



Track4LA™ FAQs

- Q:** The system cannot find my California Broker License Number
- A:** Track4LA requires the Broker's **Individual** License Number as opposed to the Company Broker Number.
- A:** It is important to make sure when entering the License Number to enter a "0" for zero and not the letter "O".
- Q:** I am a California Broker and don't have an Individual California Broker License.
- A:** A Broker License can be acquired from the California Department of Insurance (<http://www.insurance.ca.gov/license-status/>). Track4LA requires the Individual Broker License Number.
- Q:** I am an out of State Broker and do not have an Individual California Broker License.
- A:** If your client is located in California, you must have a California Broker License number (see question above). If your client is not located in California but is performing work in California, please e-mail your certificate to CAO.insurance.bonds@lacity.org.
- Q:** When entering my contact information in the window (JavaScript window), the "Save" button does not appear.
- A:** All data values beginning with Contact Name through Email Address are required fields and must be entered in order to save the information.
- Q:** I don't know how to Cancel/Exit out of the JavaScript window without saving the information.
- A:** There must be at least one character present in all required fields (Contact Name through Email Address) in order to proceed to close/exit the JavaScript window.
- Q:** When I am entering the Insurance Company Name on the ACORD form and I press the eyeglass icon to look up the NAIC Code, nothing happens.
- A:** You must have Acrobat Reader version 9.2 installed on your computer (downloadable at www.adobe.com).

If you have Acrobat Reader installed and are still experiencing this problem, you may have Acrobat Professional installed as well. If so, you will need change the default program to Adobe Reader. Go to Internet Explorer (My Documents), Tools, Folder Options, and select the "File Types" tab. Scroll down to "PDF" and if it says "Open With Adobe Acrobat", select the "Change" button and choose "Adobe Reader" then press "OK".