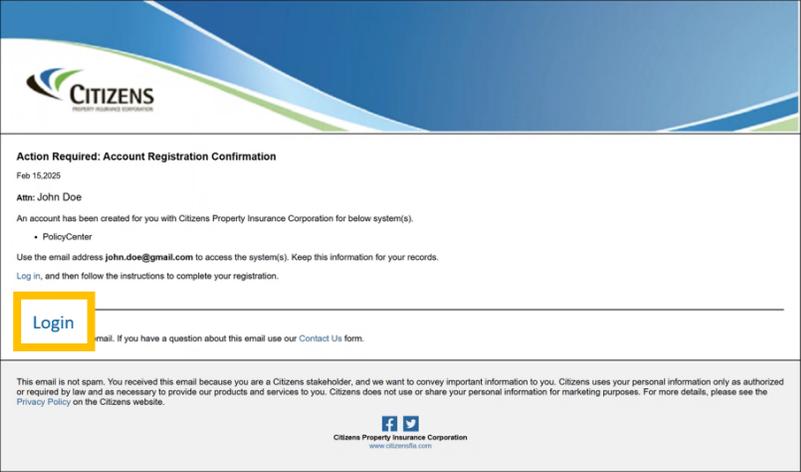# Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email)

Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email)

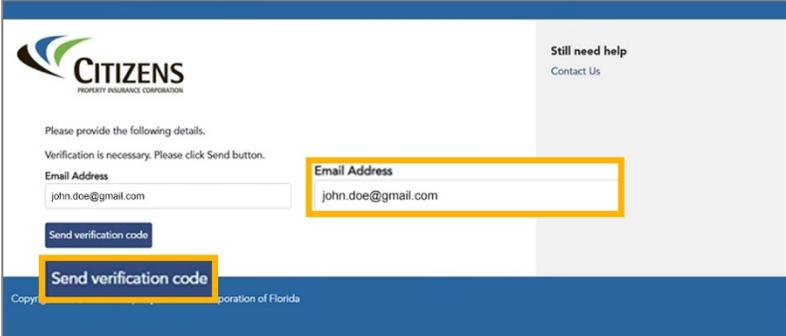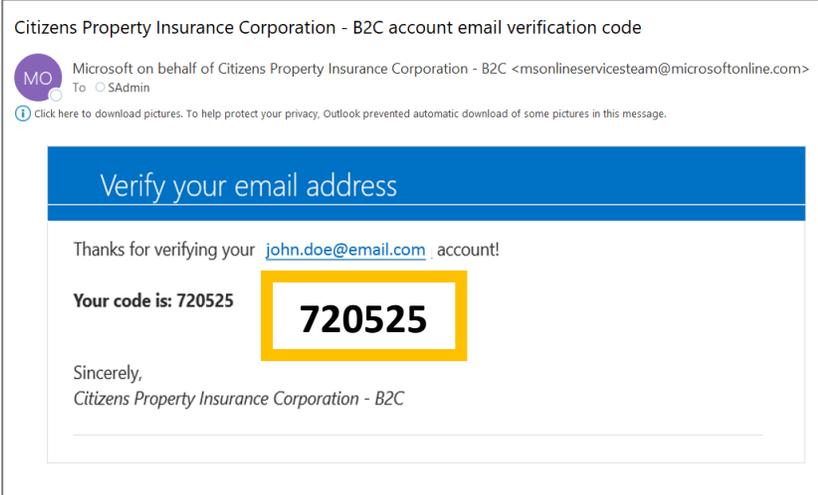**First-Time Setup** Follow the steps below to set up your initial access to log into Citizens' applications:

Step	Action
1	You will receive an *Account Registration Confirmation* email from cpic_security_message@citizensfla.com. Click the **Login** link at the bottom of the email. *Note:* If you did not receive this email from Citizens, navigate to the login screen* for the Citizens application you want to access and follow the prompts for "**Forgot your password?**" * For a complete list of systems, log in to the Citizens website and access the **Systems** pulldown.

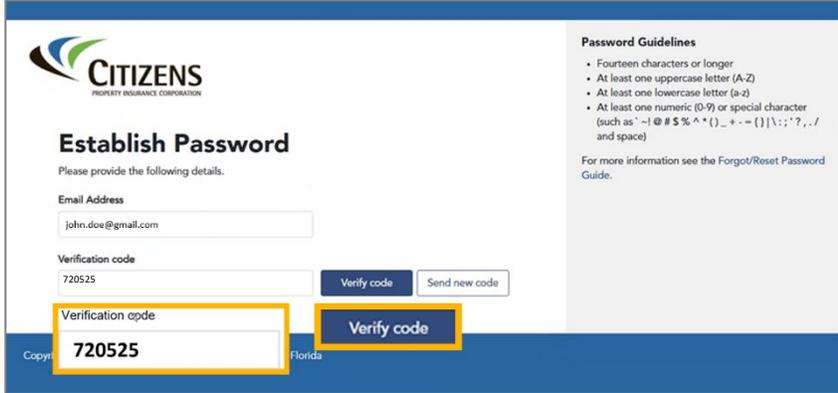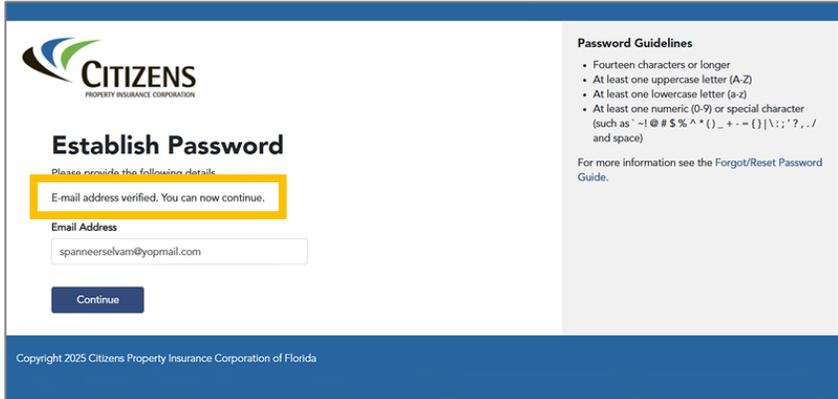## Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email), Continued

First-Time Setup, continued

Step	Action
2	Enter the email address you used to register with Citizens, then click the **Send Verification Code** button. *Result:* You will receive an email from (*Microsoft*) msonlineservicesteam@microsoftonline.com with a verification code. Check your Spam or Junk folder if it does not show in your Inbox. *Note:* Be sure to add this domain (*microsoftonline.com*) to your *Safe Sender* list to ensure all future emails from this address are received.

Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email), Continued

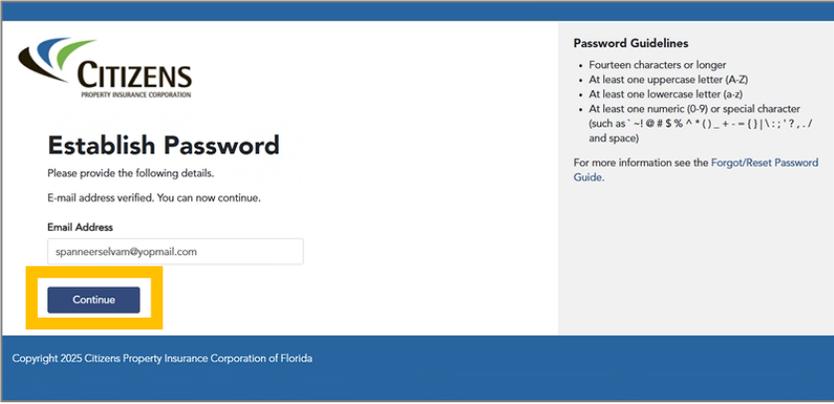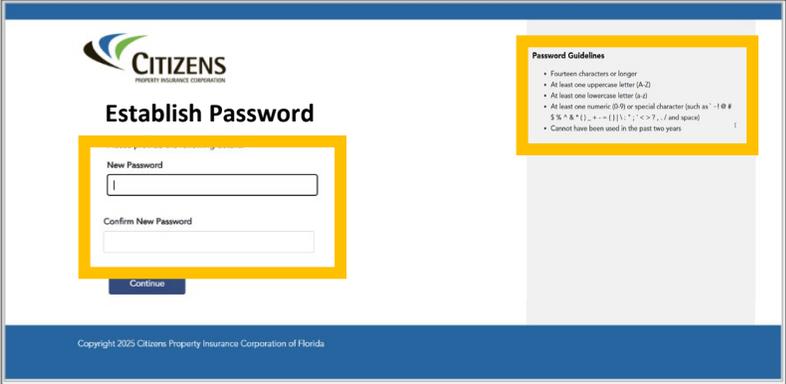| Step	Action
First-Time Setup, continued (left label)	

Step	Action
3	Enter the **Verification Code** you received in email into the *Verification Code* field and click the **Verify Code** button. *Important:* Please enter your **Verification Code** promptly upon receipt. Verification Code will expire in *2 minutes*. If for any reason, you are logged out during this process, click the **Send new code** button to receive a new verification code in email. *Result:* A confirmation screen displays that your email address has been verified.

Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email), Continued

Step	Action
4	Click **Continue**.
5	Enter your new password in the **New Password** field, then re-enter the same new password in the **Confirm New Password** field. *Note:* Be sure to follow the **Password Guidelines** displayed on the right side of the screen.

Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email), Continued

First-Time Setup, continued
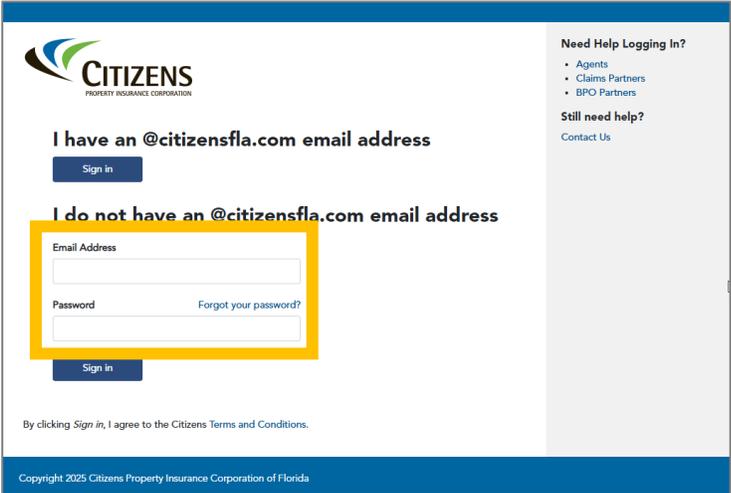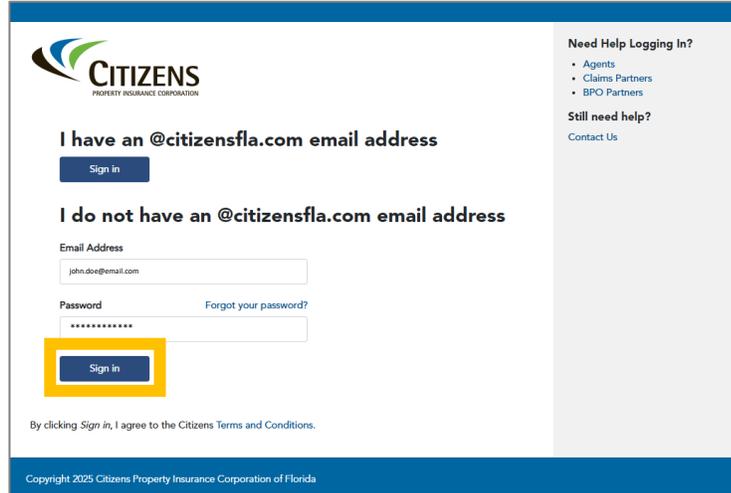
Step	Action
6	Click the **Continue** button. *Result:* The default landing page for your selected application.
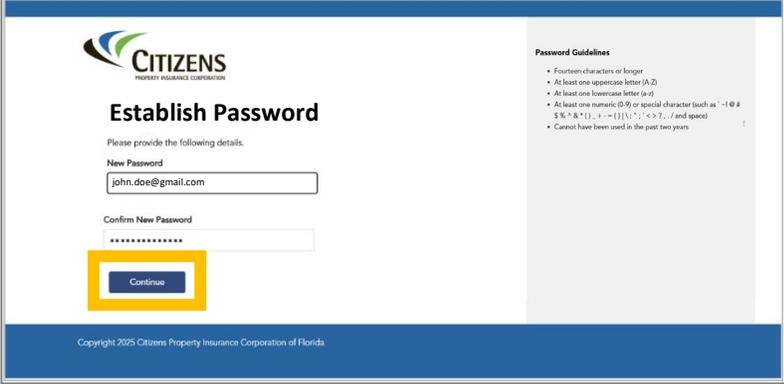
End of procedure

Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email), Continued
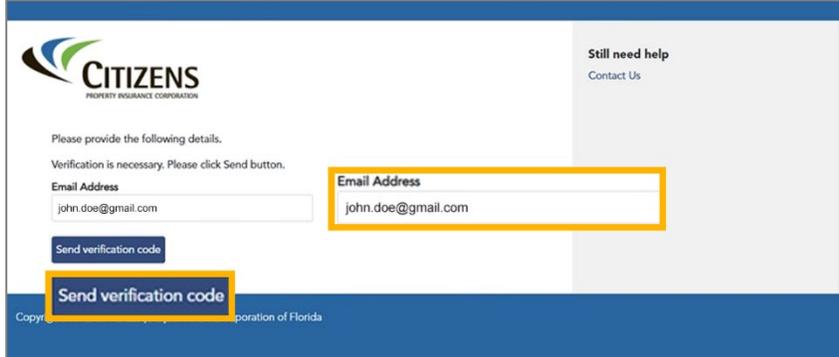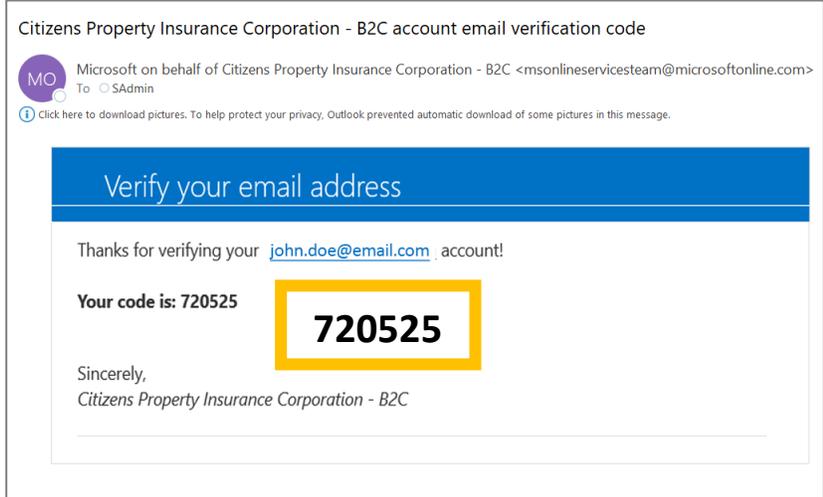
Standard Login Procedure

Once you have established your new password, follow the steps below to log into your Citizens platform for normal everyday use:

Step	Action
1	From the application login page, enter the **email address** you used to register with Citizens in the *Email Address* field and your **password** in the *Password* field.
2	Click the **Sign In** button. *Result:* The multifactor authentication screen displays.

Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email), Continued

	Step	Action
Standard Login Procedure, continued	3	Enter the **email address** you used to register with Citizens in the *Email Address* field and click the **Send Verification Code** button.

Result: You will receive an email from (*Microsoft*) msonlineservicesteam@microsoftonline.com with a verification code. Check your Spam or Junk folder if it does not show in your Inbox.

Note: Be sure to add this domain (*microsoftonline.com*) to your *Safe Sender* list to ensure all future emails from this address are received.

Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email), Continued

Standard Login Procedure, continued

Step	Action
4	Enter the **Verification Code** you received in email into the *Verification Code* field and click the **Verify Code** button. *Important:* Please enter your **Verification Code** promptly upon receipt. Verification Code will expire in *2 minutes*. If for any reason, you are logged out during this process, Click the **Send new code** button. *Result:* A confirmation screen displays that your email address has been verified.
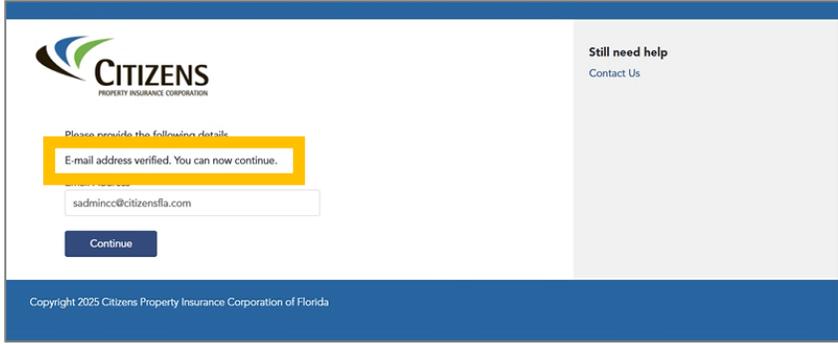
Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email), Continued

Standard Login Procedure, continued

Step	Action
5	Click the **Continue** button. *Result:* The default landing page for the selected application is displayed.
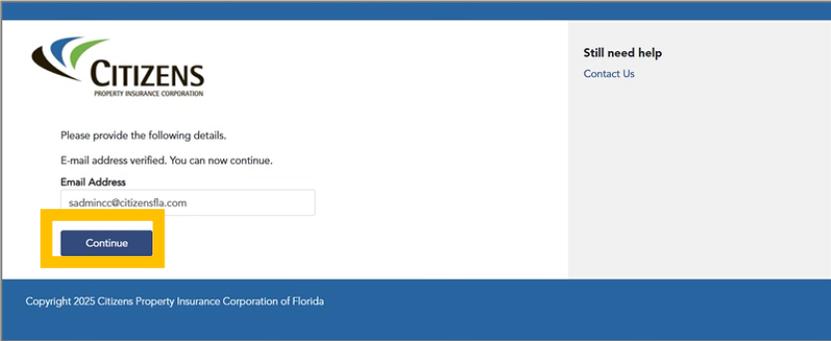
End of procedure

Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email), Continued

Troubleshooting Tips

Listed below are some of the common issues that occur during the Establish/Forgot Password process.

Issue	Actions to Take
Did not receive Account Registration Confirmation email…	1. **Check your Spam or Junk folder**. If you did not receive it and it's not in Spam/Junk, contact your IT Security Team. 2. If you are unable to locate the email, you can set up your account by **accessing the login screen** for the application you're accessing and follow the prompts for *"Forgot your Password?"*
Helpful Tips	1. Be sure to **delete/remove any previous bookmarks** you saved and use the direct URL for the application you're accessing. 2. **Clear your browsing history and cache** prior to establishing or resetting your password. 3. You must use the **email address created for your Citizens account access** (not your previously established username).
Important Information about Credentials	Sharing credentials is strictly prohibited. Each individual must obtain their own unique credentials to access Citizens platforms and systems.

End of procedure