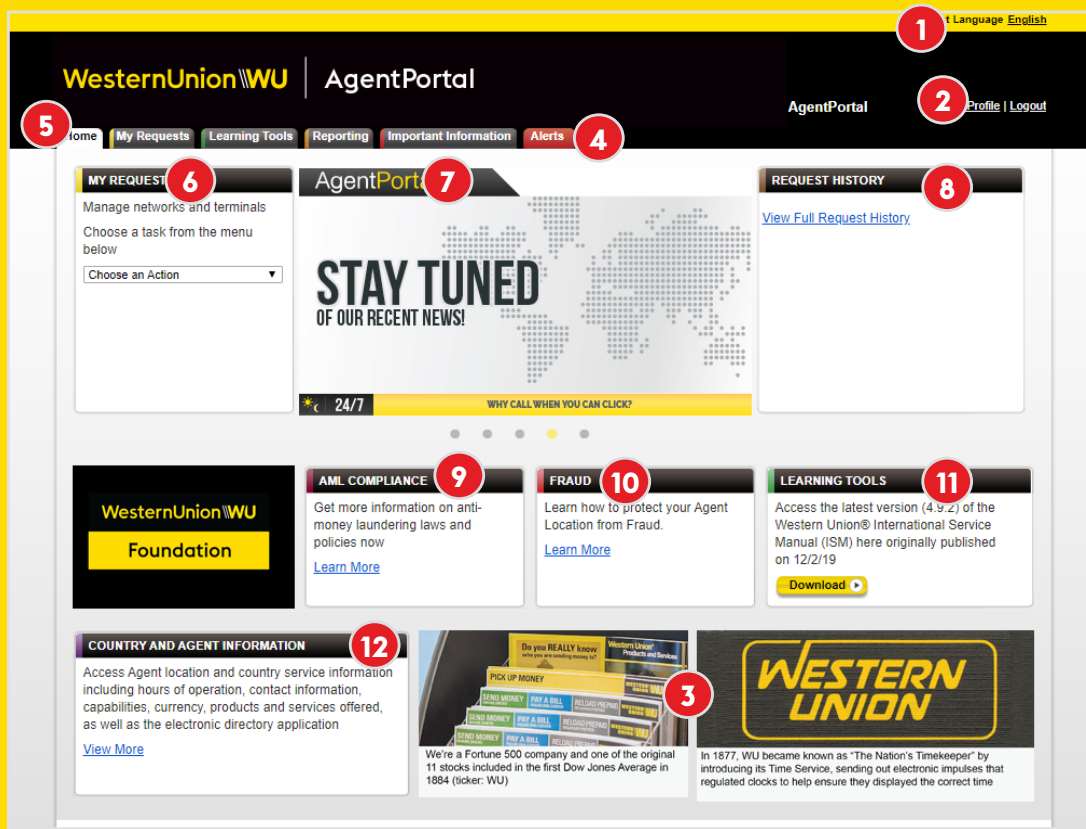


How to Navigate AgentPortal International

AGENTPORTAL SUPPORT

Use this guide to learn about AgentPortal homepage sections* and advantages they offer:



- 1. Select Language:** Select between English, German, French, or Spanish.
- 2. My Profile:** Manage personal settings of your profile including your password, security questions, contact information, and more.
- 3. Find a Location Near You:** Look up an Agent listing.
- 4. Alerts:** Access the latest news, alerts, and updates including critical information to help serve Western Union® consumers.
- 5. Home:** Tab to access AgentPortal homepage.
- 6. My Requests:** Manage your Operators, Locations, Terminals, Temporary Daily Limits, Temporary Transaction Limits and more.
- 7. Slideshow:** Find useful information about AgentPortal tools, communications and latest news.
- 8. Request History:** See the current status of all My Tools requests submitted individually and by your Network.
- 9. Compliance:** Contains useful links and materials about Anti-Money Laundering laws and policies.
- 10. Fraud:** Learn about ways you can protect your business from fraud.
- 11. Learning Tools:** Access manuals, guidelines and other key training materials designed to help you learn more.
- 12. Country and Agent Information:** Access Agent location and country information including hours of operation, contact information, capabilities, currency, products and services offered, as well as the Electronic Directory application.

*Sections can change based on access level.

IMPORTANT

Enrolling in AgentPortal is really easy! Contact your Western Union Representative to start enjoying all of the benefits that AgentPortal offers you.

How to Sign up:

1. Validate system requirements/minimums.
2. Test internet connection.
3. Validate list of users and their profiles.

Please contact your Regional Operation Manager (ROM/ROS) to help you validate this information.

Technical Support: 1-732-694-1350
Intlenational: INTL-APUserSupport@westernunion.com

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