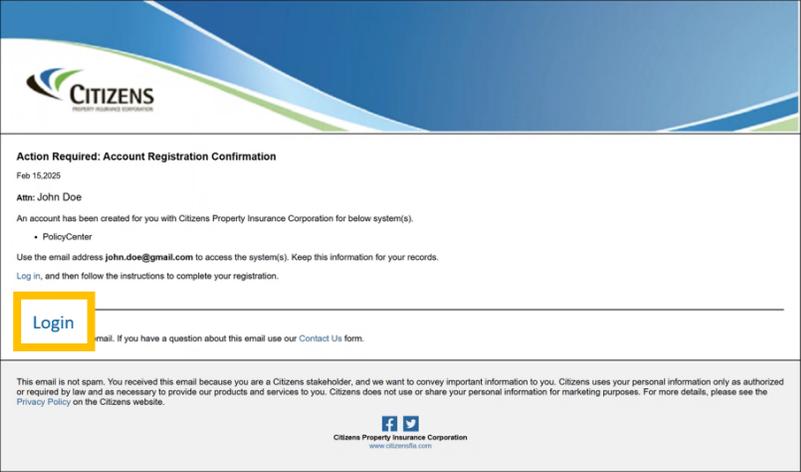


Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email)

Claims Partners Logging into Citizens (WITHOUT @citizensfla.com email)	2
First-Time Setup	2
Standard Login Procedure	7
Troubleshooting Tips	11

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

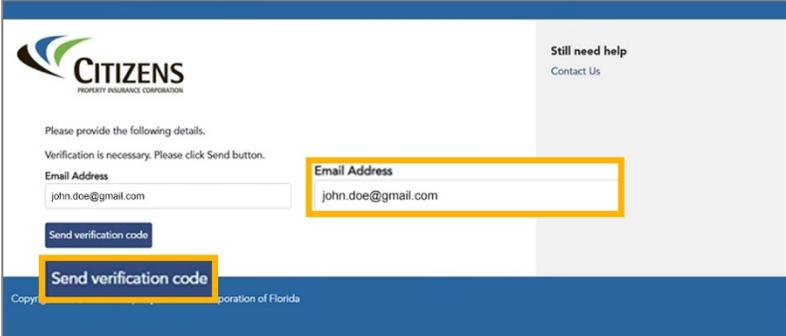
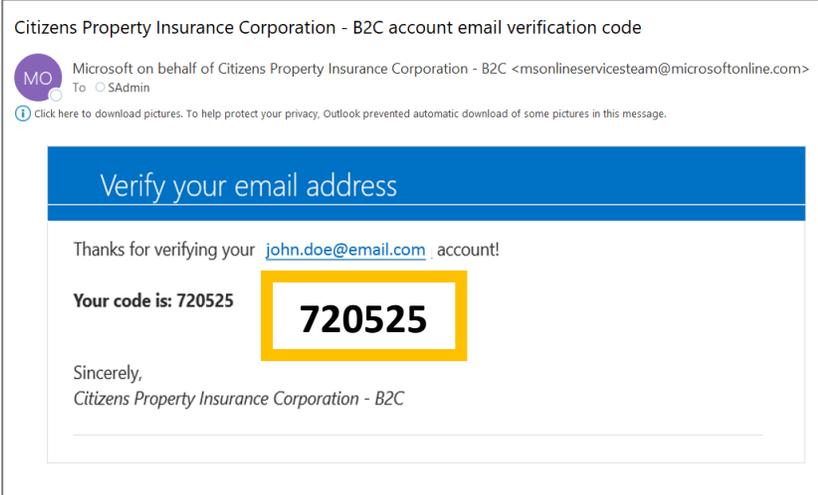
First-Time Setup Follow the steps below to set up your initial access to log into Citizens' applications:

Step	Action
1	<p>You will receive an <i>Account Registration Confirmation</i> email from cpic_security_message@citizensfla.com. Click the Login link at the bottom of the email.</p>  <p><i>Note:</i> 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?”</p> <p>* For a complete list of systems, log in to the Citizens website and access the Systems pulldown.</p>

Continued on next page

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

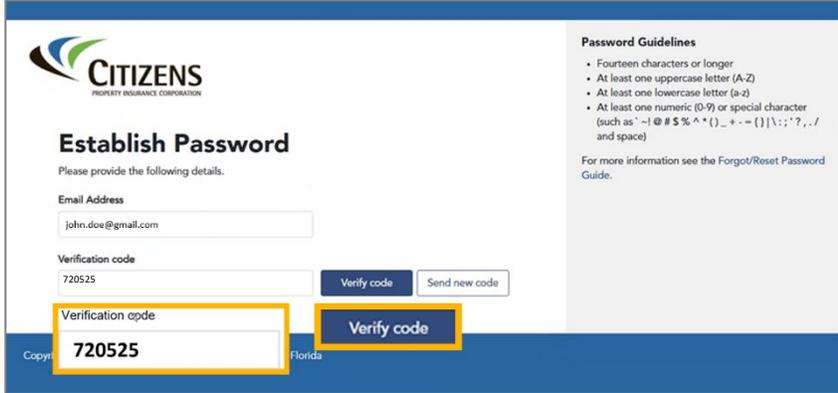
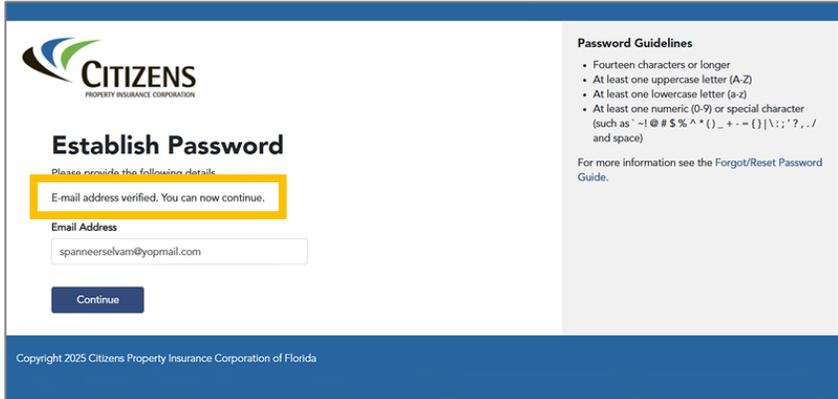
First-Time Setup, continued

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

Continued on next page

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

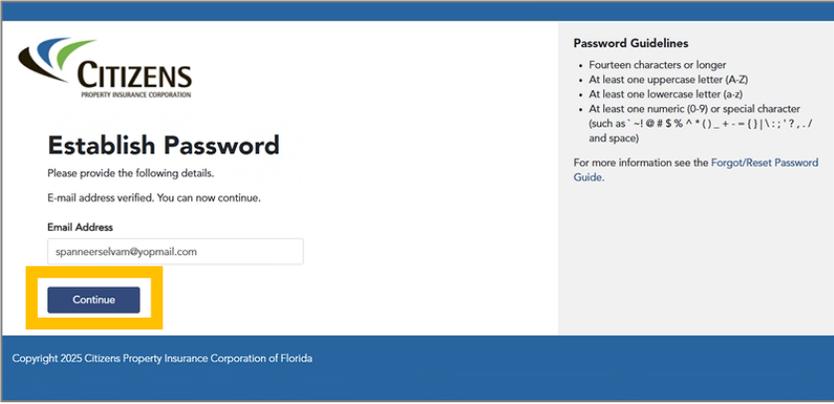
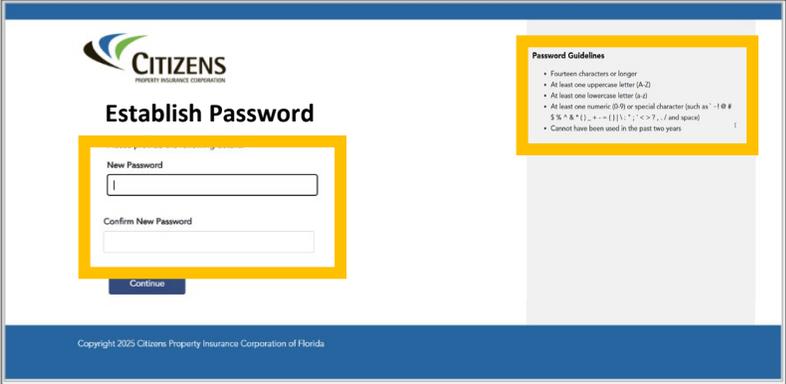
First-Time Setup, continued

Step	Action
3	<p data-bbox="574 409 1325 478">Enter the Verification Code you received in email into the <i>Verification Code</i> field and click the Verify Code button.</p> <div data-bbox="574 499 1412 892">  <p>The screenshot shows the 'Establish Password' page with the following elements: <ul style="list-style-type: none"> CITIZENS PROPERTY INSURANCE CORPORATION logo Section: Establish Password Text: Please provide the following details. Email Address field: john.doe@gmail.com Verification code field: 720525 Buttons: Verify code, Send new code Verification code label: Verification code Verification code text: 720525 Verify code button Copyright notice: Copyright 2025 Citizens Property Insurance Corporation of Florida Password Guidelines: <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) </p> </div> <p data-bbox="574 913 1386 1060">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.</p> <p data-bbox="574 1081 1386 1150">Result: A confirmation screen displays that your email address has been verified.</p> <div data-bbox="574 1176 1412 1575">  <p>The screenshot shows the 'Establish Password' page with the following elements: <ul style="list-style-type: none"> CITIZENS PROPERTY INSURANCE CORPORATION logo Section: Establish Password Text: Please provide the following details. Confirmation message: E-mail address verified. You can now continue. Email Address field: spanneerselvam@yopmail.com Continue button Copyright notice: Copyright 2025 Citizens Property Insurance Corporation of Florida Password Guidelines: <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) </p> </div>

Continued on next page

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

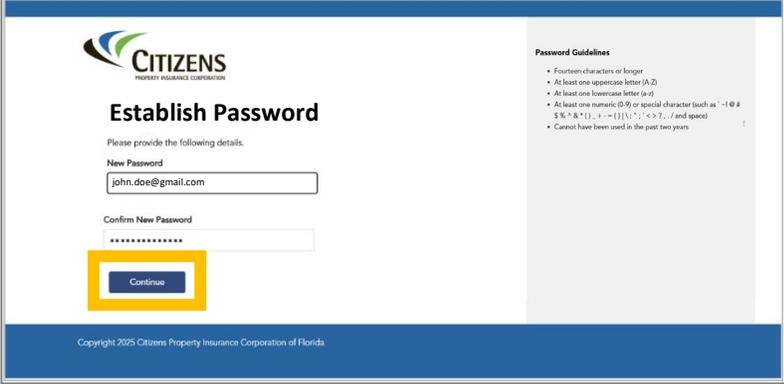
First-Time Setup, continued

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

Continued on next page

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

First-Time Setup, continued

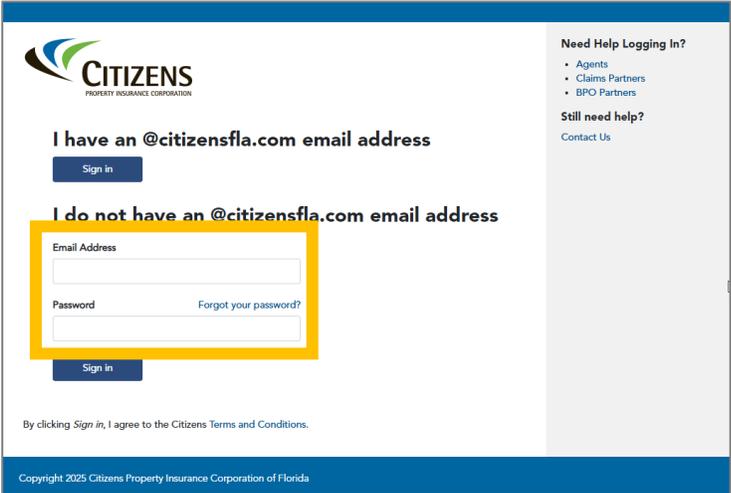
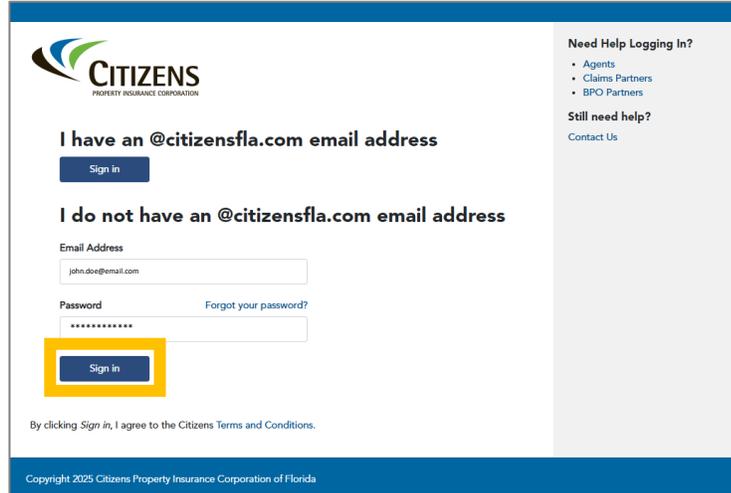
Step	Action
6	<p>Click the Continue button.</p>  <p><i>Result:</i> The default landing page for your selected application.</p>

End of procedure

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

Standard Login Procedure

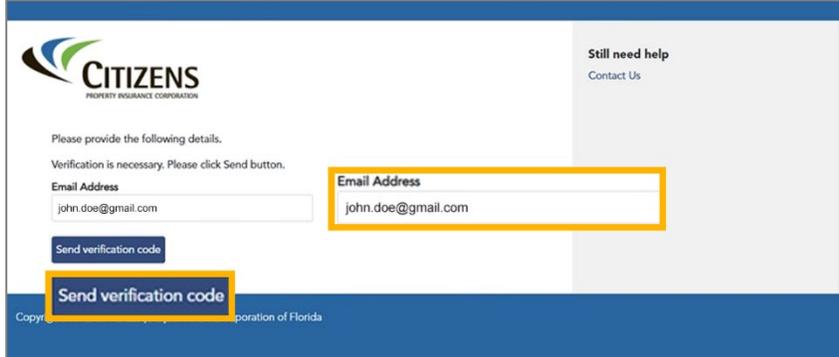
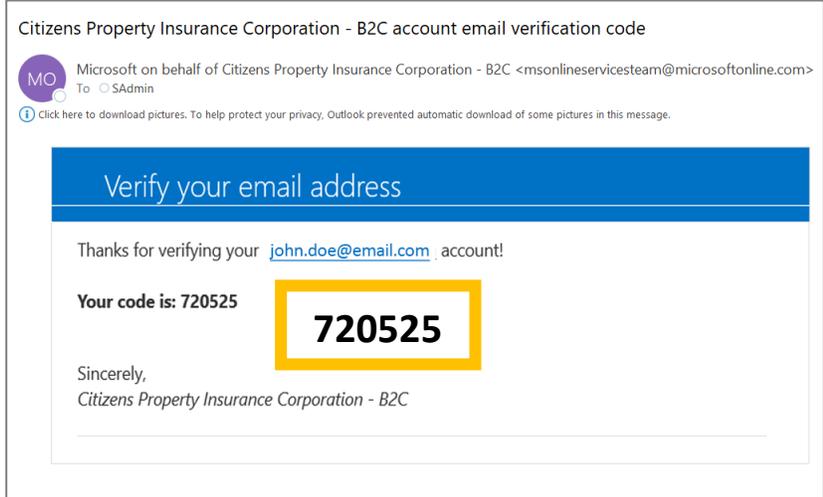
Once you have established your new password, follow the steps below to log into your Citizens platform for normal everyday use:

Step	Action
1	<p>From the application login page, enter the email address you used to register with Citizens in the <i>Email Address</i> field and your password in the <i>Password</i> field.</p>  <p>The screenshot shows the Citizens login page with the following elements: <ul style="list-style-type: none"> CITIZENS PROPERTY INSURANCE CORPORATION logo Two login options: "I have an @citizensfla.com email address" and "I do not have an @citizensfla.com email address". Under the second option, there are input fields for "Email Address" and "Password". The "Email Address" field contains "john.doe@email.com". A "Forgot your password?" link is next to the password field. A "Sign In" button is highlighted with a yellow box below the password field. Footer text: "By clicking Sign in, I agree to the Citizens Terms and Conditions." and "Copyright 2025 Citizens Property Insurance Corporation of Florida". Right sidebar: "Need Help Logging In?" with links for Agents, Claims Partners, and BPO Partners; "Still need help?" with a "Contact Us" link. </p>
2	<p>Click the Sign In button.</p>  <p>The screenshot is identical to the previous one, but the "Sign In" button is now highlighted with a yellow box, indicating it has been clicked.</p> <p>Result: The multifactor authentication screen displays.</p>

Continued on next page

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

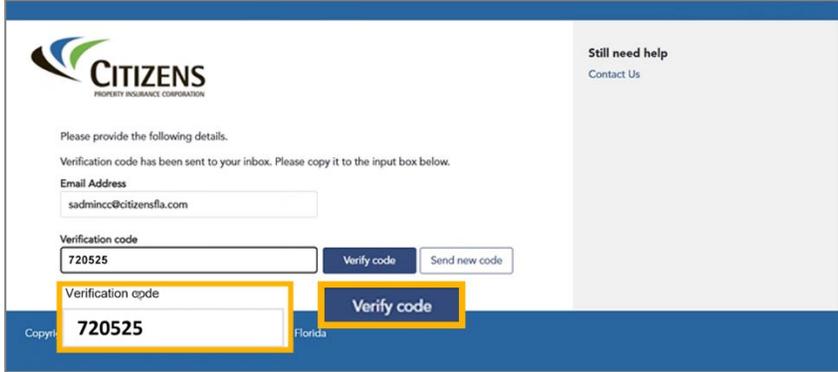
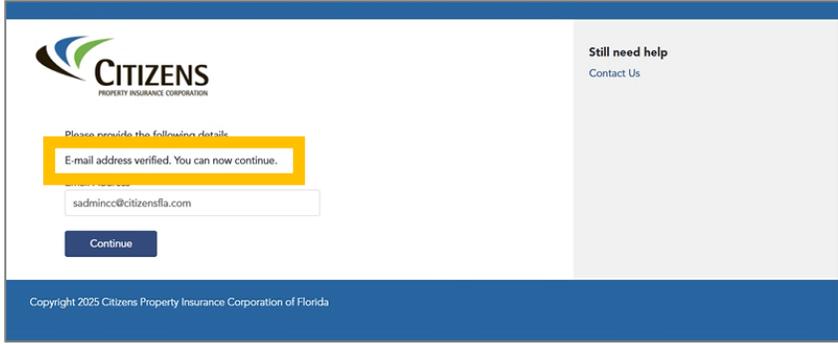
Standard Login Procedure, continued

Step	Action
3	<p data-bbox="573 409 1408 478">Enter the email address you used to register with Citizens in the <i>Email Address</i> field and click the Send Verification Code button.</p> <div data-bbox="573 499 1412 856">  </div> <p data-bbox="573 884 1408 1031">Result: You will receive an email from (<i>Microsoft</i>) msonlineservicesteam@microsoftonline.com with a verification code. Check your Spam or Junk folder if it does not show in your Inbox.</p> <div data-bbox="573 1052 1396 1549">  </div> <p data-bbox="573 1577 1408 1682">Note: Be sure to add this domain (<i>microsoftonline.com</i>) to your <i>Safe Sender</i> list to ensure all future emails from this address are received.</p>

Continued on next page

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

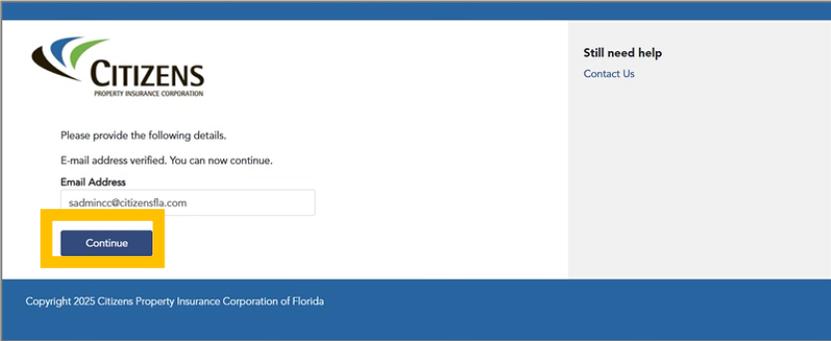
Standard Login Procedure, continued

Step	Action
4	<p data-bbox="574 411 1325 478">Enter the Verification Code you received in email into the Verification Code field and click the Verify Code button.</p>  <p data-bbox="574 894 1386 1041">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.</p> <p data-bbox="574 1064 1386 1134">Result: A confirmation screen displays that your email address has been verified.</p> 

Continued on next page

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

Standard Login Procedure, continued

Step	Action
5	<p>Click the Continue button.</p>  <p><i>Result:</i> The default landing page for the selected application is displayed.</p>

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...	<ol style="list-style-type: none"> <li data-bbox="740 510 1396 617">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. <li data-bbox="740 638 1396 831">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 <i>"Forgot your Password?"</i>
Helpful Tips	<ol style="list-style-type: none"> <li data-bbox="740 852 1396 959">1. Be sure to delete/remove any previous bookmarks you saved and use the direct URL for the application you're accessing. <li data-bbox="740 980 1396 1056">2. Clear your browsing history and cache prior to establishing or resetting your password. <li data-bbox="740 1077 1396 1184">3. You must use the email address created for your Citizens account access (not your previously established username).
Important Information about Credentials	<p data-bbox="740 1213 1263 1241">Sharing credentials is strictly prohibited.</p> <p data-bbox="740 1268 1333 1375">Each individual must obtain their own unique credentials to access Citizens platforms and systems.</p>

End of procedure