Using Agent Center Outside Citrix:
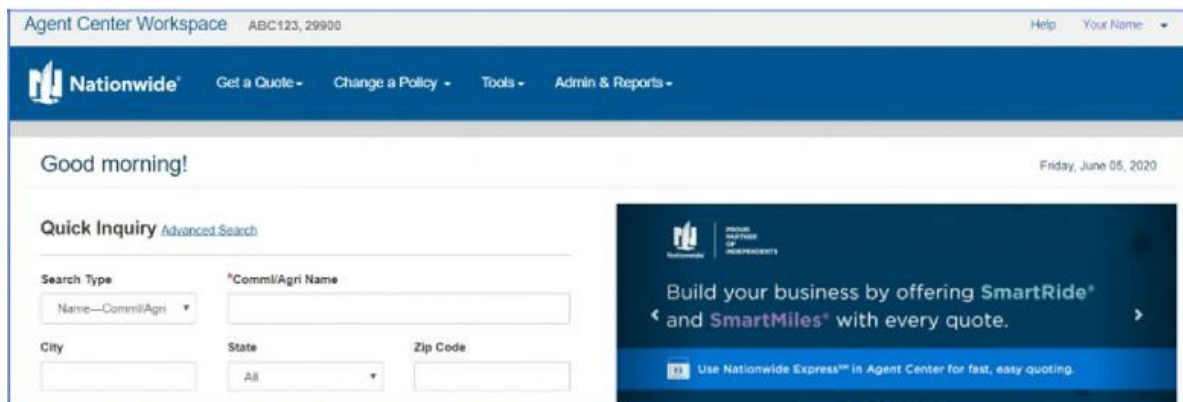
Please follow these easy steps to log in to Agent Center outside of Citrix:

1. Using a browser outside of Nationwide's VPN and Agency Anywhere/ Citrix environment, go to AgentCenter.Nationwide.com. Do not access Agent Center in this manner using a public computer or any computer for which you do not have security verification. The use of Chrome is recommended for optimal performance of Nationwide systems; systems will also function using Edge or Firefox.

2. From AgentCenter.Nationwide.com, log in using your RACF ID (ex. AEA020) and password. If you do not know your RACF ID and password, click here.

3. The first time you log in, you will be asked to provide your email address and complete a few security questions. This is a one-time step to register your computer with Nationwide.

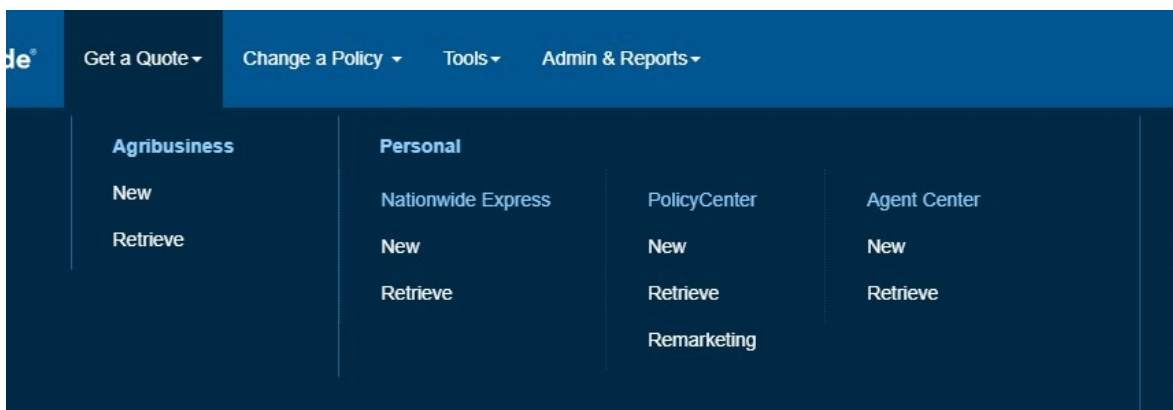4. You will land on Agent Center's home page known as Agent Center Workspace.

Features of Agent Center's Navigation Bar

5. The blue navigation bar provides you access to multiple features. Read on for more details.

6. 'Get a Quote' brings all of your quoting options within an easy mouse click. The selection of links is based on the type of license your agency has with Nationwide. *A separate job aid has more details on this functionality.*

Features of Agent Center's Navigation Bar (cont'd)

7. 'Change a Policy' - add a line of business, do an amendment and more.

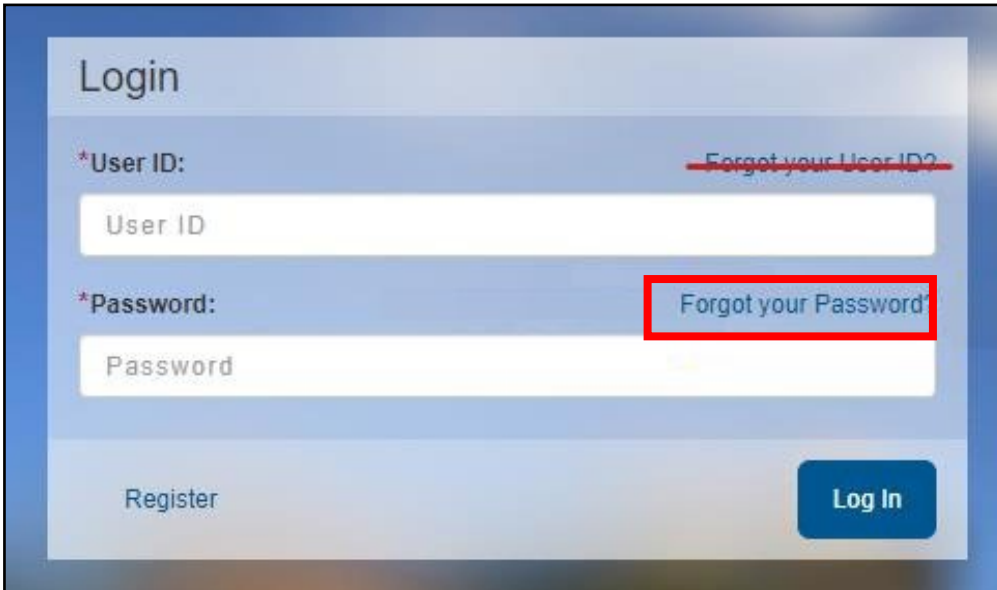8. Access search, reference sites, cost estimators, plus much more through the 'Tools' tab.

If you have any questions with accessing Agent Center, contact ITSD.

How to find your RACF ID/Password

- Your RACF ID/password is NOT the same as your NWIE ID/password.
- You can find your RACF ID by looking in the upper left of your Agent Center Workspace. If you are not able to get to this point, have your Agent Center administrator find your User ID in Agency Administration.

- For password reset of RACF you can use 'Forgot your Password'. You cannot use 'Forgot your User ID' to retrieve your RACF ID. Again, your Agent Center administrator can find your RACF ID in Agency Administration.

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If you have any questions, contact ITSD at 1-888-667-3866