

Impacted Citizens' systems currently include myAgency and PolicyCenter

Establishing a Password for PolicyCenter First-time Setup

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.

C	ZENS
Action Required:	Account Registration Confirmation
Attn: John Doe	
An account has been o PolicyCenter	reated for you with Citizens Property Insurance Corporation for below system(s).
Use the email address	john.doe@gmail.com to access the system(s). Keep this information for your records.
Log in, and then follow	the instructions to complete your registration.
This email is not spam or required by law and Privacy Policy on the C	You received this email because you are a Citizens stakeholder, and we want to convey important information to you. Citizens uses your personal information only as authorize 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 itizens website.

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. <u>cpic_security_message@citizensfla.com</u>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 <u>page 4.</u>
- 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.
 - $\circ\;$ 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 <u>myAgency</u> <u>User Guide</u> includes step by step directions on how to add staff.



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Establishing a Password for PolicyCenter, *continued* First-time Setup

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

	Email Address
Establish Password	youremail@domain.com
Email Address I Send verification code	Send verification code
Copyright 2025 Citizens Property Insurance Corporation of Florida	

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.

!	CPIC DEV B2C account e		e Inbox ×	12:49 PM (5 minutes ann)
* IMPORTANT: Add this domain to your	to me +	Verify your emai	l address	
SAFE SENDER list to ensure all future		Thanks for verifying your <u>i</u> c Your code is: 965656	ohn.doe@gmail.com account!	
emails from this		Sincerely, CPIC DEV B2C	Your code is: 965656	
duuless die leceiveu.		R		

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



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

Result:

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

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

CITIZENS	Password Guidelines • Fourteen characters or longer
Forgot Password Please provide the following details.	 At least one uppercase letter (A-Z) At least one lowercase letter (a-Z) At least one numeric (0-P) or special character (such as -1@ # 5 % ^*()_ + - = {} \ \ ;; ?, / and space) For more information see the Forcot/Reset Password
New Password	Guide:
Confirm New Password	IMPORTANT: Be sure to follow the
Continue	Password Guidelines displayed on the right side of the screen.

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

Confirm New Password		
Continue		

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 <u>must</u> enter your email address as reflected in myAgency (<u>not</u> your old username).
- 5. Use the *My Systems* menu on the Citizens website following the steps on <u>Page 4</u>.



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Accessing Citizens' Systems

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

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



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

Enter your login credentials and click the Submit button.

Login Username: joots	Enhanced myPolicy Login myPolicy account now has a new, enhanced logint. Policyholders will be required to use your registered email address instand of your former usemane, and the first time on new enhanced login, use "Foregat Passenort" to reset your password to access your myPolicy account.
Password:	Login
By clicking <i>Submit</i> , I agree to the Citizens Terms and Conditions. Submit Forget username/paseword? Policyholdens Others Change password or security questions?	Make a One-Time Payment Commercial and Personal policyholders can make a one-time online payment using a U.S. checking or savings account. mytPolicyhogin is not required to make a one-time payment. You must provide a valid cmail.
Don't have a myPolicy account? Register Now. To report a claim, call 866.411.2742. Assistance is available 24/7.	Pay Now

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

Click the **blue initials icon**.



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



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Accessing Citizens' Systems

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

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



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

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



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

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

P	٨		<u>Sign Out</u>	
My Systems Agency Link Clearinghouse nowered by E2Lynx Citizens Learning Center ePAS Knowledge Base myAgency PolicyCenter Taksout Company Resources Wind-Only Eligibility.(PWEST)		My Sites <u>Adjusters</u> <u>Agents</u> <u>BPO Partners</u> Public		





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.

	Agents Claims Partners BPO Partners
	Still need help?
l have an @citizensfla.com email address	Contact Us
Sign in	
l do not have an @citizensfla.com email address	
Email Address	
Password Forgot your password?	
See is	
icking Sim is Lange to the Citizens Terms and Conditions	



Enter your email address, if prompted.

Enter your Citizens-issued ID, if prompted.

If setting up your access for the first time, continue to Page 6.



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Forgot Password for PolicyCenter

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

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





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- 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 <u>must</u> enter your email address as reflected in myAgency (<u>not</u> your old username).
- 5. Use the *My Systems* menu on the Citizens website following the steps on Page 4.



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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.

!	•	CPIC DEV B2C account e	email verification code	e inbox ×	12:49 PM (5 minutes ago)
* IMPORTANT: Add this domain to your			Verify your emai	laddress	
SAFE SENDER list to ensure all future			Thanks for verifying your <u>ic</u> Your code is: 965656	ohn.doe@gmail.com account!	
emails from this address are received.			Sincerely, CPIC DEV B2C	Your code is: 965656	

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

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.

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

	Verification code
Establish Password Please provide the following details. Email Address	965656
madhusudhanv@yopmail.com Verification code 985656	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.

	Control Contro	Password Guidelines • 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 -1 @ # \$ % ^ + ()_+ - = { \:; ? , ./ and space) For more information see the Forgot/Reset Password Guide.
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