

Survey the on-site network early in the exam preparation process, the sooner the better. Many factors can affect connection stability.

Have this information available when contacting the [NAIC Help Desk](#) for TeamMate/Citrix support.

Check all that apply and enter details to the right.

INSURANCE COMPANY NETWORK CONNECTION

ACCESS
Check
Box

	Hard Wired: (best) note speed >>>	
	Wi-Fi: note protocol used >>>	
	Other: specify >>>	

Wi-Fi protocol Reference

Protocol	Frequency	Max. Data Rate	Quality
802.11ac	5.0 GHz	1,300 Mbps	Best
802.11n	5.0 GHz	600 Mbps	
802.11a	5.0 GHz	54 Mbps	
802.11g	2.4 GHz	54 Mbps	
802.11b	2.4 GHz	11 Mbps	
802.11	2.4 GHz	2 Mbps	Worst

INSURANCE COMPANY NETWORK PROTECTION

Protection
Check
Box

	Firewall	
	Antivirus	
	Proxy Server	
	Web Filtering	
	Zscaler or other cloud-based internet security	

Pass-through Reference

Whitelist or Add to Safe List	
URL	https://citrix.naic.org
IP Address	8.33.1.245

DESCRIBE ON-SITE REGULATOR ENVIRONMENT (Wireless Cell Signal strength/interference)

[Basement / Building Core - no windows / Low floor - surrounded by high rise buildings]

DOI PROVIDED WIRELESS CARD

SPECIFY PROVIDER

[AT&T, Sprint, T-Mobile, Verizon, etc...]

SPECIFY DEVICE PROTOCOL

[2G, 3G, LTE...]

HOTSPOT DEVICE

[YES/NO]

PROVIDER COVERAGE MAP CHECKED?

[YES/NO]

ON-SITE LOCATION COVERED?

[YES/NO]

DOI PROVIDED COMPUTER

CITRIX RECEIVER VERSION NUMBER

[See [Exhibit A](#) for assistance]

BROWSERS & VERSION# INSTALLED

[Internet Explorer, Edge, Chrome, Safari...]

OPERATING SYSTEM & VERSION#

[Windows, Vista, iOS, etc...]

Wi-Fi Protocol

[Refer to [Wi-Fi Protocol](#) list]

NAIC SUPPORT SERVICES

Your first line of support

NAIC Help Desk

Help@naic.org

(816) 783-8800

TEAMMATE SUPPORT SERVICES

Tell them you are licensed through the NAIC

(800) 449-8112

teammate.support@wolterskluwer.com

TeamMate Connect website: <https://public.teammateconnect.com/>