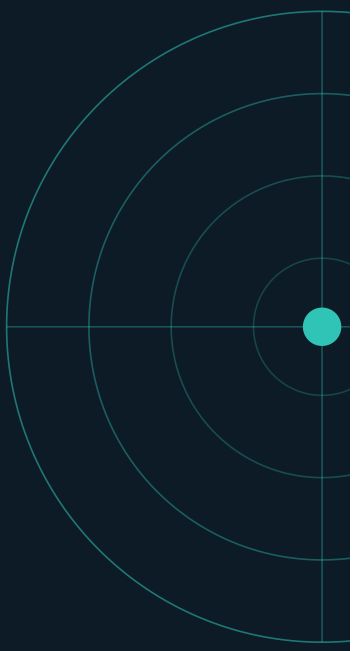
PANA HARRISON · BROKING CRM



FOR NEW COLLEAGUES

User Guide

Everything you need to run a case in the CRM — from first sign-in to a closed, paid placement.

UPDATED
24 November 2026

OPEN THE CRM
149-28-128-56.sslip.io

QUESTIONS
Brian or Soo Wai

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HOW TO USE THIS GUIDE

Read it once end to end, then keep it open beside the CRM for your first few cases. The numbered orange markers on each screenshot match the numbers in its caption.

01

Before you start

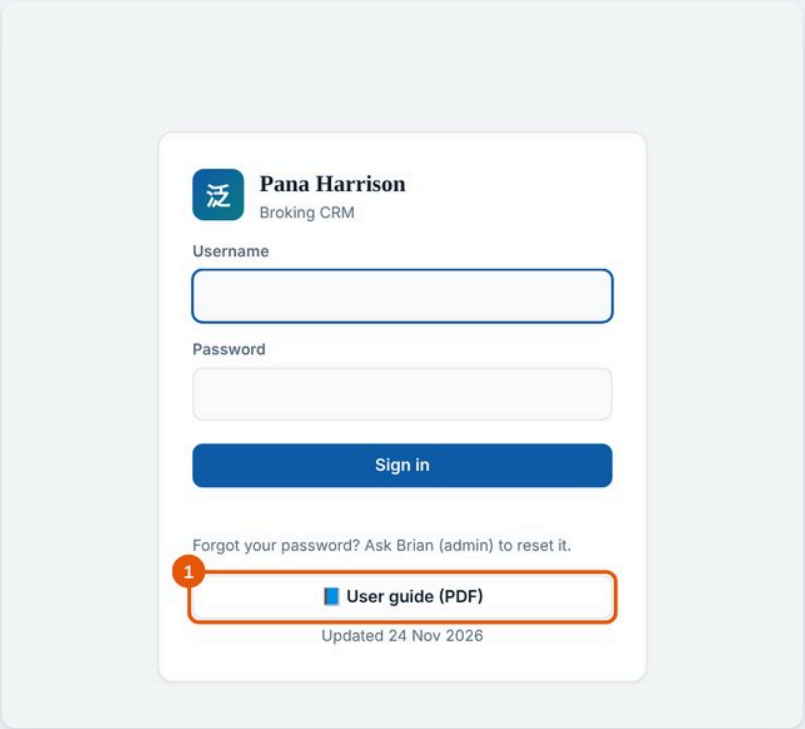
The CRM is Pana Harrison's one shared record of every reinsurance case: who sent it, who carries it, what it costs and every document we issue. It replaces the old M4 system. Everything you save is seen by the whole team at once, so a case is never "on someone's laptop".

What it does for you

- Keeps every case in one register that anyone can search.
- Works out the premium, deductions and brokerage for you.
- Makes the slips, cover note, debit notes and credit notes as PDF or Word, already filled in.
- Keeps the case's files (emails, slips, wordings) together with the case.
- Reminds you of open enquiries and renewals coming due.

Opening the CRM

1. Open Chrome or Edge on your laptop (a phone works too, but a laptop is easier for documents).
2. Go to **https://149-28-128-56.sslip.io** and bookmark it.
3. Type the username and temporary password your admin sent you, then press **Sign in**.
4. The first time, the CRM asks you to choose your own password: at least **10 characters, with letters and numbers**. Don't reuse your email password.
5. You land on the **Dashboard**. Your name shows at the top right, with **Guide** (this user guide), **Password** (change it any time) and **Sign out**.



The sign-in page. Type your username and password, then press Sign in. ① The User guide (PDF) button opens this guide, no sign-in needed.

You stay signed in for 12 hours on that browser. If you type the wrong password 8 times in 15 minutes, the CRM blocks sign-in for a short while. Wait, then try again.

Forgot your password? Ask an admin to press **Reset password** for you. They will send you a new temporary password privately, and you choose a new one at sign-in.

NOTE

Never share your login, and never let a colleague work under your name. Every save is stamped with who made it.

What each role can do

ROLE	WHO IT'S FOR	CAN DO
Broker	Account handlers	Open and edit cases, contacts and documents; record payments; upload files
Finance	Accounts team	Everything a broker can, plus they work mainly in **Settlements** and the **Payments** box
Viewer	Management, auditors, interns	Look at everything; cannot change anything
Admin	Brian, Soo Wai	Everything, plus add users, reset passwords, install new versions and download all data

If a button does nothing or you see "View-only account", your role doesn't allow that action. Ask an admin.

02

Words you will see

Most of the CRM speaks facultative reinsurance. If a word below is new to you, learn it before your first case.

WORD	WHAT IT MEANS AT PANA
Risk / case / submission	One piece of business we are placing, e.g. a hotel's liability policy. Each has its own record in the CRM.
Insured	The company the original policy covers (e.g. HNG Hotels Sdn Bhd).
Cedant / reinsured	The insurance company that wrote the policy and passes (cedes) part of it to reinsurers through us. They are our client.
Reinsurer	The company that accepts a share of the risk (e.g. Malaysian Re). Also called the market or security.
Producer / introducer	An agent or broker who brought us the case and may earn part of our brokerage. Optional.
Facultative (fac)	Placing one risk at a time. Most of our business.
Proportional	The reinsurer takes a percentage of the premium and pays the same percentage of any loss.
Gross premium (100%)	The full premium for the whole risk.
Our share / order	The percentage of the risk the cedant has asked us to place.
Written line	The percentage each reinsurer accepts. All lines plus the cedant's retention should add up to 100%.
Ceding commission	What we allow the cedant, deducted on their debit note. For the cedant this is the same thing as "total deduction".
Total deduction	What we keep back from the reinsurer: the ceding commission plus our brokerage.
Brokerage	Our income: what we keep from the reinsurer minus what we allow the cedant.
Absolute net	A deal sold to the reinsurer at a fixed net figure; their credit note shows only the net, not the deductions.
Overseas tax	1.2% withholding on Malaysian risks placed with overseas reinsurers.
Stamp duty	RM10 per reinsurer on Malaysian cases, collected from the cedant and passed to the reinsurer.

WORD	WHAT IT MEANS AT PANA
CAB	Central Administration Bureau (run by Malaysian Re). CAB reinsurers are settled through the monthly CAB statement instead of direct bank transfer. Non-CAB means direct settlement.
Quotation slip	The first document: risk details sent to reinsurers so they can quote.
Final slip	The full contract wording that reinsurers stamp once they support the risk.
Cover note	Our confirmation to the cedant that the reinsurance is in place.
Debit note (DN)	Our bill to the cedant for the premium they owe us.
Credit note (CN)	Our statement to a reinsurer of the premium we owe them. One per reinsurer.
Tax invoice	SST invoice on our brokerage. Malaysian cases only, made once the case is Secured.
Endorsement	A change after binding: new sum insured, extension, cancellation. Numbered E1, E2...
PLA / SLA	Preliminary loss advice (first notice of a claim to reinsurers) / settlement advice (claim payment notes).
PPW	Premium payment warranty: the cedant must pay within this many days (usually 60) or cover can lapse.
Secured / Closed	Secured = we won and placed it. Closed = it did not go ahead (you'll give the reason).

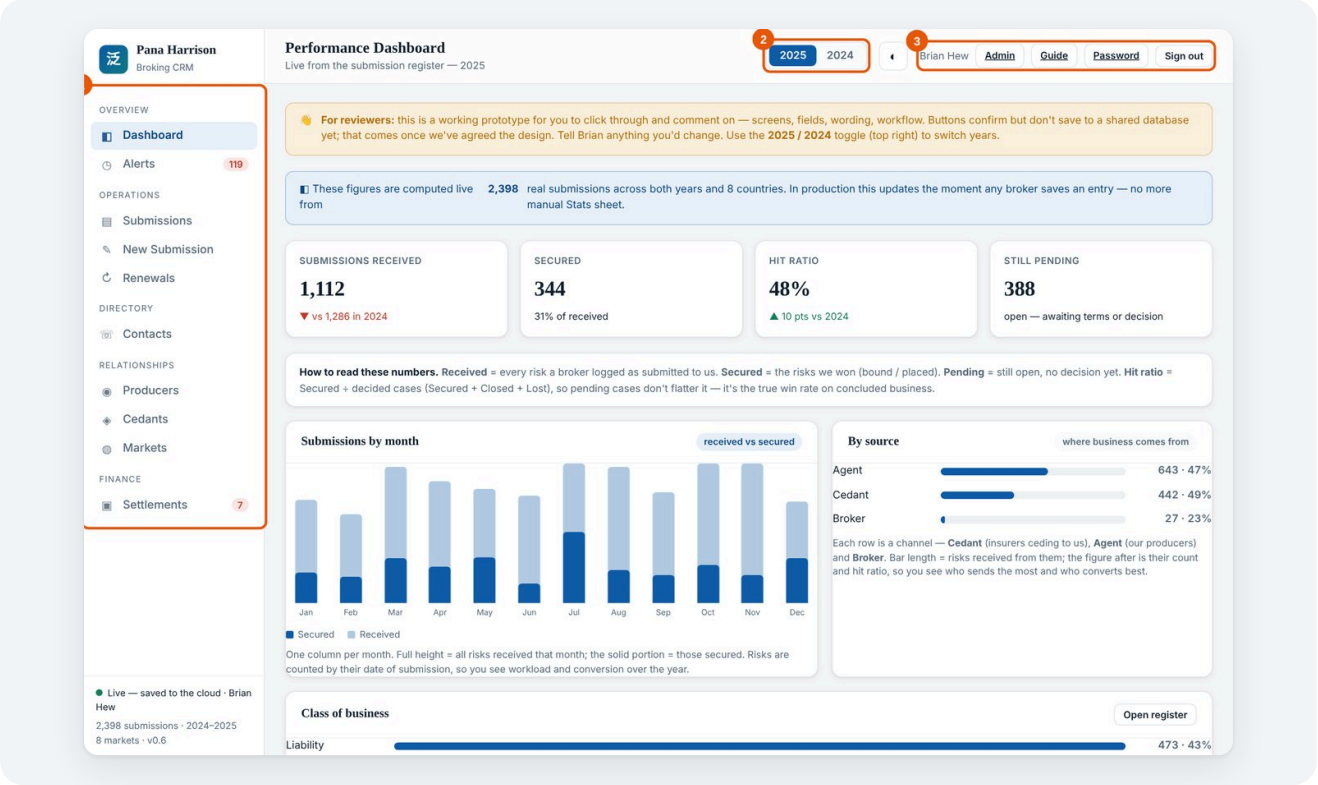
03

A tour of the screen

The screen has two parts: the **menu on the left** and the **page on the right**. Click a menu item to open its page. On a phone, the menu hides behind the ☰ button at the top left.

MENU	PAGE	YOU USE IT TO…
Dashboard	Charts of cases received and secured, by month, source and class	See how the book is doing (management view)
Alerts	Chase list and renewals due	Start your day: what needs action
Submissions	The register of every case	Find and open any case
New Submission	The five-box form	Open a new case
Renewals	Last year's secured cases	Plan the new year's renewals
Contacts	Every cedant, reinsurer and producer	Look up or fix a company's details
Producers / Cedants / Markets	Rankings by volume and hit ratio	See who sends us business and how much we win
Settlements	Finance desk	Payments log and statements

At the top right: the **year switch** (which year the dashboard shows), ◖ for light or dark screen, your name, **Admin** (admins only), **Guide**, **Password** and **Sign out**.

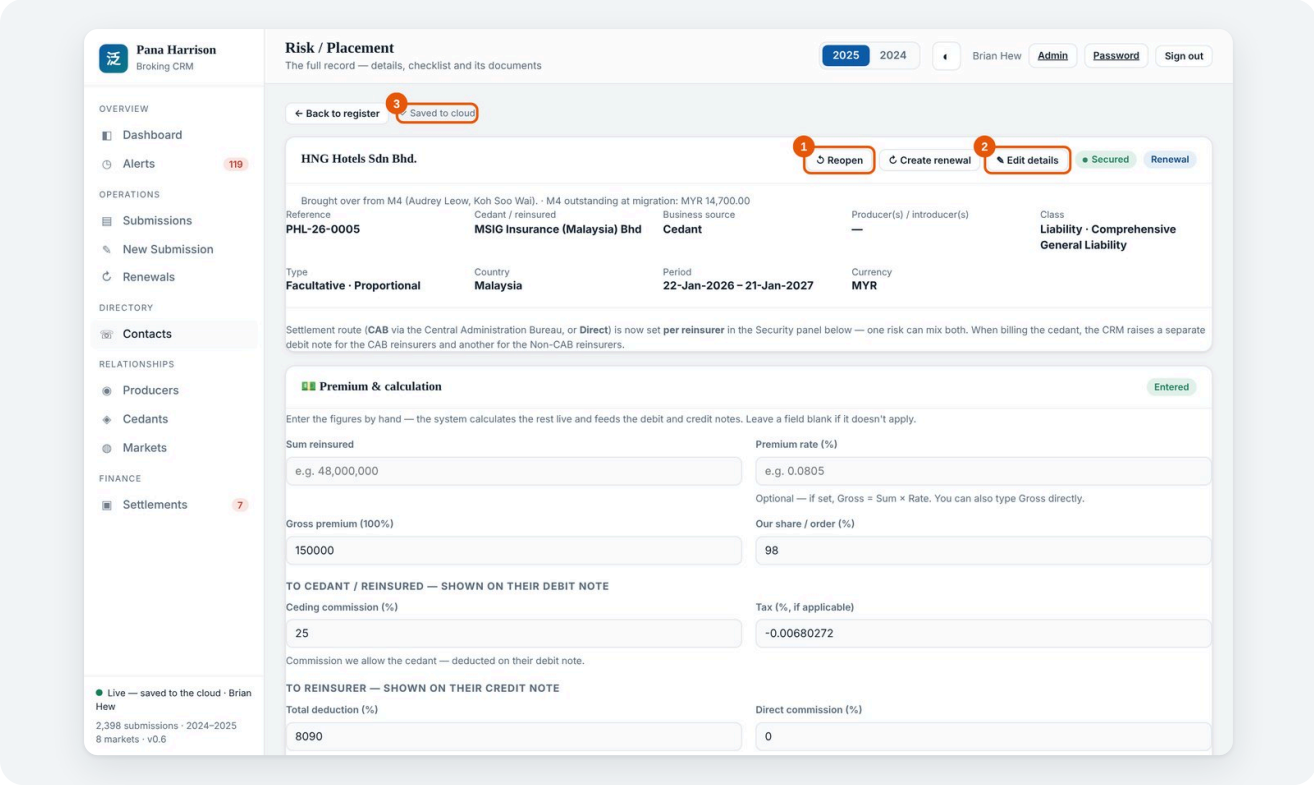


① The menu: click any item to open its page. ② The year switch for the dashboard. ③ Your name, Admin (admins only), Guide, Password and Sign out.

The case page

Opening a case shows everything about it on one long page. From top to bottom:

1. **Header**: the insured's name, the status buttons (Mark Secured, Close, Create renewal), **Edit details**, and the key facts: reference, cedant, producer, class, period, currency.
2. **Premium & calculation**, with producers at the bottom.
3. **Instalment schedule**.
4. **Security panel**: reinsurers and shares.
5. **Payments & part-payments**.
6. **Case file**.
7. **Endorsements** and **Claims**.
8. **Underwriting information**: a checklist of what to collect for this class of risk.
9. **Documents for this risk**.

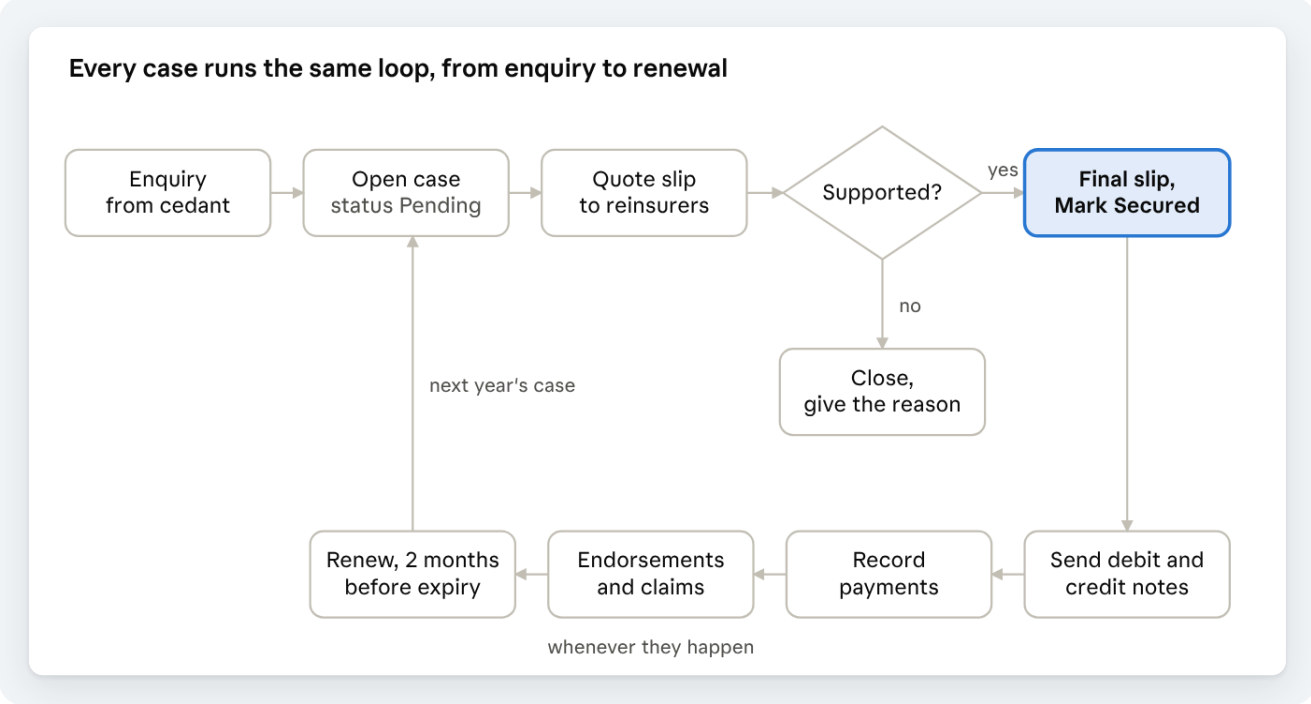


The top of a case page. ① Status buttons (this case is Secured, so it shows Reopen and Create renewal). ② Edit details. ③ "Saved to cloud" confirms your changes are stored. Below the header: the key facts and the Premium box.

04

The life of a risk

Every case follows the same path. The CRM has a button for each step, and sections 5 to 11 explain them in this order.



The life of a case in the CRM.

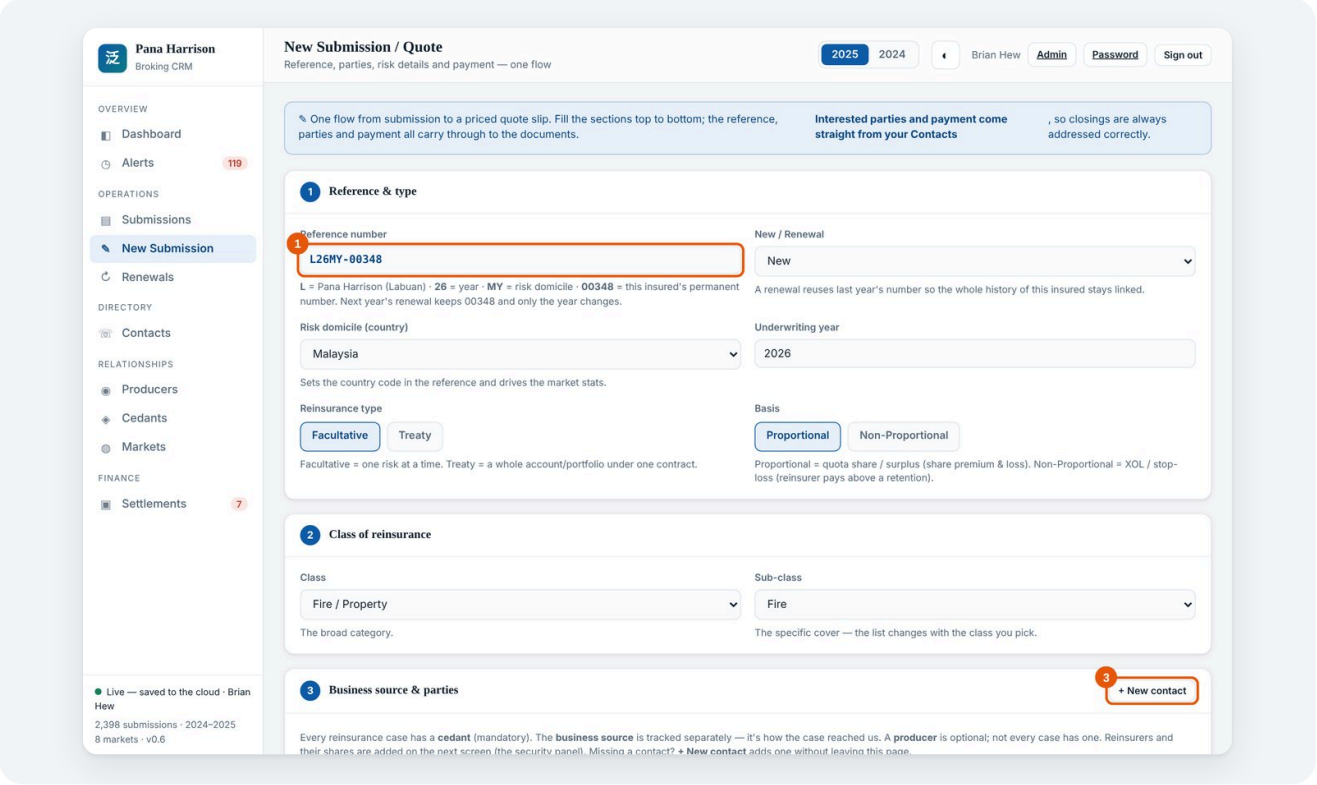
A case starts Pending and ends Secured or Closed. A Secured case loops back as next year's renewal, so the insured's history stays linked from year to year.

05

Opening a new risk

Every case starts on **New Submission** in the left menu. Fill the five numbered boxes from top to bottom. Nothing is lost if you stop halfway: press **Save draft**.

Before you begin, check Contacts. The cedant (and any producer) must already be in **Contacts**, because their name and address print on every document. If they're missing, press **+ New contact** in box 3 and add them without leaving the page.



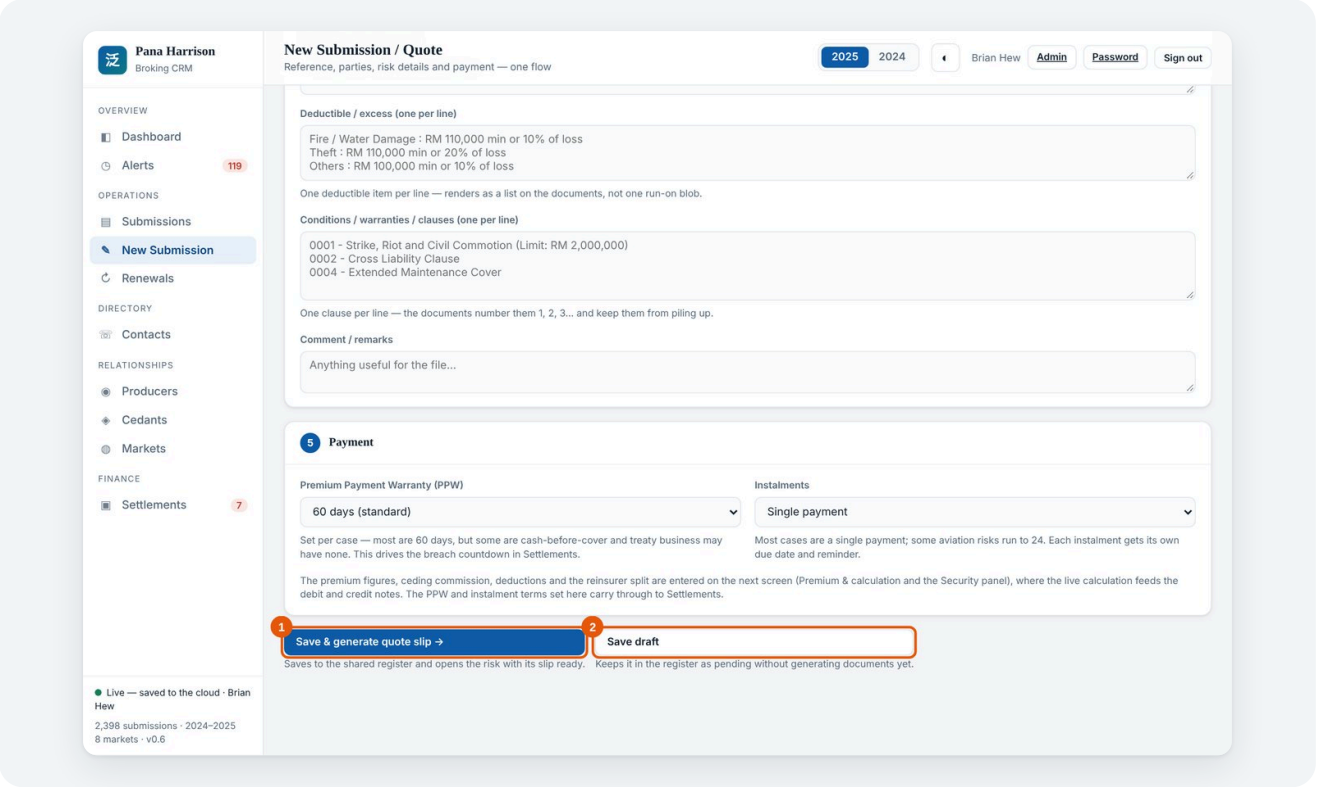
① The reference fills itself. ② Pick the cedant from Contacts. ③ + New contact adds a missing company without leaving the page.

1. **Reference & type**
   - The reference fills itself, e.g. **L26MY-00412**: L = Pana Harrison (Labuan), 26 = year, MY = country of the risk, 00412 = this insured's number. You don't type it.
   - Choose **New** or **Renewal**, the **Risk domicile** (country of the risk) and the **Underwriting year**. The reference updates as you change them.
   - Leave **Facultative** and **Proportional** unless your team leader tells you otherwise.
2. **Class of reinsurance**: pick the **Class** (e.g. Fire / Property), then the **Sub-class** (e.g. Industrial All Risks). The sub-class list changes with the class.
3. **Business source & parties**
   - **Business source**: how the case reached us (Cedant, Agent, Broker, Direct). This is for the statistics only.

- **Cedant / Reinsured**: required. Their address flows onto every document.
- **Producer / introducer**: only if an agent or introducer brought the case. You can add more producers later.

4. **What is being (re)insured?** Copy these from the cedant's submission or the original policy schedule:
   - Insured, nature of business, location of risk, period from and to, and currency (one per risk).
   - **Total sum insured**: the 100% figure.
   - **Sum insured breakdown**: one item per line, written as `description : amount`.
   - **Deductible / excess** and **Conditions / clauses**: one per line. Each line becomes a bullet on the slip.
   - **Comment / remarks**: notes for the file. They don't print.
5. **Payment**
   - **PPW**: 60 days is standard. Use the cedant's terms if they differ.
   - **Instalments**: usually a single payment. Each instalment gets its own due date.

Then press **Save & generate quote slip →**. The CRM saves the case to the shared register and opens its page with the quotation slip ready.



① Save & generate quote slip saves the case and opens it. ② Save draft keeps it as Pending without making documents.

Fixing details later

On the case page, press **✎ Edit details** at the top. Besides the fields above, this is where you set the wording that only the slips and cover note use:

- **Interest insured**: what is covered, in the policy's own words.
- **Reinsurance conditions**: the first line is the opening sentence; each line after it becomes a clause (the default adds the Simultaneous Settlement Clause).
- **Premium payment terms**: defaults to *LSW3001 30/09/08 - 90 days*.

- **Territorial limit**, **Law & jurisdiction** (defaults to the risk's country), **Slip leader**.
- **Wordings / special clauses attaching**: printed on the final slip only.

Press **Save changes** and every document updates straight away.

06

Premium, reinsurers and producers

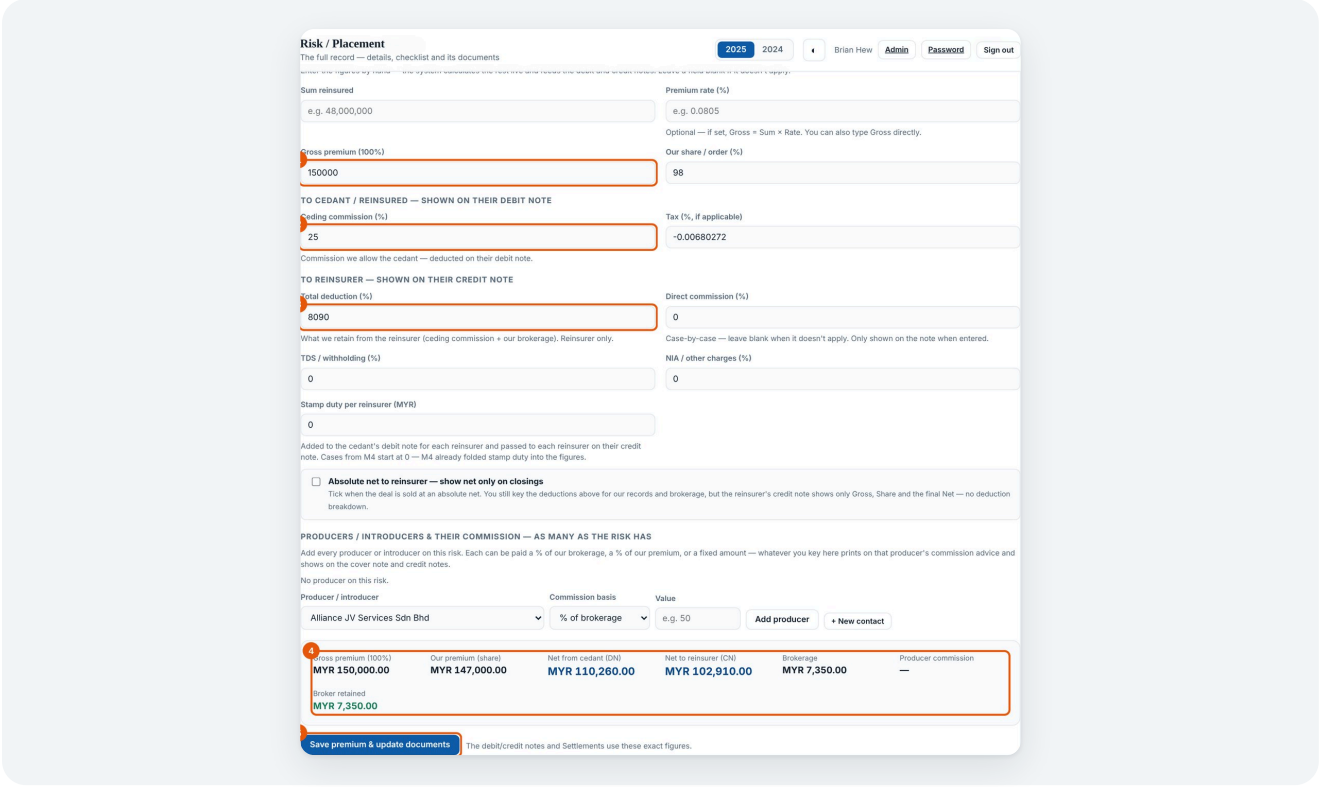
The documents are built from three boxes on the case page: **Premium & calculation**, **Security panel** and **Producers**. Fill them in that order. Leave any field blank if it doesn't apply.

Premium & calculation

1. **Sum reinsured** and, if you have one, **Premium rate (%)**. With a rate, the CRM works out Gross = Sum × Rate. You can also type the gross directly.
2. **Gross premium (100%)** and **Our share / order (%)**.
3. **To cedant** (prints on their debit note):
   - **Ceding commission (%)**: what we allow the cedant.
   - **Tax (%)**: only if the cedant's terms include one.
4. **To reinsurer** (prints on their credit notes):
   - **Total deduction (%)**: ceding commission plus our brokerage.
   - **Direct commission**, **TDS / withholding**, **NIA / other charges**: only when the terms include them.
   - **Stamp duty per reinsurer**: Malaysian cases only, RM10 by default. It is added to the cedant's debit note for each reinsurer and passed on to each reinsurer, so it doesn't change our brokerage.
5. Tick **Absolute net to reinsurer** only when the deal is sold at an absolute net. Still key the deductions, so our brokerage is right.
6. Check the grey results box: gross, our premium, net from cedant, net to reinsurer, brokerage, producer commission and what Pana keeps.
7. Press **Save premium & update documents**.

NOTE

Worked example. Gross MYR 150,000, our share 18%, ceding commission 25%, total deduction 30%. Our premium = 27,000. Cedant pays 27,000 − 6,750 = 20,250 (+ RM10 stamp duty). Reinsurer receives 27,000 − 8,100 = 18,900 (+ RM10). Our brokerage = 8,100 − 6,750 = 1,350.



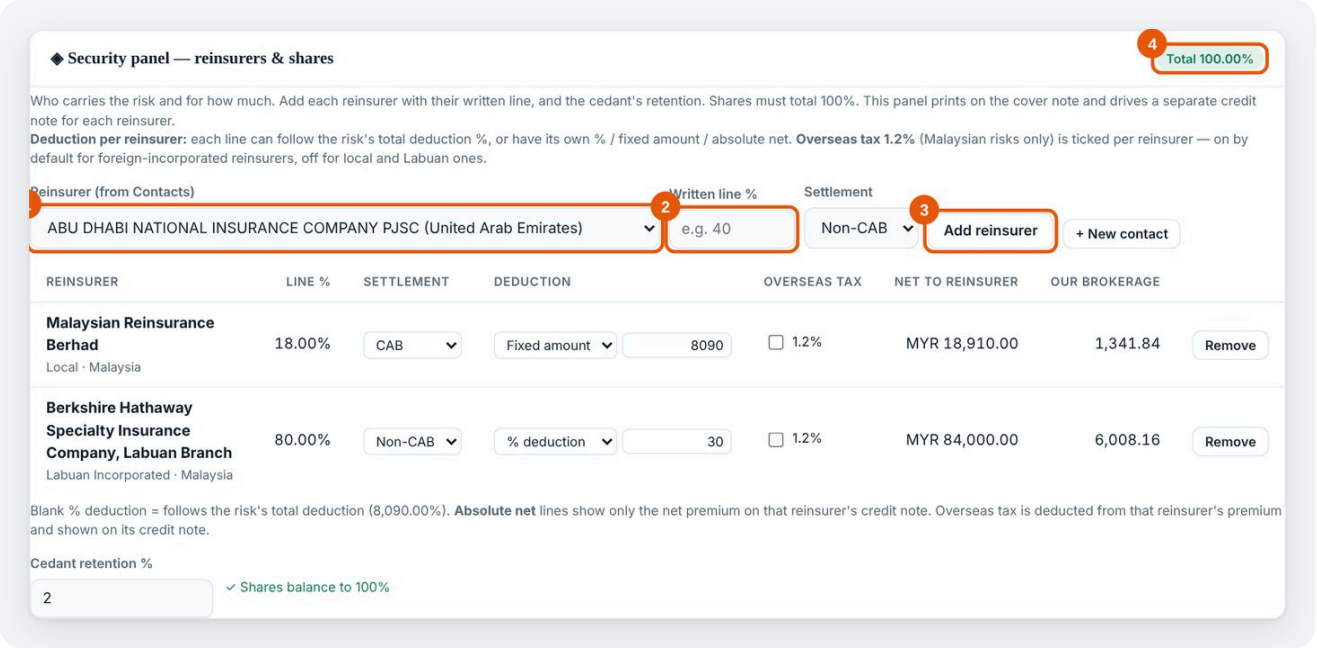
① Gross premium (100%). ② Ceding commission for the cedant. ③ Total deduction for the reinsurer. ④ The results the CRM works out. ⑤ Save premium & update documents.

Security panel: who carries the risk

1. Choose the **Reinsurer (from Contacts)**. Not there? Press **+ New contact**.
2. Type their **Written line %** and choose **CAB** or **Non-CAB**.
3. Press **Add reinsurer**. Repeat for each reinsurer.
4. Type the **Cedant retention %** if the cedant keeps part.
5. Watch the total at the top right. It turns green with ✓ **Shares balance to 100%** when reinsurers plus retention make 100%.

Each reinsurer's row lets you change its terms:

- **Settlement**: CAB or Non-CAB. One case can mix both; the CRM then raises a separate debit note for each group.
- **Deduction**: leave **% deduction** blank to follow the risk's total deduction, or type that reinsurer's own %. **Fixed amount** = a deduction in money. **Absolute net** = type the net amount we pay them.
- **Overseas tax 1.2%**: ticked automatically for overseas reinsurers on Malaysian risks. Untick if it doesn't apply.
- The row shows **Net to reinsurer** and **Our brokerage** for that line. **Remove** deletes the line.



① Pick the reinsurer. ② Type its written line %. ③ Add reinsurer. ④ The total turns green at 100%. Each row below can have its own settlement, deduction and overseas tax.

Producers and their commission

At the bottom of the Premium box, under **Producers / introducers**:

1. Pick the producer, choose the **Commission basis**: % of brokerage, % of our premium, a fixed amount, or no commission.
2. Type the **Value** and press **Add producer**. A case can have several producers.

Producer names print on the reinsurers' credit notes only, never on documents to the cedant. Each producer also gets a commission advice (see section 7).

Instalments

If the case pays in instalments, the **Instalment schedule** box lists each due date. Change any date for a client with special terms; the documents and Settlements follow it. Stamp duty is charged on the first instalment only.

07

Making documents

All documents are in the **Documents for this risk** box at the bottom of the case page. The buttons run left to right in the order of a placement. Pick a button, check the document on screen, then download it.

BUTTON	WHAT YOU GET	WHO IT GOES TO	WHEN
1 · Quote Slip	Risk details and information pages	Reinsurers, to quote	As soon as the case is entered
2 · Final Slip	The full contract: risk details, security details (LMA3333, signing provisions), subscription agreement, broker remuneration, with a stamp table	Reinsurers, to stamp	Once reinsurers support the terms
3 · Cover Note	Confirmation of the reinsurance with the schedule of security. Malaysian cases also show the tax invoice here once Secured	Cedant	Once placed
4 · To Cedant	One PDF: cover letter (security confirmation) + debit note(s) + cover note	Cedant	Once placed and premium saved
5 · To Reinsurer	One PDF per reinsurer: credit note + cover note. Pick the reinsurer first	Each reinsurer	Once placed
+ Producer	Commission advice. Pick the producer first	Each producer	Only if a producer is on the case

If a document says "Enter the premium figures above first", the premium hasn't been saved yet (section 6). **If the reinsurer pack asks you to add reinsurers**, fill the Security panel.

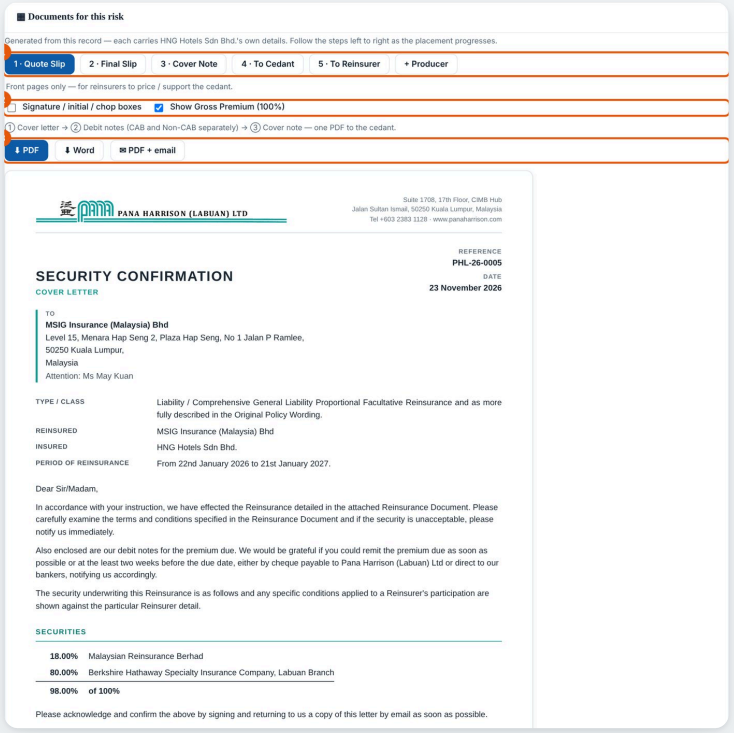
Options above each document

- **Signature / initial / chop boxes**: adds three boxes for a signature, initials and the company chop. Tick it when the cedant or reinsurer must sign and return the page.
- **Show Gross Premium (100%)**: shows the 100% gross line above Share Hereon on debit and credit notes. On by default.

Download, Word and email

Every document has three buttons:

- ⬇ **PDF**: makes the PDF exactly as shown, downloads it, and files a copy in the **Case file** box.
- ⬇ **Word**: makes an editable Word file, for the rare case where you must change wording by hand. It is also filed to the case.
- ✉ **PDF + email**: makes the PDF, then opens a new email to the recipient. Attach the PDF that just downloaded before you send.



① The document buttons, left to right. ② The options above each document. ③ PDF, Word and PDF + email. The document itself appears underneath, exactly as it will print.

The PDF takes a few seconds. Don't press the button twice.

> **NOTE**
> Check before you send: the cedant's name and address, the period, the shares adding to 100%, and the net figure. If something is wrong, fix the case (not the PDF) and download again, so the record and the document always match.

Debit notes: CAB and Non-CAB

If some reinsurers settle through CAB and others directly, the cedant pack has **two debit notes**: one ending /DN-CAB and one ending /DN-NONCAB. The Non-CAB note shows our CIMB bank details; the CAB note says it clears through the monthly CAB statement.

Tax invoice (Malaysian cases)

Once the case is **Secured**, open **3 · Cover Note** and scroll below it. There is one tax invoice per reinsurer credit note, numbered after it: CN001 becomes TI001. It shows our net brokerage and 8% SST. Tick **SST exemption applies** if the case is exempt. Finance usually issues these.

08

Securing, closing, endorsements and renewals

The status buttons sit at the top right of every case page, next to ✎ **Edit details**.

Marking a case Secured or Closed

- ✓ **Mark Secured**: press when the cedant confirms and the reinsurers have stamped. This takes the case off the chase list and unlocks the tax invoice.
- ✕ **Close**: press when the case will not go ahead. The CRM asks **Why did this not secure?** Pick the reason and add a short detail. Be honest: the reasons show management where we lose business.
- ↺ **Reopen**: puts a Secured or Closed case back to Pending if you pressed the wrong button or the deal comes back.

Endorsements: changes after binding

1. On the case page, in the **Endorsements** box, press **+ Add endorsement**.
2. Choose the **Endorsement type**: change in sum insured, extension of period, change of interest or address, addition or deletion of item, cancellation, correction (no premium) or other.
3. Enter the **Effective date** and the **Detail / wording**, written so it reads after "It is hereby noted and agreed that...".
4. If the period moves, fill **New inception date** and/or **New expiry date**. The renewal later starts the day after the new expiry.
5. Under **Premium adjustment**, choose None, Additional or Return, and type the 100% amount.
6. Save. The endorsement gets a number (E1, E2...). Press **Generate** beside it for the endorsement document: the contract endorsement page plus the underwriters' agreement page.

Renewals

About two months before expiry, a Secured case appears under **Alerts → Renewals — next 2 months**.

1. Open the case and press ↻ **Create renewal** (top right). It appears only on Secured cases that have an expiry date.
2. The CRM makes next year's case with the same insured, cedant, class, parties and wording. The period starts the day after the latest expiry, including any endorsement.
3. Cases moved from M4 keep their number pattern, so PHL-26-0001 renews as PHL-27-0001. New CRM cases keep the insured's number and change the year, e.g. L26MY-00412 → L27MY-00412.
4. Update what changed (sum insured, premium, reinsurers) and work it like a new case.

If the client will not renew, press **No renewal** on the Alerts page and give the reason, so the case stops appearing.

09

Claims

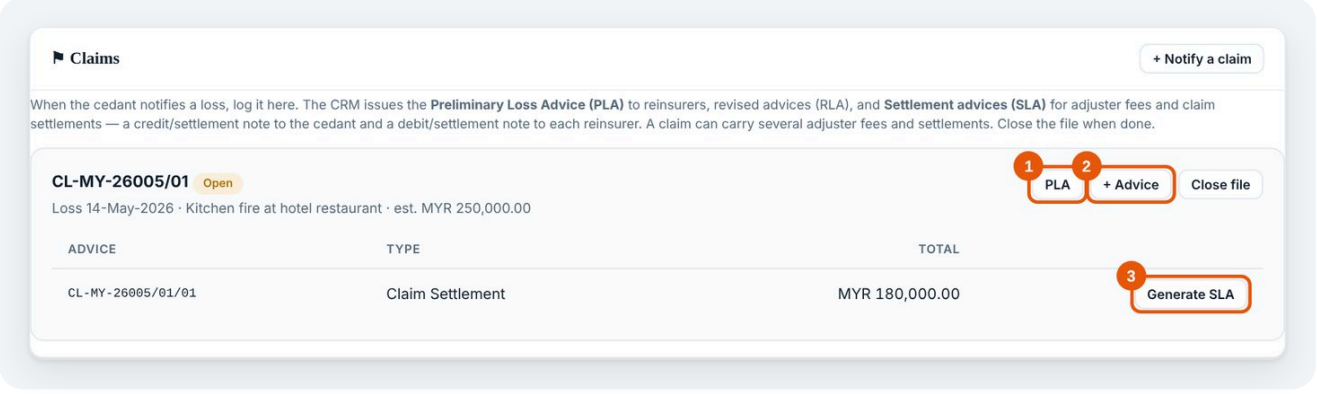
When a cedant tells us about a loss, log it on the case straight away. The CRM then makes the loss advice for each reinsurer and, later, the settlement notes.

Notify a claim

1. Open the case and scroll to the **Claims** box. Press **+ Notify a claim**.
2. Fill **Cedant claim reference**, **Date of loss**, **Loss description**, **Estimate of loss** (100%) and **Cedant policy no.**, then save. The claim gets our reference, e.g. CL-MY-26005/01.
3. Press **PLA** on the claim. Pick each reinsurer in turn and download the **Preliminary Loss Advice**. It shows their share of the estimate.
4. Send each PLA to its reinsurer. The cedant uploads their own PLA onto CAB.

Adjuster fees, revised estimates and settlement

1. Press **+ Advice** on the claim and choose the **Advice type**:
   - **Revised Loss Advice (RLA)**: the estimate has changed.
   - **Adjuster Fee**: the loss adjuster's bill.
   - **Claim Settlement**: the agreed payment.
2. Enter the **Total amount** at 100% and a short **Description**, then save.
3. Press **Generate SLA** beside the advice. Pick the recipient:
   - **Credit note · cedant**: what reinsurers will pay the cedant, at our order %.
   - **Debit note · each reinsurer**: what that reinsurer must pay, at their line %.
4. Download and send each note. The cedant's claim reference prints under Remarks.



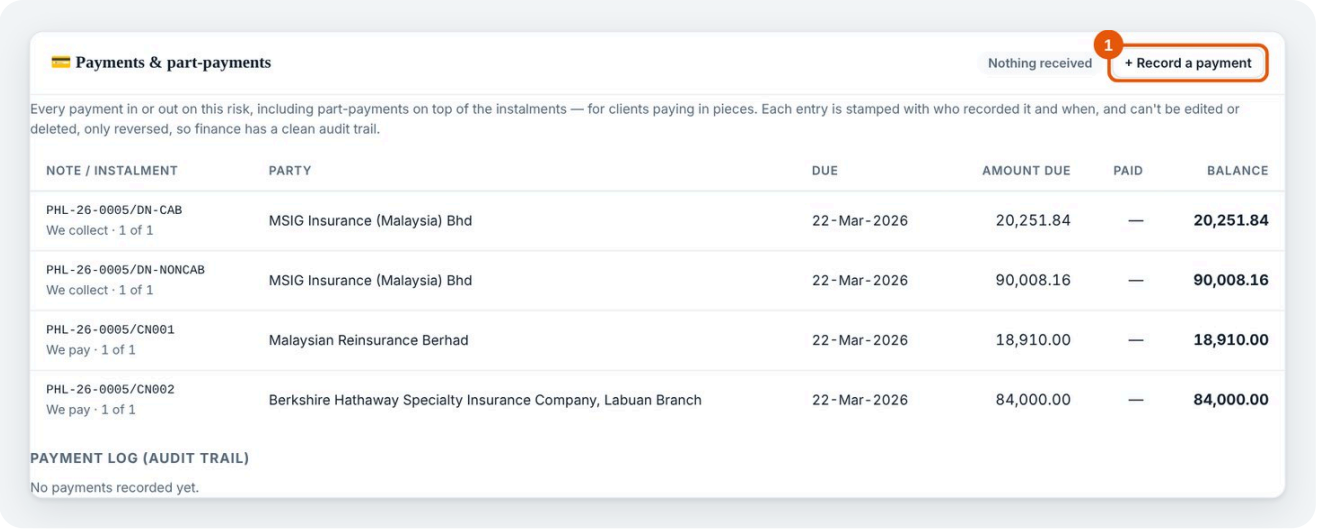
① PLA makes the preliminary loss advice. ② + Advice adds an adjuster fee, revised estimate or settlement. ③ Generate SLA makes the settlement notes for that advice.

When the claim is fully paid, press **Close file**. Press **Reopen** if it comes back.

10

Payments and settlements

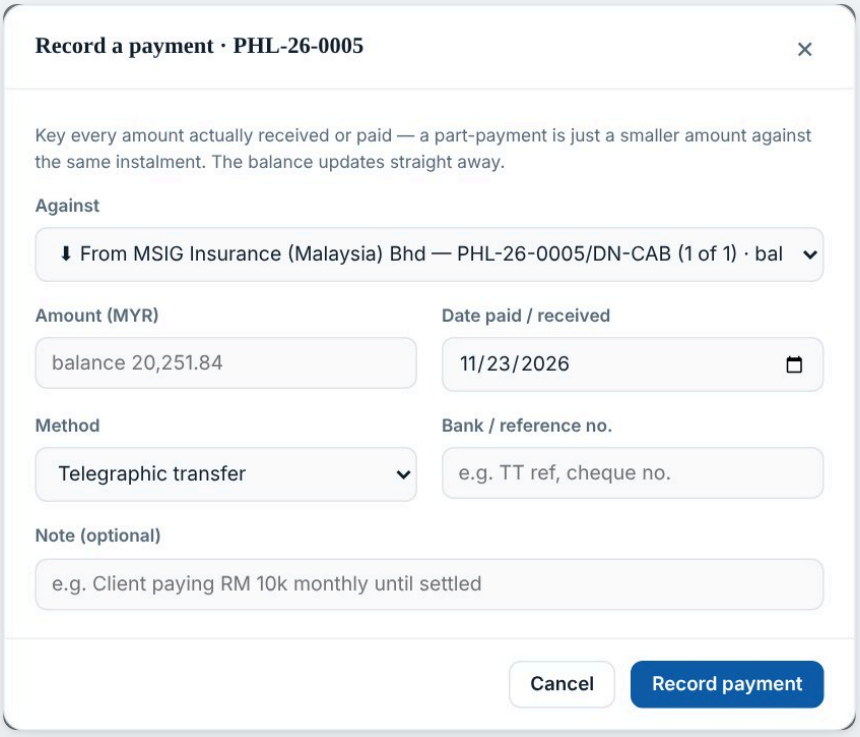
Record every amount that comes in or goes out on the case itself, in the **Payments & part-payments** box. Finance owns this, but brokers can record a payment they have proof of.



Each note and instalment with its amount due, paid and balance. (1) Record a payment.

Record a payment

1. On the case page, press **+ Record a payment**.
2. Under **Against**, choose the note it pays. Each line shows the direction (⬇ from the cedant, ⬆ to a reinsurer), the party, the note number, the instalment and the balance still open.
3. Type the **Amount** (part-payments are fine), the **Date paid / received**, the **Method** (telegraphic transfer, CAB statement, cheque, contra / offset, other) and the **Bank / reference no.**
4. Save. The balance on that note goes down.



The Record a payment form. Choose the note under Against; it shows the balance still open.

Payments can't be edited or deleted, only **reversed**. If you keyed a wrong amount, reverse it and key it again. Every entry shows who recorded it and when, so finance has a clean audit trail.

The Settlements page

The **Settlements** page in the left menu is the finance desk. Its **Payments log** tab lists every payment recorded on every case, newest first, with who keyed it.

NOTE

The **Overview**, **Debit / Credit Notes**, **PPW Monitor** and **Statements (SOA)** tabs still show sample figures while they are being connected to live cases. Until then, check balances on each case's Payments box, not on those tabs.

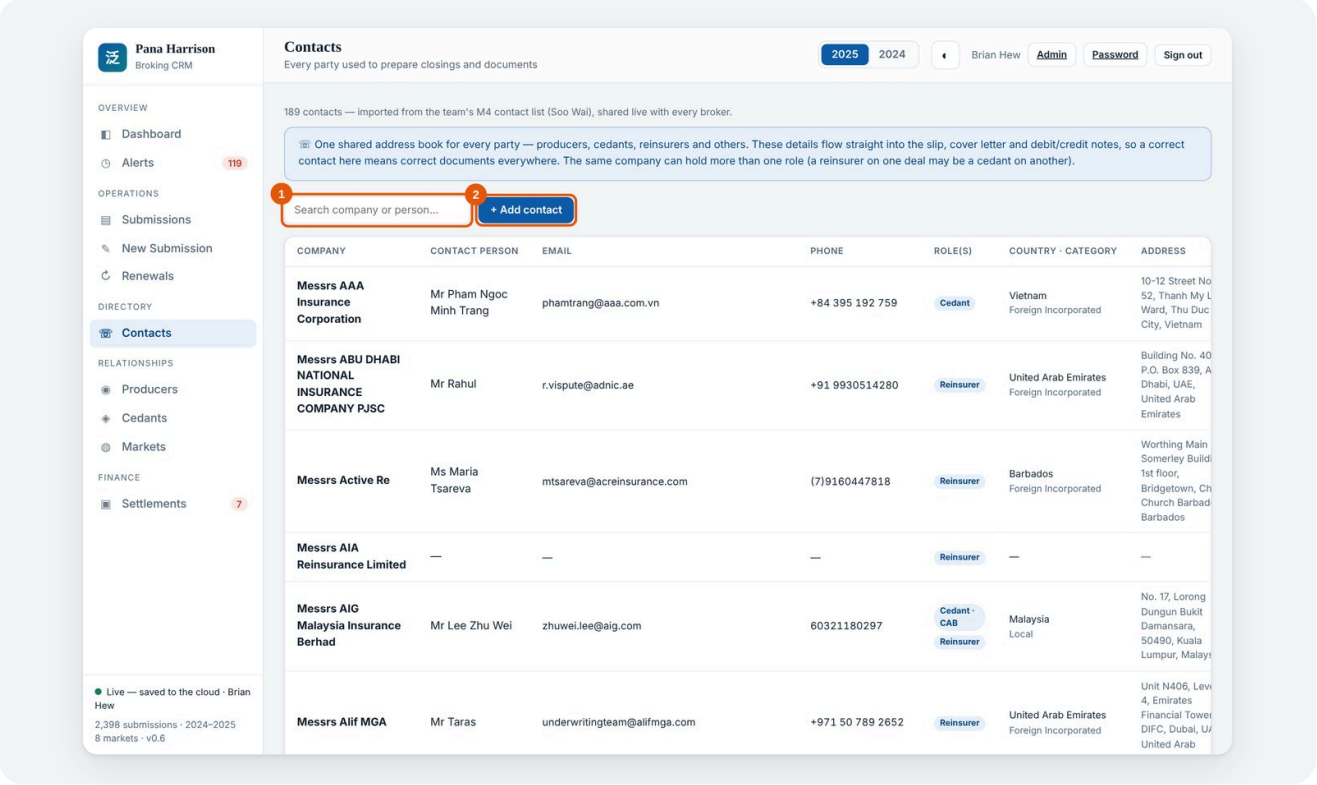
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Contacts, case files and finding things

Contacts

Contacts holds every company we deal with: cedants, reinsurers, producers and others. Their details print straight onto the documents, so a wrong address here means a wrong address on every debit note.

- **Find one**: type part of the company, person, country or role in the search box.
- **Add one**: press **+ Add contact**. Fill the company's full legal name, contact person, email, phone and full address, and tick every role it plays (one company can be both cedant and reinsurer). For reinsurers, set the country and category (local, Labuan or overseas); this decides the 1.2% overseas tax.
- **Fix one**: press **Edit** on its row.



① Search. ② + Add contact. ③ Edit fixes a company's details.

Before you add a company, search for it first. Duplicates ("MSIG" and "MSIG Insurance (Malaysia) Bhd") split a client's history in two.

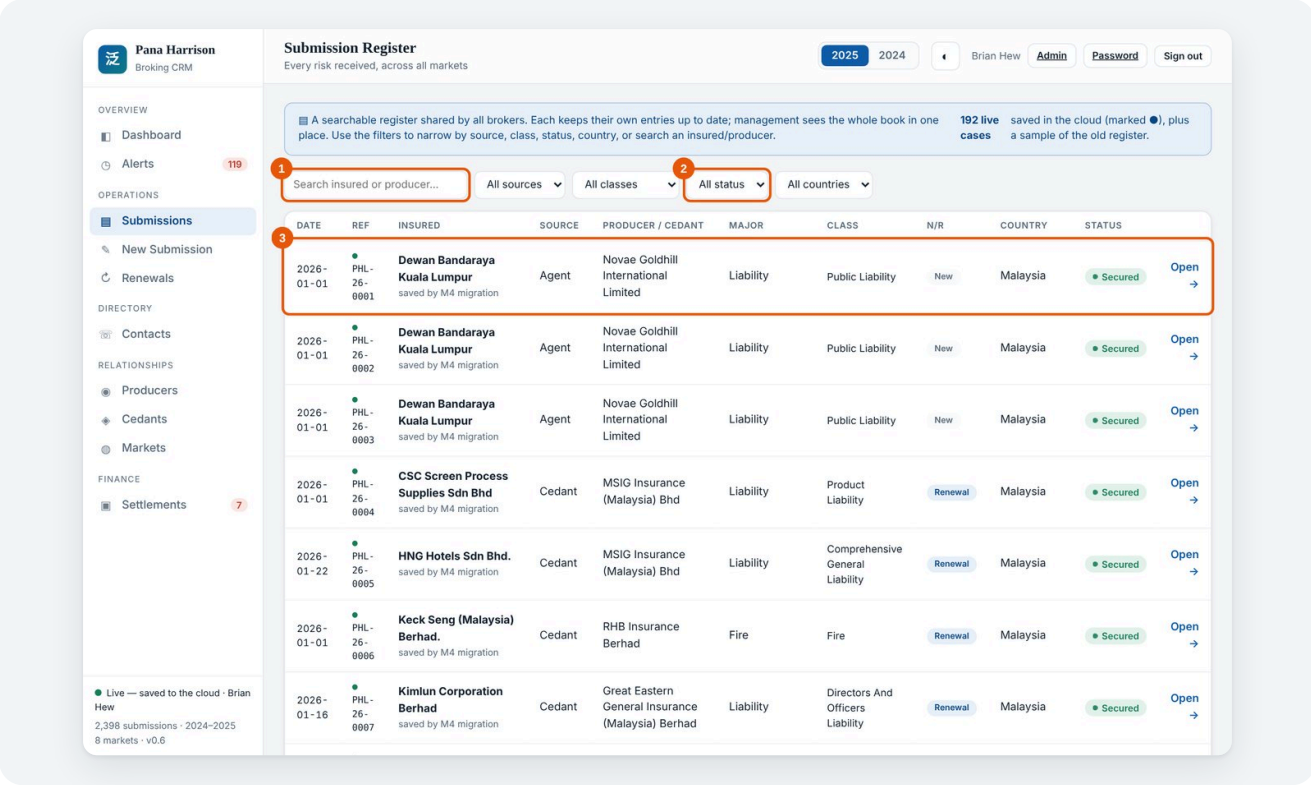
Case file

The **Case file** box on each case keeps everything about that case: the cedant's submission, emails, wordings, survey reports and claim papers. Every PDF and Word document you make from the case is filed here automatically.

- Drag files onto the box, or press **+ Upload files** (up to 40 MB each).
- Files you upload are listed on the final slip as **Provided documents**, so name them clearly, e.g. *Survey report 2026.pdf*, not *IMG_2231.pdf*.
- Only the person who uploaded a file, or an admin, can remove it.

Finding a case

Open **Submissions** in the left menu. Type in **Search insured or producer**, or narrow by source, class, status or country. Click any row to open the case. A green dot ● beside the reference means a live case in the CRM; rows without it are history from the old register.

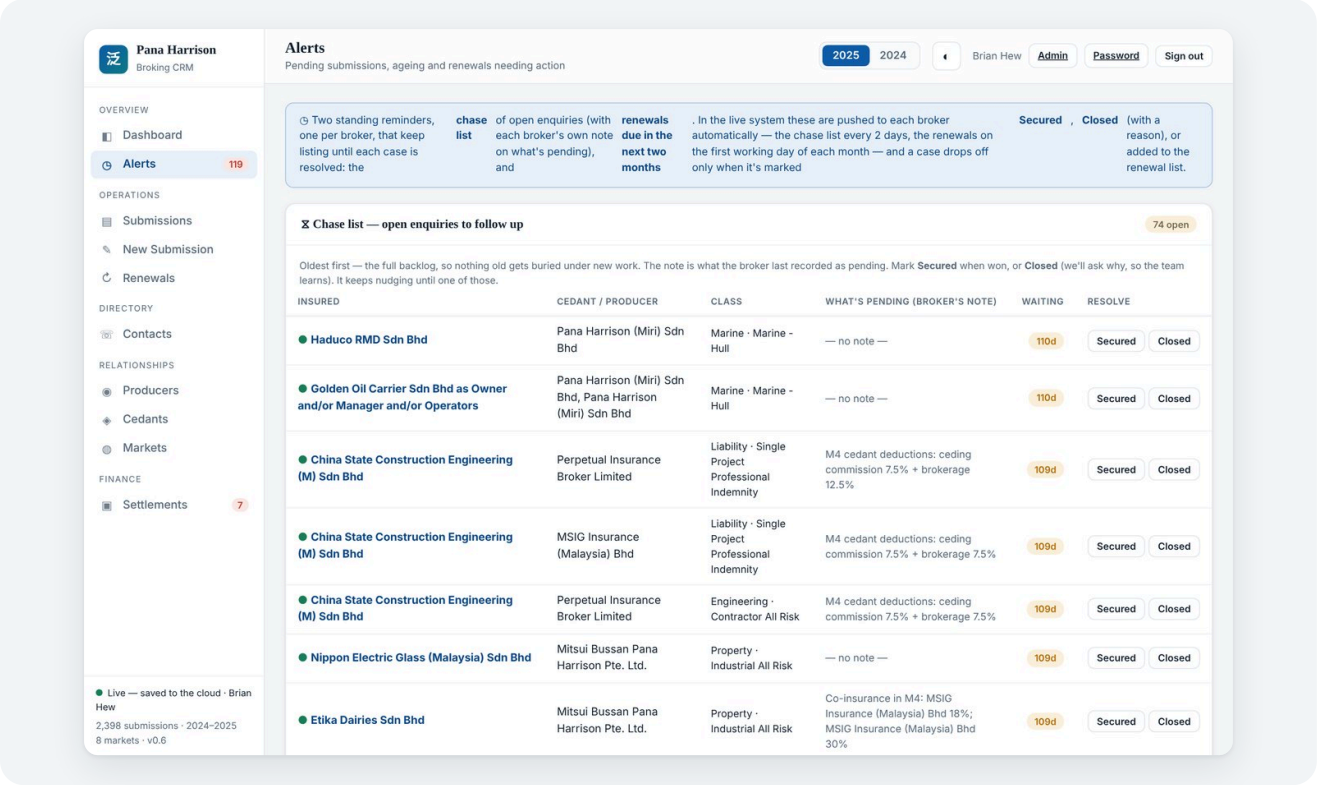


① Search by insured or producer. ② Filter by status (and source, class, country). ③ Click a row to open the case.

Alerts: your to-do list

Alerts shows two lists that keep reminding you until each case is resolved:

- **Chase list**: open enquiries, oldest first. Press **Secured** or **Closed** when you have the answer.
- **Renewals — next 2 months**: Secured cases about to expire. Press **Pull file** to open it, **Add** to start the renewal, or **No renewal** with the reason.



The chase list, oldest first, with Secured and Closed buttons on each row. Renewals due in the next two months are further down the page.

Check Alerts every morning.

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Good habits and common mistakes

Habits that keep the book clean

- **One case, one record.** Search Submissions before opening a new case, so the same insured isn't entered twice.
- **Fix the case, not the PDF.** Change the details in the CRM and download again. Use Word only for a one-off wording change, and tell your team leader.
- **Upload as you go.** Every email with terms, every slip a reinsurer stamps, goes into the Case file the same day.
- **Update the status the day it changes.** A Pending case that is really lost stays on everyone's chase list.
- **Keep contacts right.** A new address or contact person goes into Contacts straight away.
- **Sign out on shared computers.**

Common mistakes

WHAT YOU SEE	WHY	FIX
Shares total is orange, not 100%	Reinsurer lines plus retention don't add up	Check each written line and the retention in the Security panel
Debit note shows "Enter the premium figures above first"	Premium not saved	Fill Premium & calculation and press **Save premium & update documents**
Net to reinsurer looks wrong	A reinsurer has its own deduction, or overseas tax is ticked	Check that reinsurer's row in the Security panel
Tax invoice section says "prepared once the risk is Secured"	Case still Pending	Press ✓ **Mark Secured** when the case is placed
No tax invoice at all	Not a Malaysian risk	Correct: tax invoices are for Malaysian cases only
Old address on a document	Contact out of date	Fix it in Contacts, then download the document again
"A new version of the CRM is ready" at the bottom	An admin installed an update	Save what you're doing, then press **Reload**
Screen shows the sign-in page	Session ended (12 hours)	Sign in again; saved work is safe

Saving

The CRM saves by itself every time you change something. The line at the top of a case says ✓ **Saved to cloud**, and the case header shows who saved it last and when. Two people can have the same case open; the latest save wins, so agree who is working on a case.

Who to ask

- How to place or price a risk: your team leader.
- A login, password or role: an admin (Brian or Soo Wai).
- Something in the CRM looks broken: take a screenshot and send it to Brian with the case reference.

The latest version of this guide is always one click away: **User guide (PDF)** on the sign-in page, or **Guide** at the top right once you're signed in.