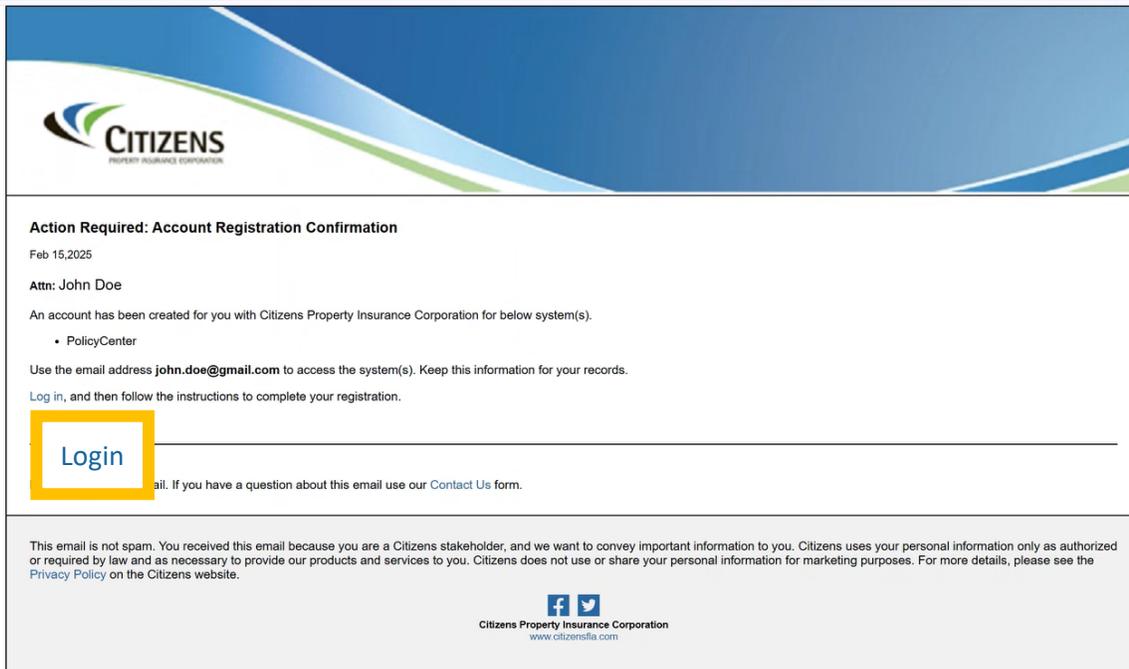


Impacted Citizens' systems currently include myAgency and PolicyCenter

Establishing a Password for PolicyCenter

First-time Setup

- 1** To begin, you will receive an *Account Registration Confirmation* email from cpic_security_message@citizensfla.com, which will provide instructions to activate your new system-user account to access PolicyCenter and/or myAgency.



Click the **Login** link to establish a new password.

There are two methods that can be used to establish your new user credentials in PolicyCenter:

1. Via email during **First-time Setup**
2. From the [Forgot Password](#) link on the Login page anytime you need to reset your password.

- **If you do not receive the Account Registration Confirmation email:**
 - Check your spam or junk folder. If you did not receive it, contact your agency's IT Security team. cpic_security_message@citizensfla.com may be blocked by your agency's IT security settings.
 - If you are unable to locate the email, you can still set up your account by following the steps beginning on [page 4](#).

- **Agency principals and their designees** will not need to reestablish their password. To login to PolicyCenter, they will use the same credentials they established for myAgency.

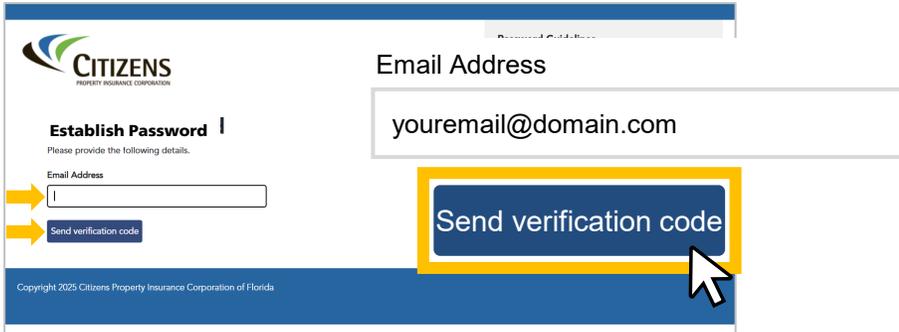
- **Credential Sharing:**
 - **Sharing credentials is prohibited.**
 - Each individual must obtain their own unique credential to access PolicyCenter.
 - Appointed Agency Principals and their designees can submit requests to provide credentials for their agency's staff via myAgency. The [myAgency User Guide](#) includes step by step directions on how to add staff.

Impacted Citizens' systems currently include myAgency and PolicyCenter

Establishing a Password for PolicyCenter, *continued*

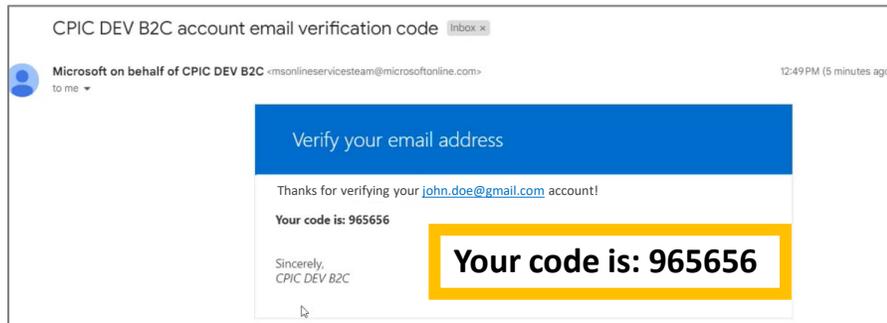
First-time Setup

2 Enter the email address you used for your agent appointment as reflected in myAgency, then click **Send Verification Code**.



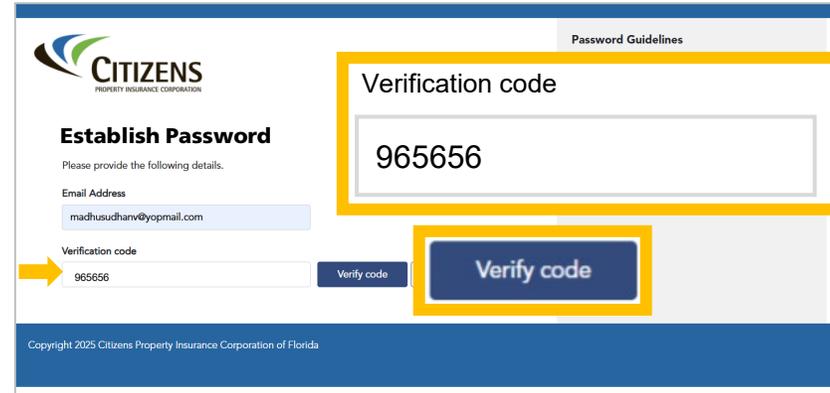
You will receive an email from **Microsoft** with a verification code.* Check your Spam or Junk folder if it does not show in your Inbox.

! IMPORTANT: Add this domain to your **SAFE SENDER** list to ensure all future emails from this address are received.



Note: Email will come from msonlineservicesteam@microsoftonline.com.

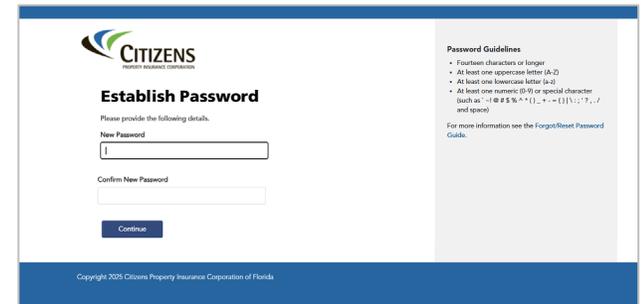
3 Enter the **Verification Code** you received in email and click **Verify Code**.



! IMPORTANT: Verification Code will expire in 2 minutes. If your code expires before you can complete the remaining steps, return to Step 2.

4 Enter your **New Password**, confirm your **New Password**, then click **Continue**.

Result:
A confirmation screen displays that your email address has been verified.

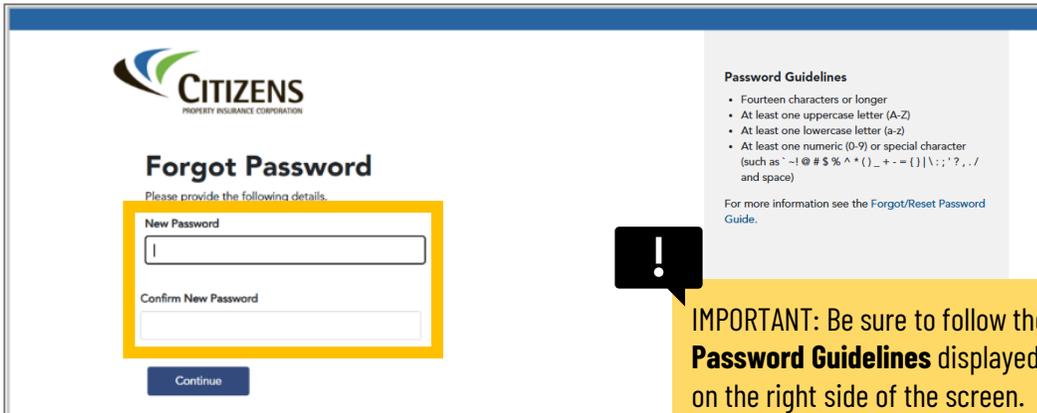


Impacted Citizens' systems currently include myAgency and PolicyCenter

Establishing a Password for PolicyCenter, *continued*

First-time Setup

5 Enter your new password in the **New Password** field, then re-enter the same new password in the **Confirm New Password** field.



6 Select **Continue** to complete your first-time setup.



Result: The default landing page for the selected application is displayed.



Important!

If you are an existing credentialed Agency Principal, Agent, LCR or other previously credentialed staff, failure to complete the following after your password reset will result in an error and the inability to access PolicyCenter and other affected Citizens' systems.

1. If you have a bookmark saved for PolicyCenter, you **must** delete that URL.
2. Clear all browsing history.
3. Delete saved PolicyCenter passwords.
4. You **must** enter your email address as reflected in myAgency (**not** your old username).
5. Use the *My Systems* menu on the Citizens website following the steps on [Page 4](#).

Impacted Citizens' systems currently include myAgency and PolicyCenter

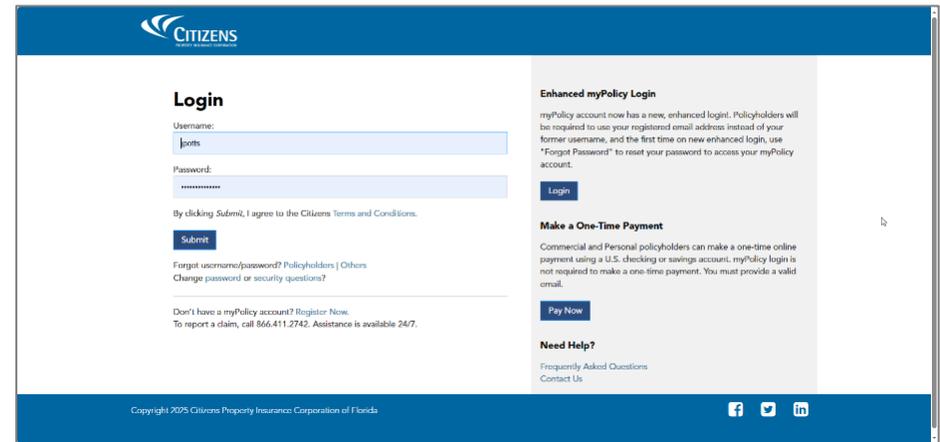
Accessing Citizens' Systems

Once you have set your password, access all Citizens' systems from the **Systems** menu on the *Agent Portal*.

- 1 Navigate to the **Citizens public website** at <https://www.citizensfla.com> and click **Login**.



- 2 Enter your login credentials and click the **Submit** button.



Result: You are returned to the Citizens public homepage, and the Login link now displays your initials.

- 3 Click the **blue initials icon**.



Result: The blue menu slides down from the top of the window.

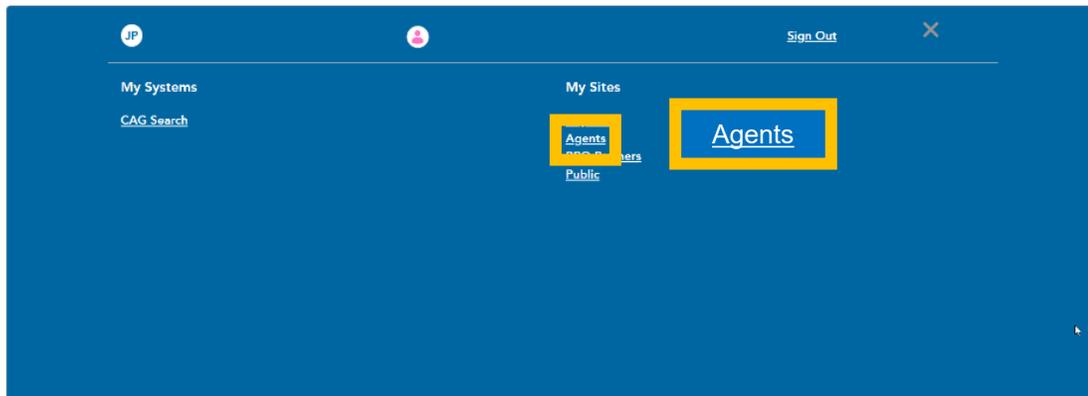
! IMPORTANT: The credentials used to access the Citizens' Agent Portal are different from the credentials used to access PolicyCenter and myAgency.

Impacted Citizens' systems currently include myAgency and PolicyCenter

Accessing Citizens' Systems

Once you have set your password, access all Citizens' systems from the **Systems** menu on the *Agent Portal*.

4 From the *My Sites* menu, click the **Agents** link.



Result: The Agent homepage is displayed and the blue initials icon changes to green.

5 From the Agent homepage, click the **green initials** icon.



Result: The green menu slides down from the top of the window.

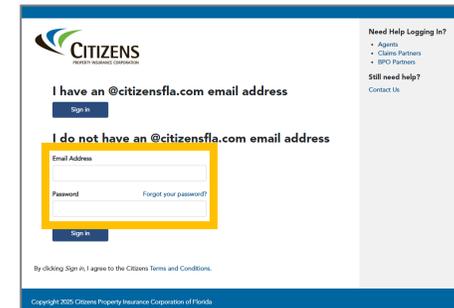
6 From the green Agent menu, locate the application you want to access from the *My Systems* menu, then click its link.



Result: The login screen for the selected application will display.

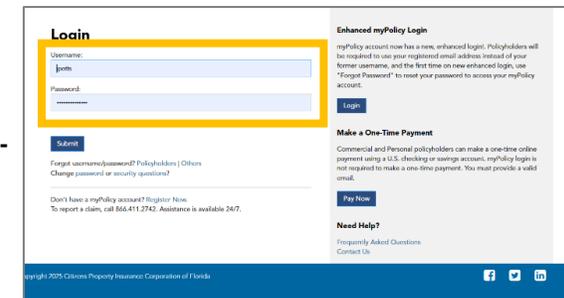


IMPORTANT: The login screen and credentials used to access Citizens' systems may vary. Some systems will require you to use your email address, others may require your Citizens-issued user ID.



Enter your **email address**, if prompted.

- OR -



Enter your **Citizens-issued ID**, if prompted.

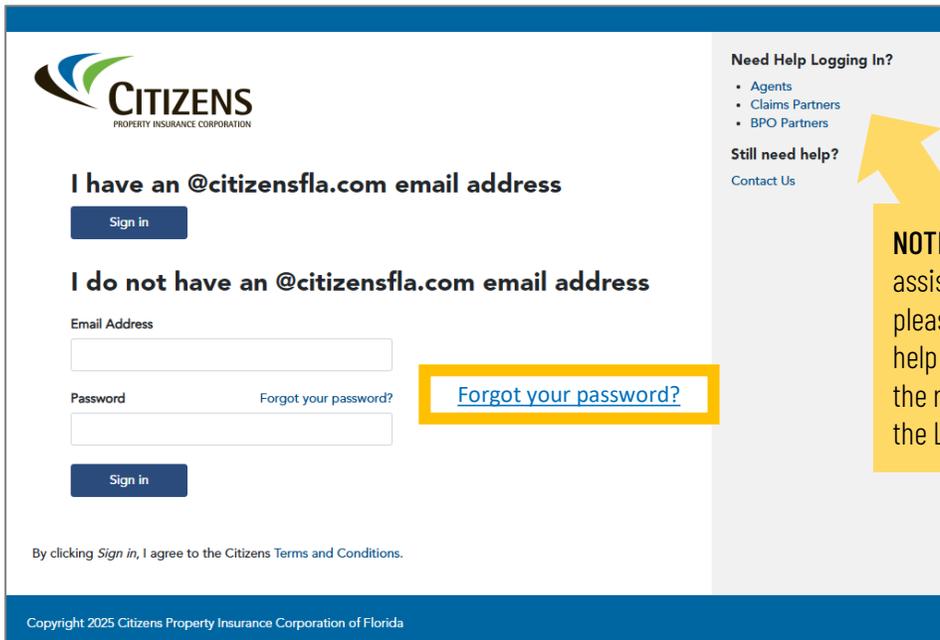
If setting up your access for the first time, continue to [Page 6](#).

Impacted Citizens' systems currently include myAgency and PolicyCenter

Forgot Password for PolicyCenter

To reset your password or to set up your password for the first time:

- 1 To reset or create a new password, enter your email address and select **Forgot Your Password?**



The screenshot shows the Citizens login page. It has two main sections: 'I have an @citizensfla.com email address' and 'I do not have an @citizensfla.com email address'. The second section contains an 'Email Address' field, a 'Password' field, and a 'Forgot your password?' link highlighted in a yellow box. In the right margin, there is a 'Need Help Logging In?' section with links for 'Agents', 'Claims Partners', 'BPO Partners', and 'Contact Us'. A yellow callout box with an exclamation mark icon points to this section, containing the text: 'NOTE: For additional assistance logging in, please refer to the help links located in the right margin of the Login page.'



Important!

If you are an existing credentialed Agency Principal, Agent, LCR or other previously credentialed staff, failure to complete the following after your password reset will result in an error and the inability to access PolicyCenter and other affected Citizens' systems.

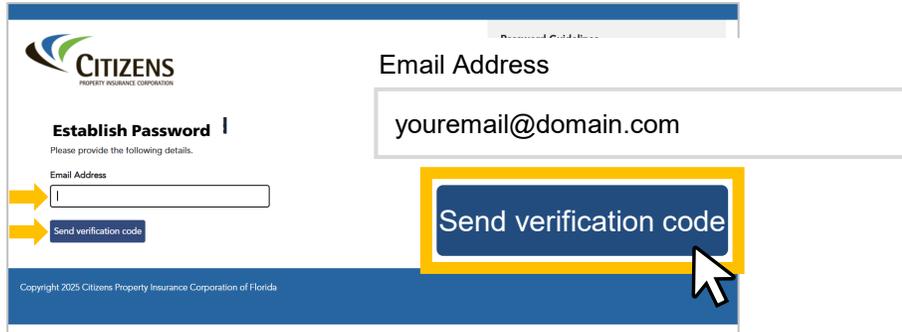
1. If you have a bookmark saved for PolicyCenter, you **must** delete that URL.
2. Clear all browsing history.
3. Delete saved PolicyCenter passwords.
4. You **must** enter your email address as reflected in myAgency (**not** your old username).
5. Use the *My Systems* menu on the Citizens website following the steps on [Page 4](#).

Impacted Citizens' systems currently include myAgency and PolicyCenter

Forgot Password for PolicyCenter

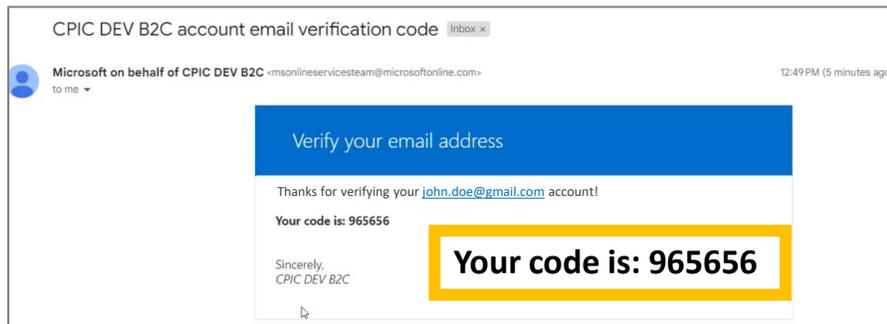
To reset your password:

- Enter the email address you used for your agent appointment as reflected in myAgency, then click **Send Verification Code**.



You will receive an email from **Microsoft** with a verification code.* Check your Spam or Junk folder if it does not show in your Inbox.

! * IMPORTANT: Add this domain to your **SAFE SENDER** list to ensure all future emails from this address are received.

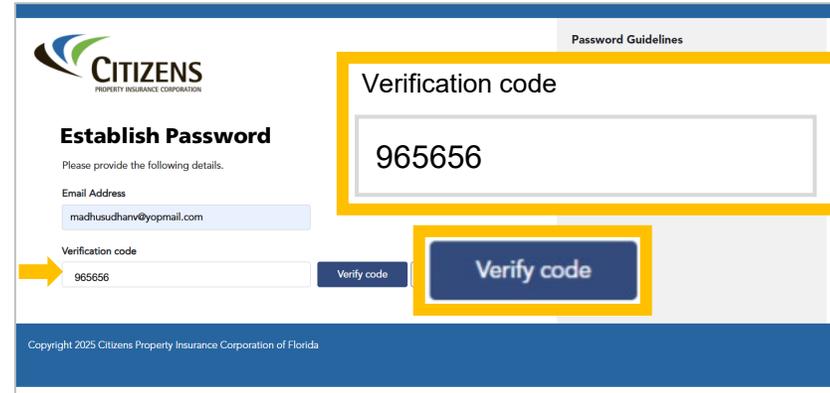


Note: Email will come from msonlineservicesteam@microsoftonline.com.

There are two methods that can be used to establish your new user credentials in PolicyCenter:

- Via email during [First-time Setup](#).
- From the **Forgot Password** link on the Login page anytime you need to reset your password.

- Enter the **Verification Code** you received in email and click **Verify Code**.



- Enter your **New Password**, confirm your **New Password**, then click **Continue**.

Result:
A confirmation screen displays that your email address has been verified.

