


Accessing myPolicy (First Time Login)


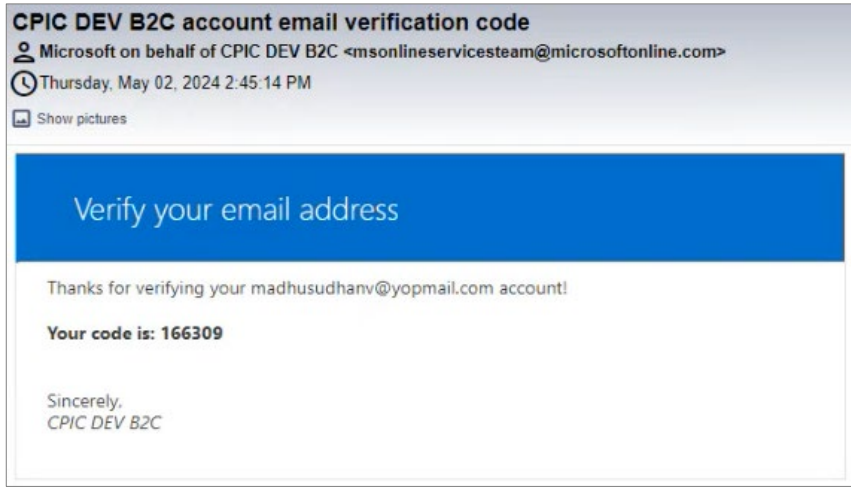
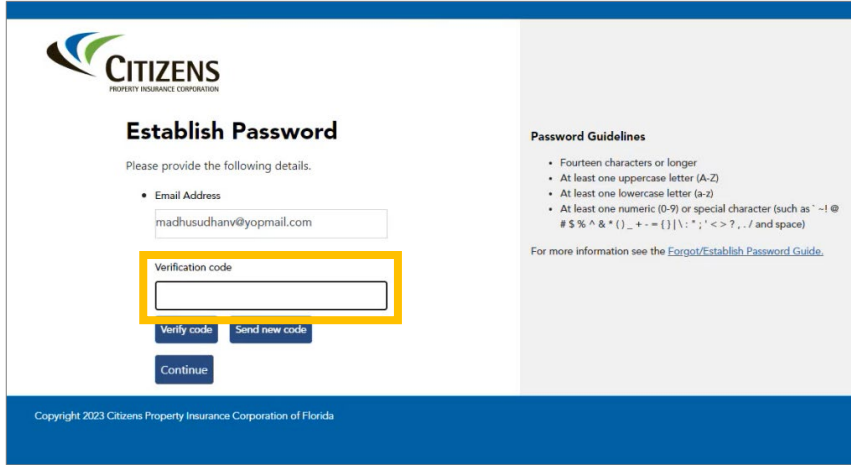
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Once a policy displays the status of *Issued* in PolicyCenter, a myPolicy account is automatically created. The policyholder will receive an **Account Registration Confirmation** email to alert them of the creation of their myPolicy account. Policyholders should follow the steps below to establish a new password in myPolicy.

Step	Action
1	<p>Click the Registration link in the <i>Account Registration Confirmation</i> email.</p> <div data-bbox="553 680 1395 1073" style="border: 1px solid #ccc; padding: 10px;"> <p>Account Registration Confirmation</p> <p>Attn: Madhu Test</p> <p>A new account has been created for you with Citizens Property Insurance Corporation for the following systems:</p> <ul style="list-style-type: none"> myPolicy <p>Below is the email address should be used for accessing the system(s). Please retain this information for your records.</p> <p>Email Address: qqqajufo@jollyfree.com</p> <p>Click the following link to log in, then follow the instructions to complete your registration. If the link does not automatically redirect you, copy and paste the entire link into your browser window.</p> <p>Registration link: https://cpic-devb2c-b2clogin.com/cpic-devb2c-onmicrosoft.com/oaauth2/v2.0/authorize?g=B2C_1A_PASSWORDRESET&client_id=3e961c-at37-4492-8058-a49b465c3d4&nonce=defaultNonce&redirect_uri=https://www.citizensfla.com&scope=openid&response_type=id_token&prompt=login</p> <hr/> <p>Do not reply to this email. If you have a question about this email, contact Customer Care Center at 866.411.2742 or use our Contact Us form.</p> <p><small>This email is not spam. You received this email because you are a Citizens policyholder, and we want to convey important information about your policy. Citizens uses your personal information only as authorized or required by law and as necessary to provide our products and services to you. Citizens does not use or share your personal information for marketing purposes. For more details, please see the Privacy Policy on the Citizens website.</small></p> <p style="text-align: center;"> Citizens Property Insurance Corporation</p> </div>

Accessing myPolicy (First Time Login), Continued




Access myPolicy
(First Time
Login),
continued

Step	Action
3	<p>Click the Send verification code button.</p>  <p><i>Result:</i> The <i>Account Email Verification Code</i> email is sent to the policyholder.</p> 
4	<p>Locate the 6-digit verification code from the <i>Account Email Verification</i> email and enter it into the Verification code field.</p> 

Continued on next page

Accessing myPolicy (First Time Login), Continued

Access myPolicy
(First Time
Login),
continued

Step	Action
5	<p>Click the Verify code button.</p>  <p><i>Results:</i> A confirmation message displays.</p> 
6	<p>Click the Continue button.</p> 

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Accessing myPolicy (First Time Login), Continued

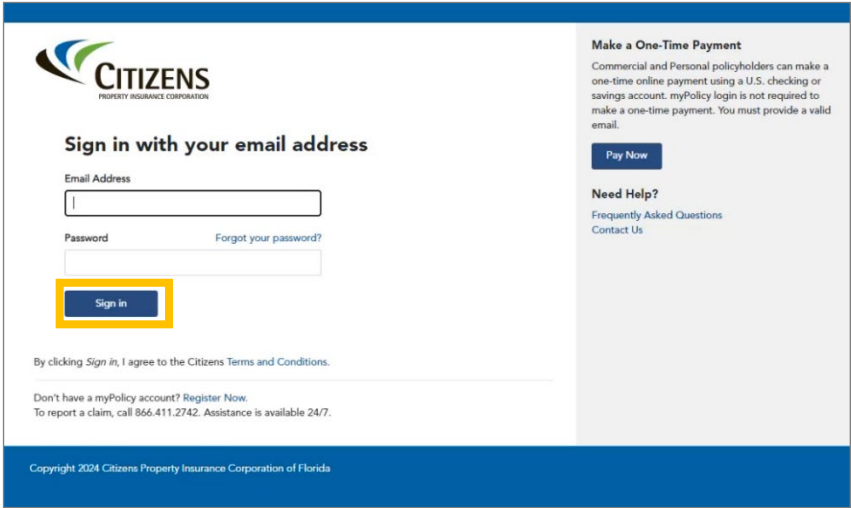
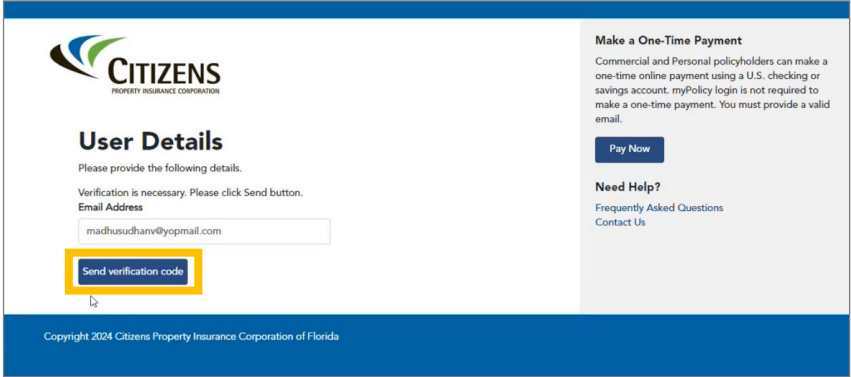
Access myPolicy
(First Time
Login),
continued

Step	Action
7	<p>Enter a new password in the New Password field.</p> <div data-bbox="553 436 937 541" style="border: 2px solid yellow; padding: 5px;"> <ul style="list-style-type: none"> • New Password <input style="width: 100%; height: 20px;" type="text"/> </div> <p><i>Note:</i> Be sure to follow the Password Guidelines displayed on screen.</p> <ul style="list-style-type: none"> • Fourteen characters or longer • At least one uppercase letter (A-Z) • At least one lowercase letter (a-z) • At least one numeric (0-9) or special character (such as ' ~ ! @ # \$ % ^ & * () _ + - = { } \ ; ; ' < > ? , , / and space) <div data-bbox="553 884 1398 1339" style="border: 1px solid #0056b3; padding: 10px; margin-top: 10px;"> </div>
8	<p>Re-enter the new password in the Confirm New Password field.</p> <div data-bbox="553 1415 937 1520" style="border: 2px solid yellow; padding: 5px;"> <ul style="list-style-type: none"> • Confirm New Password <input style="width: 100%; height: 20px;" type="text"/> </div>
9	<p>Click the Continue button.</p> <div data-bbox="553 1591 662 1654" style="border: 2px solid yellow; padding: 5px; margin-bottom: 10px;"> <input style="width: 100%; height: 20px;" type="button" value="Continue"/> </div> <p><i>Result:</i> The new password is saved and the user is returned to the login screen.</p>

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Accessing myPolicy (First Time Login), Continued

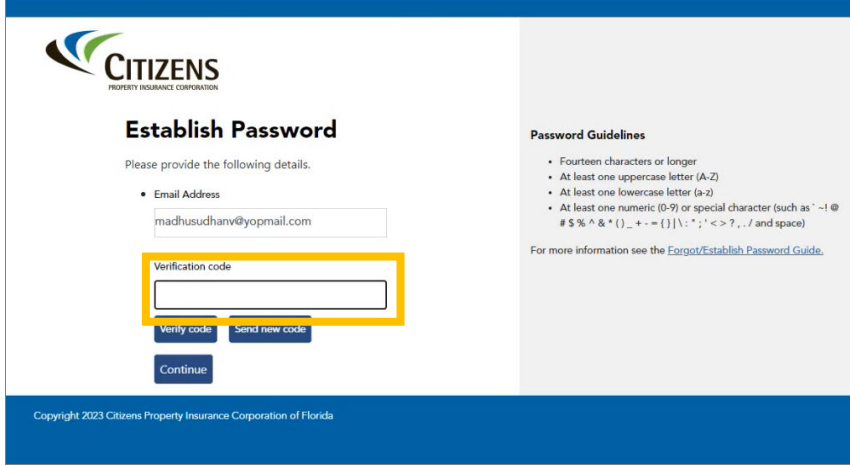
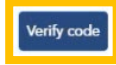

Access myPolicy
(First Time
Login),
continued

Step	Action
10	<p>Enter the registered email address and updated password, then click the Sign In button.</p> 
11	<p>Click the Send verification code button.</p>  <p><i>Result: An Account Email Verification Code is sent to the policyholder.</i></p>

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Accessing myPolicy (First Time Login), Continued

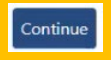
Access myPolicy
(First Time
Login),
continued

Step	Action
12	<p>Locate the 6-digit verification code from the <i>Account Email Verification</i> email and enter it into the Verification code field.</p> 
13	<p>Click the Verify code button.</p>  <p><i>Results:</i> A confirmation message displays.</p> 

Continued on next page

Accessing myPolicy (First Time Login), Continued

Access myPolicy
(First Time
Login),
continued

Step	Action
14	<p data-bbox="548 390 894 422">Click the Continue button.</p>  <p data-bbox="548 527 1084 558">Result: The <i>myPolicy Dashboard</i> displays.</p>

End of procedure