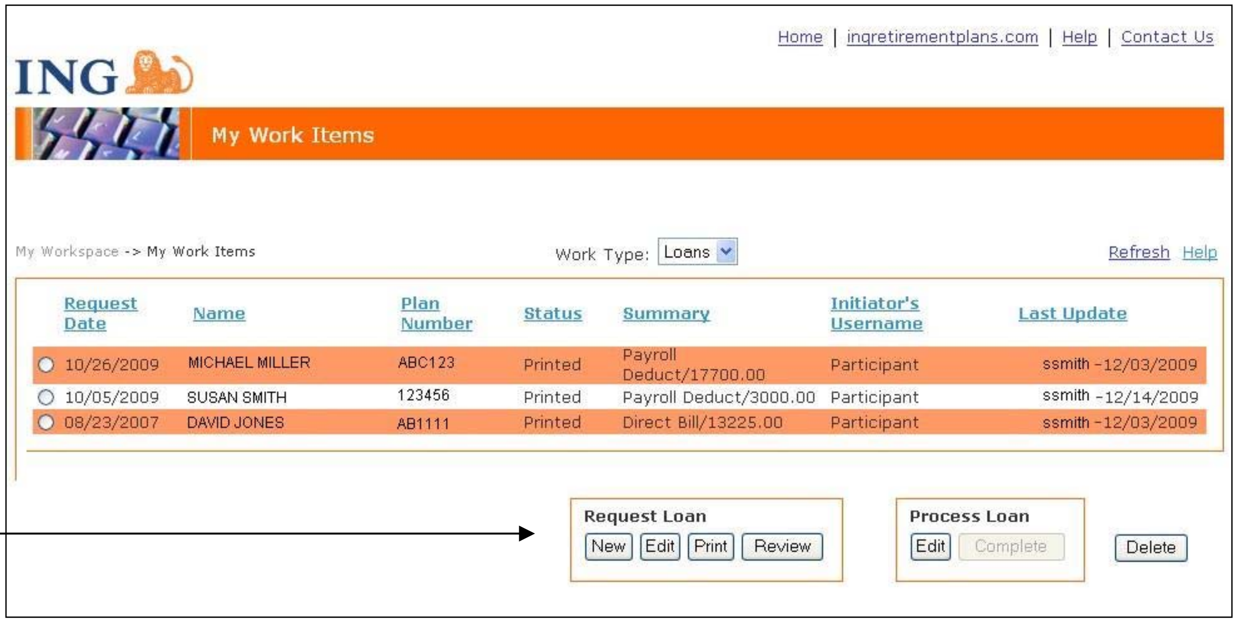
Changes to *TPA Web > My Work Items* effective February 1st

Effective February 1st, The ***My Work Items*** feature on the TPA Web site is being expanded to include a new look and feel along with a few navigation changes to support Online Routing and Approval services which will be rolled out to new and existing business in a staged manner throughout 2010. You can expect to hear more about Online Routing & Approval shortly.

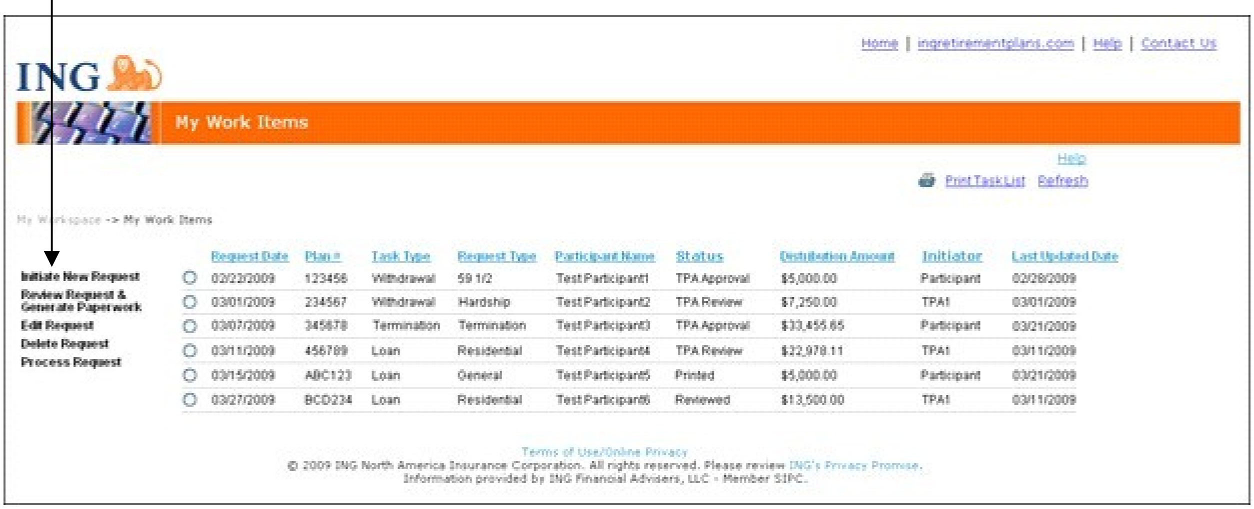
In the meantime, we are laying the groundwork for this by making the navigational changes on the *My Work Items* page. In essence, we are removing the current button navigation that appears on the bottom of the screen and replacing it with left-side text link navigation. See the below illustrations for the changes you can expect to see.

Current Work Items screen



Button navigation at the bottom is being replaced by left-side navigation

New Work Items screen



This new navigation will continue to support your Strategic Loans and current EASE loans. Instead of clicking the navigation buttons at the bottom of the page, you'll use the left-side navigation. From there you will continue to the same screens and process as you do today to model, review, and approve these transactions.

To perform this task:	**You clicked this button …**	**But now you will click this left-side navigation …**
Model & request a new loan	Under *Request* Loan, click *New*	Initiate New Request
Edit a previously requested loan (navigate through each step of the requested loan)	Under *Request* Loan, click *Edit*	Edit Request
Open a PDF of the loan paperwork for printing	Under *Request* Loan, click *Print*	Review Request & Generate Paperwork
Review the parameters for a previously requested loan	Under *Request* Loan, click *Review*	Review Request & Generate Paperwork
Begins the loan processing flow after signed paperwork has been received	Under *Process* Loan, click *Edit*	Process Request
Submit a loan in pending status	Under *Process* Loan, click *Complete*	Process Request
Delete a requested loan	*Delete*	Delete Request

As you do today, you must select the radio button of the transaction before selecting the desired navigation element, except for initiating a new request. To initiate a new request, do not click a radio button; simply click *Initiate New Request* from the left-side.

Direct any questions to the TPA Support Team at 1-877-463-3122 Option 4, or send an email to tpawebmaster@us.ing.com.