



Jarvis FAQ

What are the system requirements to use this website?

Desktop

- Internet Explorer version 11.x or higher
- Other allowable browsers: Google Chrome, Mozilla/Firefox, Safari
- Screen resolution of 1024 x 768
- Acrobat reader version 6 or higher

Mobile/Tablet

- Apple iPhones
 - iPhone6 on IOS8
 - iPhone5s on IOS7
- Apple iPads
 - iPad on IOS7.1 or higher
- Android Devices
 - OS Lollipop 5.0 or higher
 - OS Marshmallow 6.0 or higher
 - OS KitKat/Jelly Bean 4.4 or higher

How do I navigate Jarvis?

We have made navigating **Jarvis** easy and intuitive! Simply roll over the navigational items in the blue bar at the top of the page to see the information contained in each section. Since some documents and links may have moved to different sections from the previous site, **Jarvis** also includes a global search function to make it hassle free to find information. Content may have moved, so search keywords to find the information you need. You can also contact the [Producer Help Desk \(PHD\)](#) if you aren't able to locate the information

How is my information secured?

Jarvis uses a Secure Socket Layer to encrypt data that is transferred between your browser and the server. When you sign into your secured username and password will only allow information you are assigned to see with your certifications and registration.

Where can I find my recent application activity?

Recent activity is now part of the Application Search. You can view activities from the past 30 days and search the previous two years.

Jarvis is a great site! How can I provide feedback?

We welcome your feedback and comments as we continue to enhance your agent experience. Please contact the [Producer Help Desk](#).

How do I learn more about how to use Jarvis?

Go to Learning Lab to find Jarvis training courses.