

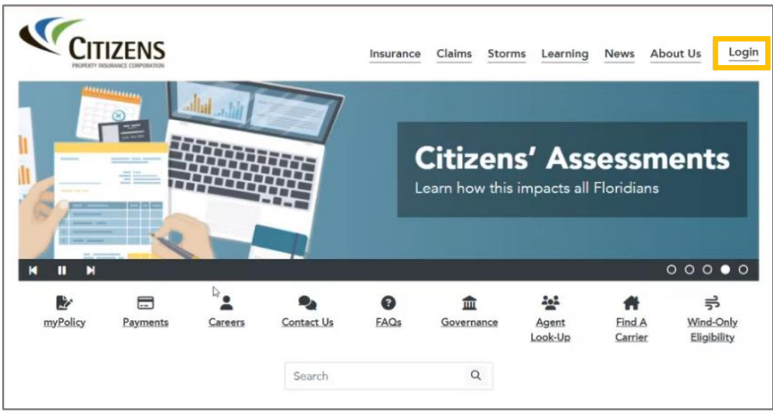
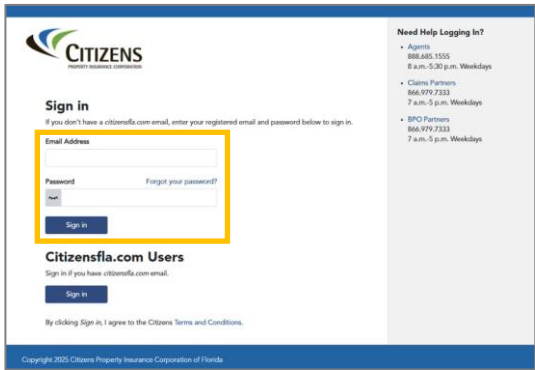
MFA through External Website for Agents

Overview

Logging into a secure Citizens platform (e.g. – myAgency, PolicyCenter, Clearinghouse by EZLynx, etc.) requires the user to complete the multifactor authentication steps as part of the login process. This job aid provides the steps agents will need to follow to complete multifactor authentication for a Citizens’ secure platform login.

Complete MFA through the External Website for an Agent

Follow the steps below to complete multifactor authentication for agents accessing secure platforms through the Citizens external website:

Step	Action
1	Go to www.citizensfla.com and click Login. 
2	Enter your registered <i>Email Address</i> and <i>Password</i> in their respective fields and click the Sign In button.  <i>Note:</i> Click the gray “eyelash” button on the left side of the Password field to view the password as you are entering it. <i>Result:</i> The Send Verification Code page displays.

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MFA through External Website for Agents, Continued

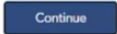
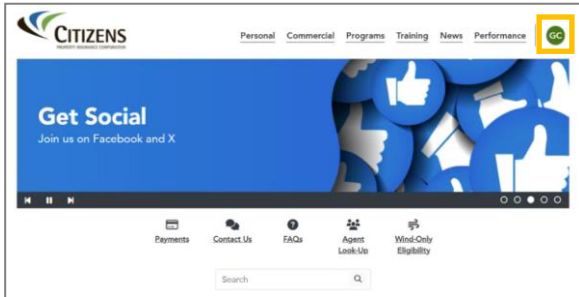
Complete MFA
through the
External
Website for an
Agent,
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Step	Action
3	Click the Send verification code button.  <i>Result: A verification code is emailed to your registered email address and the Enter Verification Code page displays.</i>
4	Enter the <i>verification code</i> you received in email into the Verification code field. 

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MFA through External Website for Agents, Continued

Complete MFA through the External Website for an Agent, Continued

Step	Action
5	Click the Verify code button.  <i>Result:</i> A screen displays confirming that your email address has been verified. 
6	Click the Continue button.  <i>Result:</i> The Citizens Agent homepage displays and the Login link now displays your initials in a green oval. 

End of procedure