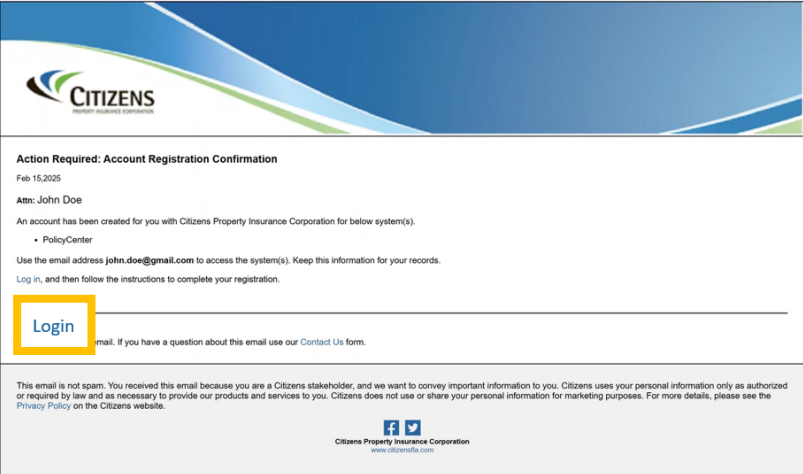


BPO Partners Logging into Citizens (WITHOUT @citizensfla.com email)

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- Troubleshooting Tips 19

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

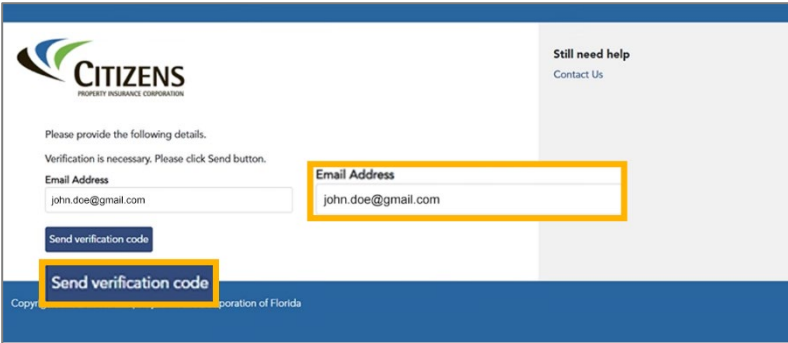
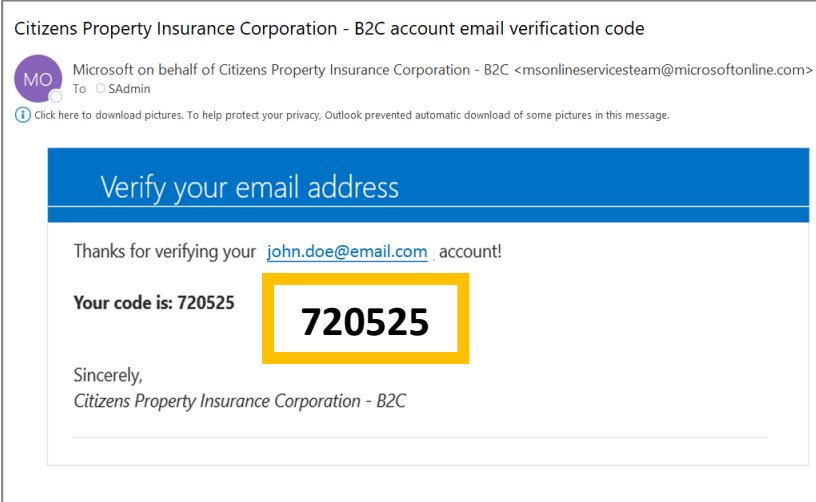
First-Time Setup Follow the steps below to set up your initial access to log into Citizens' applications:

| 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> |

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

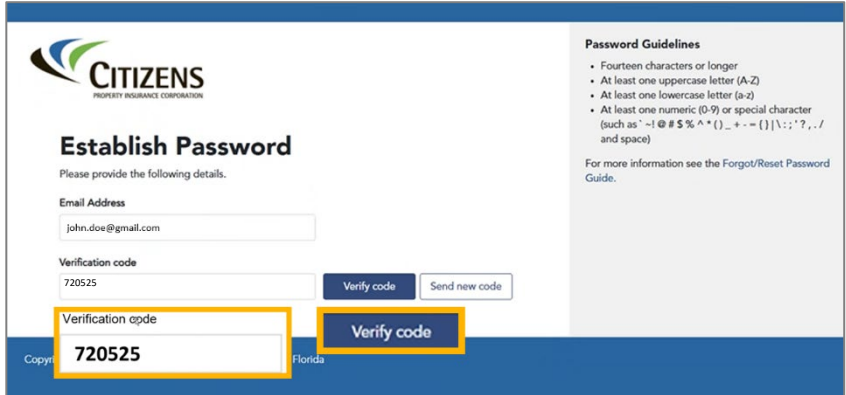
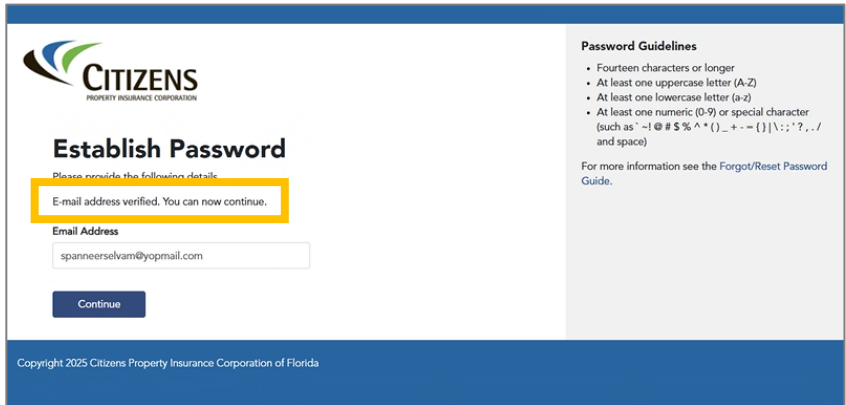
First-Time Setup,
continued

| Step | Action |
|------|--|
| 2 | <p data-bbox="576 394 1396 464">Enter the email address you used to register with Citizens, then click the Send Verification Code button.</p>  <p data-bbox="576 848 1396 997">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.</p>  <p data-bbox="576 1541 1396 1650">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

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

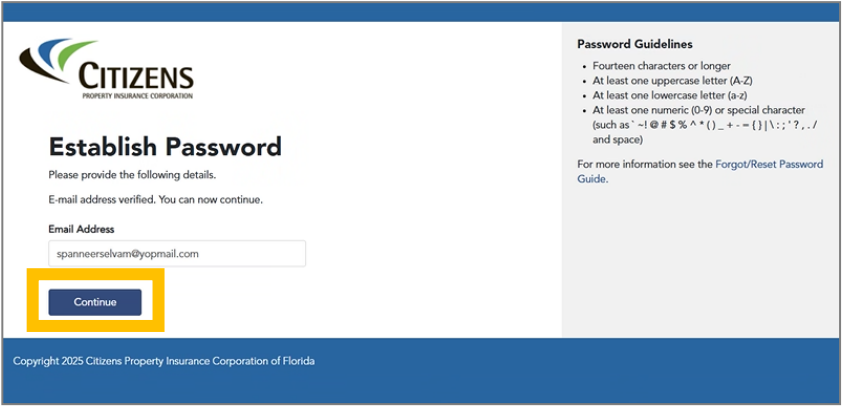
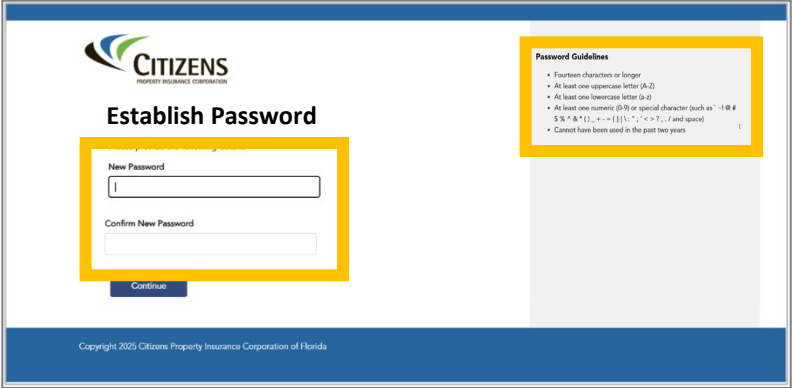
First-Time Setup, continued

| Step | Action |
|------|--|
| 3 | <p data-bbox="574 394 1325 464">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="574 485 1414 877">  </div> <p data-bbox="574 898 1386 1050"><i>Important:</i> 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 1071 1386 1140"><i>Result:</i> A confirmation screen displays that your email address has been verified.</p> <div data-bbox="574 1161 1414 1562">  </div> |

Continued on next page

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

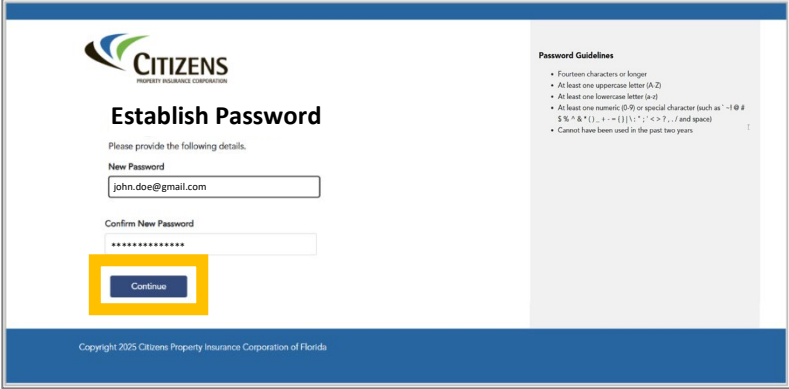
First-Time Setup, continued

| 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> |

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

First-Time
Setup,
continued

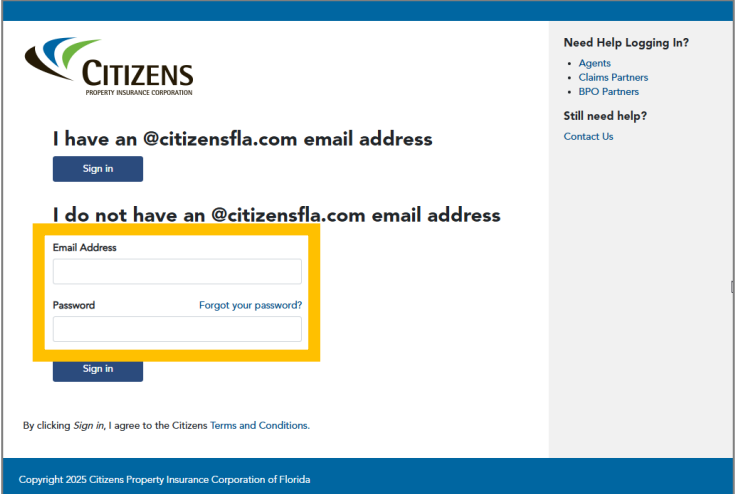
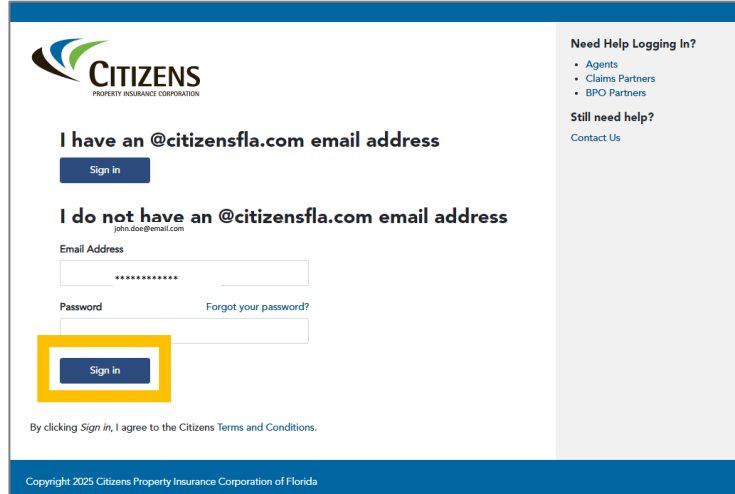
| Step | Action |
|------|---|
| 6 | <p>Click the Continue button.</p>  <p><i>Result:</i> The default landing page for your selected application.</p> |

End of procedure

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

Standard Login Procedure

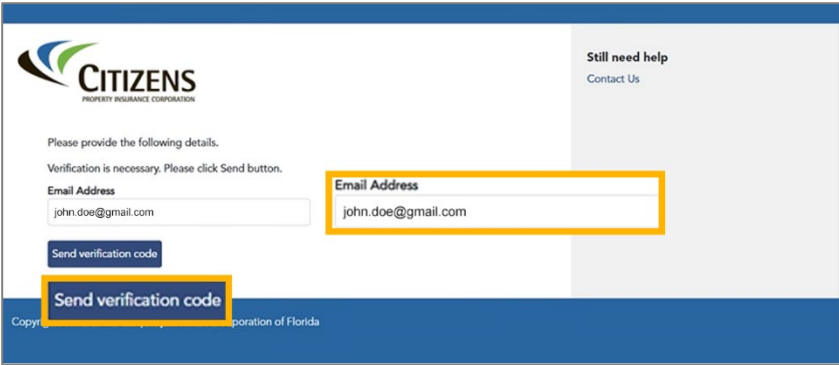
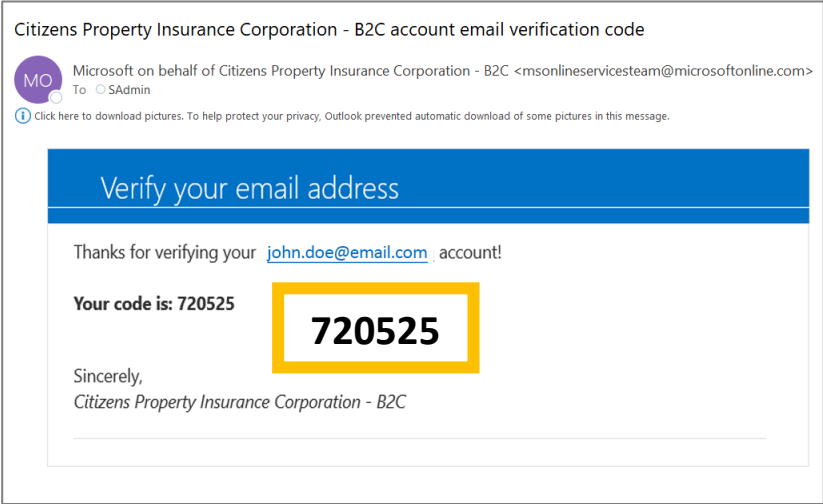
Once you have established your new password, follow the steps below to log into your Citizens platform for normal everyday use:

| 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 interface. At the top left is the Citizens logo. Below it, there are two options: 'I have an @citizensfla.com email address' with a 'Sign in' button, and 'I do not have an @citizensfla.com email address' with a form containing 'Email Address' and 'Password' fields. The 'Email Address' and 'Password' fields are highlighted with a yellow border. Below the form is another 'Sign in' button. On the right side, there is a 'Need Help Logging In?' section with links for 'Agents', 'Claims Partners', and 'BPO Partners', and a 'Still need help?' section with a 'Contact Us' link. At the bottom, there is a copyright notice: 'Copyright 2025 Citizens Property Insurance Corporation of Florida'.</p> |
| 2 | <p>Click the Sign In button.</p>  <p>The screenshot shows the same Citizens login interface as above. In this step, the 'Sign in' button located below the 'I do not have an @citizensfla.com email address' form is highlighted with a yellow border. The rest of the page content remains the same.</p> <p>Result: The multifactor authentication screen displays.</p> |

Continued on next page

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

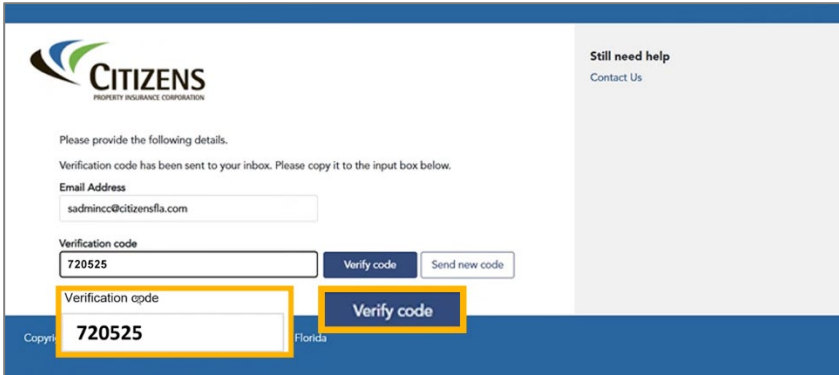
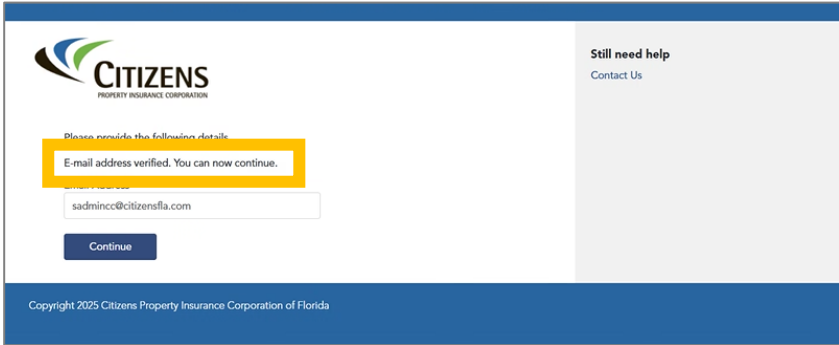
Standard Login Procedure,
continued

| Step | Action |
|------|--|
| 3 | <p>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>  <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> |

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

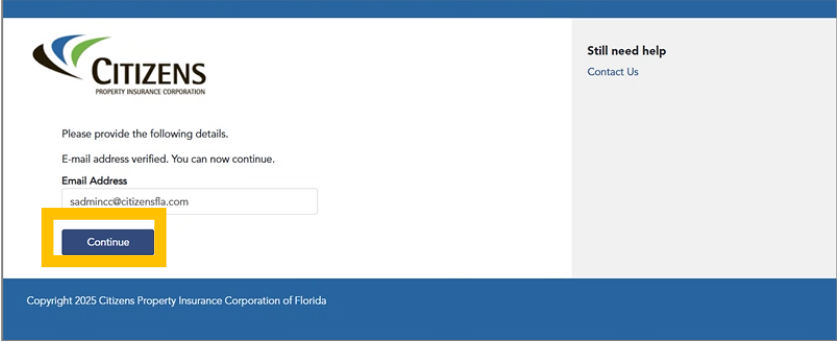
Standard Login Procedure,
continued

| Step | Action |
|------|--|
| 4 | <p>Enter the Verification Code you received in email into the <i>Verification Code</i> field and click the Verify Code button.</p>  <p><i>Important:</i> 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><i>Result:</i> A confirmation screen displays that your email address has been verified.</p>  |

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

Standard Login
Procedure,
continued

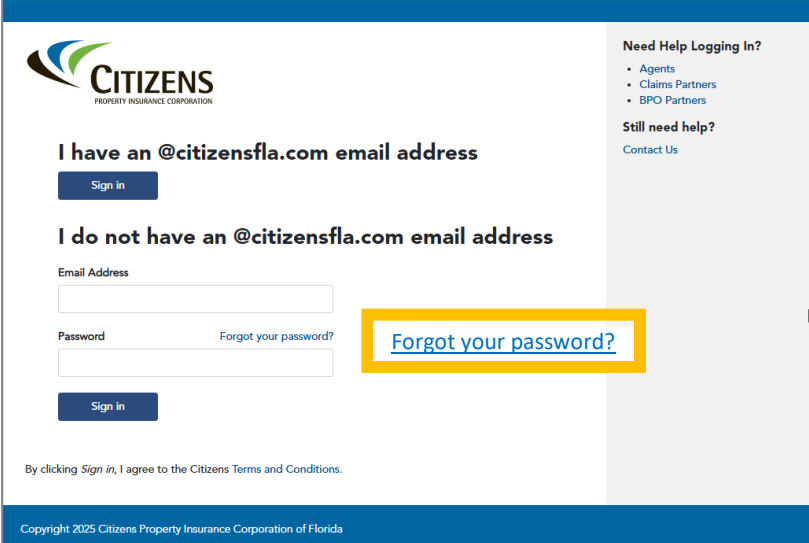
| Step | Action |
|------|---|
| 5 | <p>Click the Continue button.</p>  <p><i>Result:</i> The default landing page for the selected application is displayed.</p> |

End of procedure

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

Forgot/Reset Password

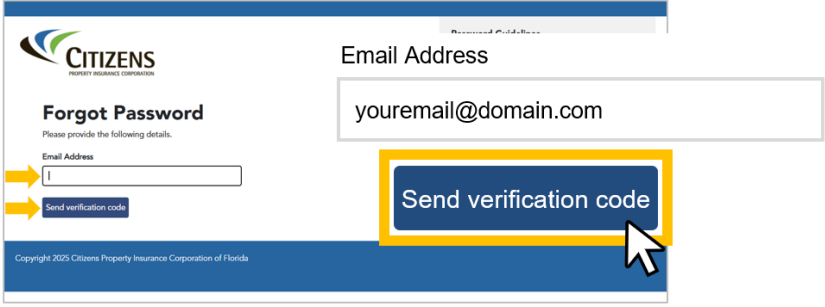
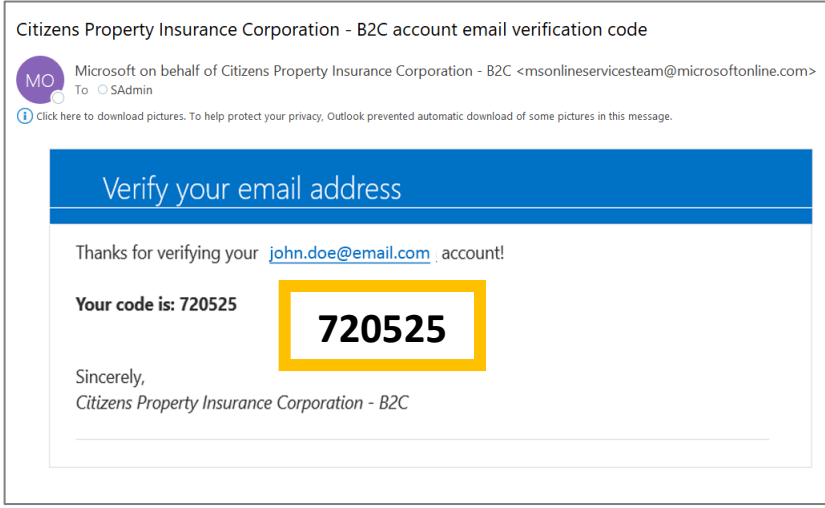
If you forget your password, follow the steps below to reset your password:

| Step | Action |
|------|---|
| 1 | <p>From the application login screen, click the Forgot your password link above the Password field.</p>  <p>The screenshot shows the Citizens login interface. At the top left is the Citizens logo. Below it, there are two main sections: 'I have an @citizensfla.com email address' with a 'Sign in' button, and 'I do not have an @citizensfla.com email address' with an 'Email Address' field, a 'Password' field, and a 'Forgot your password?' link. The 'Forgot your password?' link is highlighted with a yellow box. On the right side, there is a 'Need Help Logging In?' section with links for 'Agents', 'Claims Partners', and 'BPO Partners', and a 'Still need help?' section with a 'Contact Us' link. At the bottom, there is a footer with the text 'Copyright 2025 Citizens Property Insurance Corporation of Florida'.</p> |

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

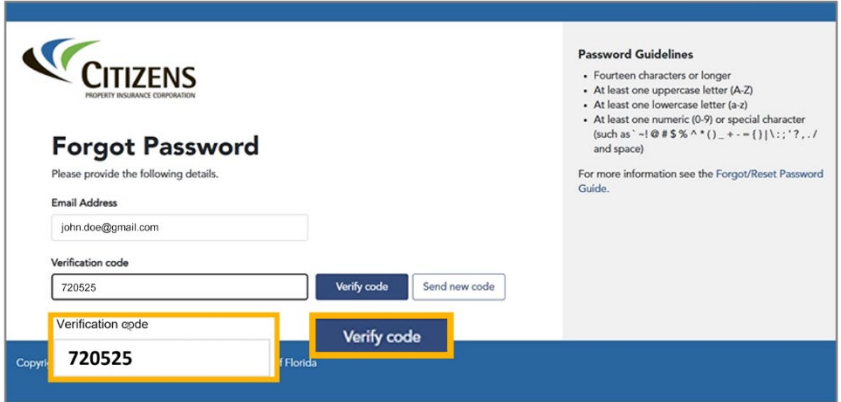
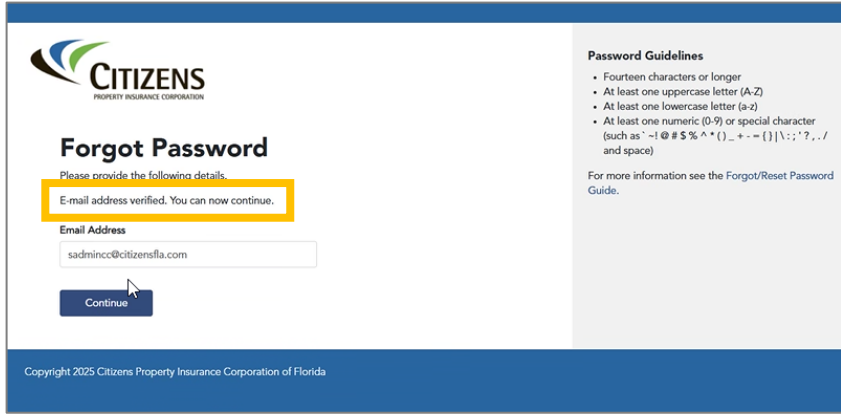
**Forgot/Reset
Password,
continued**

| Step | Action |
|------|---|
| 2 | <p>Enter the email address you used to register with Citizens into the <i>Email Address</i> field, then click the Send Verification Code button.</p>  <p><i>Result:</i> 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>  <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> |

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

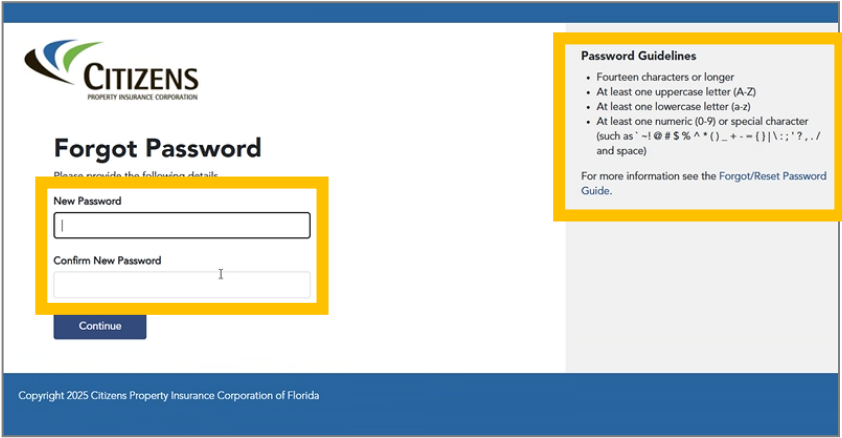
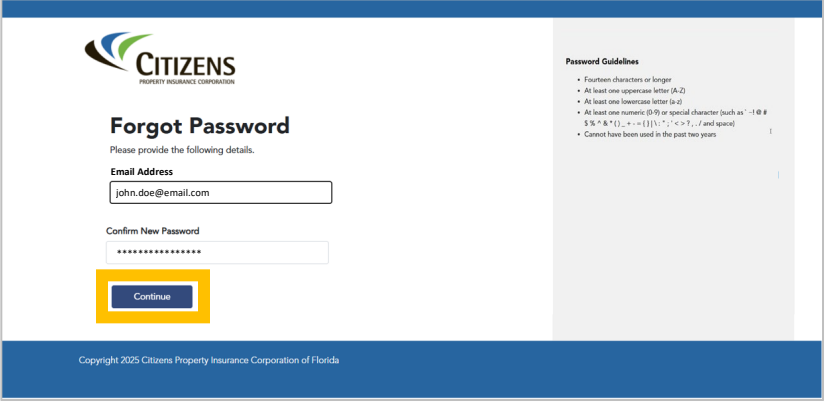
Forgot/Reset Password, continued

| Step | Action |
|------|--|
| 3 | <p data-bbox="574 394 1325 464">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="574 485 1409 884">  <p>The screenshot shows the 'Forgot Password' page with the following elements: <ul style="list-style-type: none"> CITIZENS PROPERTY INSURANCE CORPORATION logo Form title: Forgot Password Text: Please provide the following details. Email Address field: john.doe@gmail.com Verification code field: 720525 Buttons: Verify code (highlighted), Send new code Verification code field (highlighted): 720525 Verify code button (highlighted) 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) Text: For more information see the Forgot/Reset Password Guide. </p> </div> <p data-bbox="574 909 1386 1056"><i>Important:</i> 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"><i>Result:</i> A confirmation screen displays that your email address has been verified.</p> <div data-bbox="574 1171 1409 1581">  <p>The screenshot shows the 'Forgot Password' page with the following elements: <ul style="list-style-type: none"> CITIZENS PROPERTY INSURANCE CORPORATION logo Form title: Forgot Password Text: Please provide the following details. Confirmation message (highlighted): E-mail address verified. You can now continue. Email Address field: sadmincc@citizensfla.com Continue button 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) Text: For more information see the Forgot/Reset Password Guide. </p> </div> |

Continued on next page

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

Forgot/Reset Password, continued

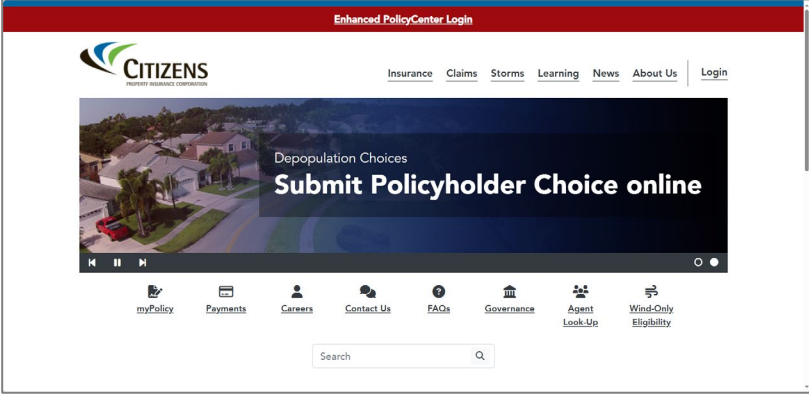
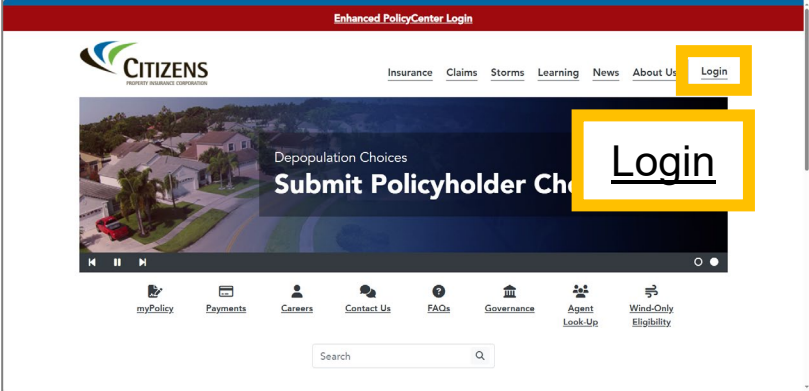
| Step | Action |
|------|--|
| 4 | <p>Enter a new password in the New Password field, then re-enter the same new password in the Confirm New Password field.</p>  <p>Note: Be sure to follow the Password Guidelines on the right side of the screen.</p> |
| 5 | <p>Click the Continue button.</p>  <p>Result: The default landing page for the selected application is displayed.</p> |

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

Accessing the Systems Menu on the Citizens Website

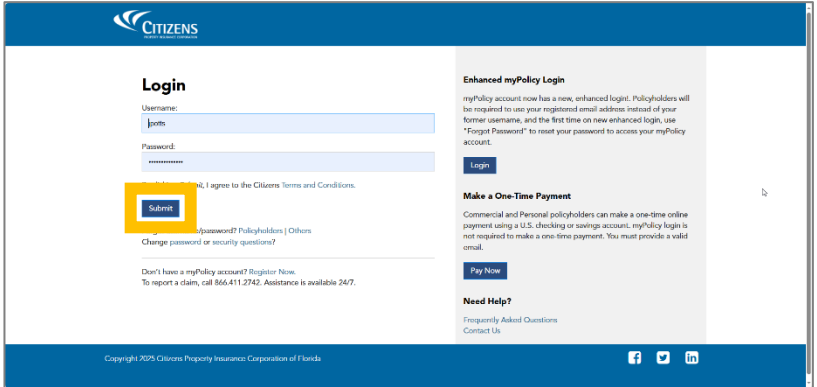
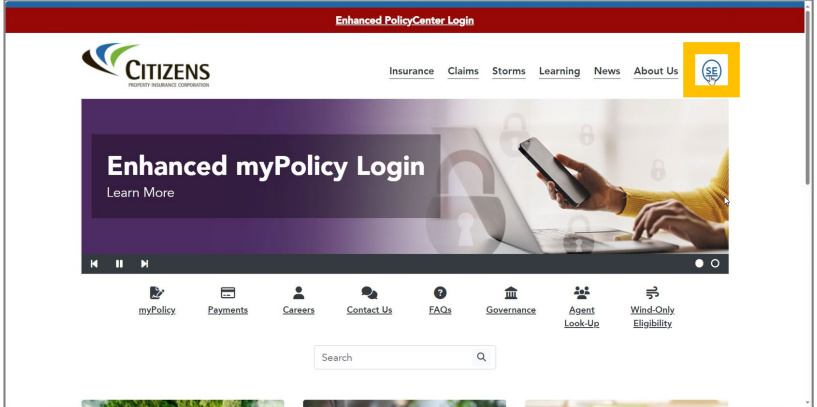
Follow the steps below to log into the Citizens website and access the systems menu:

| Step | Action |
|------|--|
| 1 | <p>Navigate to the Citizens public website at https://www.citizensfla.com.</p>  |
| 2 | <p>Click the Login link.</p>  |

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

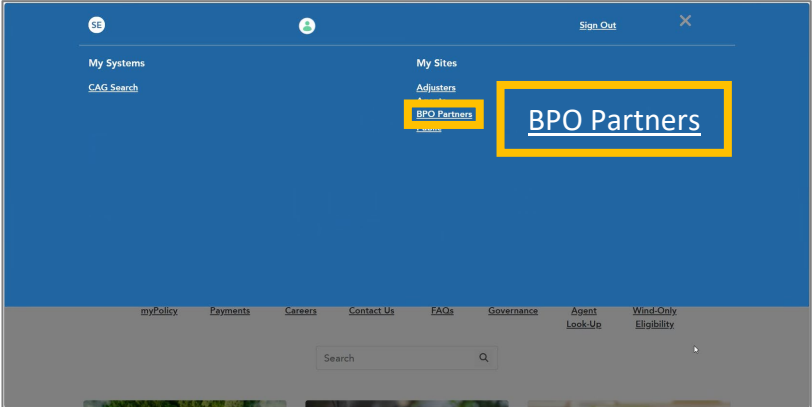
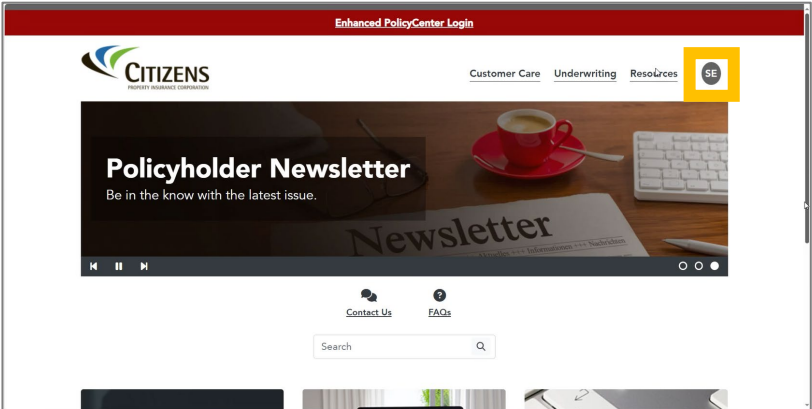
Accessing the Systems Menu on the Citizens Website, continued

| Step | Action |
|------|---|
| 3 | <p>Enter your login credentials and click the Submit button.</p>  <p>Result: You are returned to the Citizens homepage, and the Login link now displays your initials.</p> |
| 4 | <p>Click the initials icon.</p>  <p>Result: A menu slides down from the top of the window.</p> |

Continued on next page

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

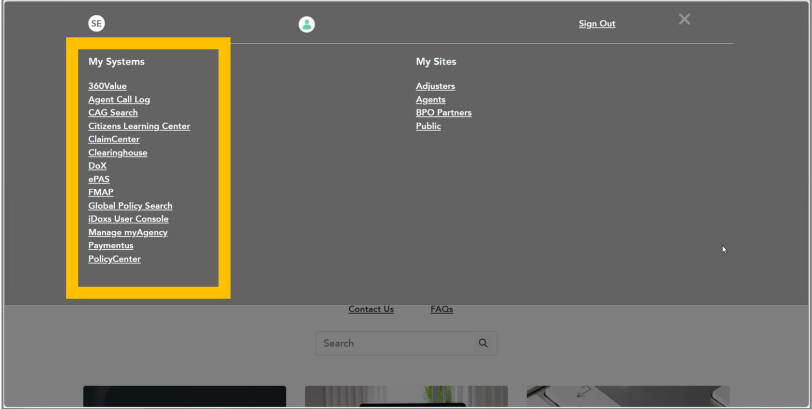
Accessing the Systems Menu on the Citizens Website, continued

| Step | Action |
|------|--|
| 5 | <p>From the <i>My Sites</i> menu, click the BPO Partners link.</p>  <p><i>Result:</i> The BPO Partners homepage is displayed and the blue icon changes to gray.</p> |
| 6 | <p>From the BPO Partners homepage, click the gray initials icon.</p>  <p><i>Result:</i> The gray menu slides down from the top of the window.</p> |

Continued on next page

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

Accessing the Systems Menu on the Citizens Website, continued

| Step | Action |
|------|---|
| 7 | <p data-bbox="574 394 1390 464">From the gray menu, locate the application you want to access from the <i>My Systems</i> menu, then click its link.</p>  <p data-bbox="574 884 1390 919"><i>Result:</i> The login screen for the selected application will display.</p> |

End of procedure

BPO 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">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 "<i>Forgot your Password?</i>" |
| Helpful Tips | <ol style="list-style-type: none">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 (using "For ALL time" setting) 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).4. Access the Systems menu on the Citizens website. <p>IMPORTANT: Users should continue using their previous login credentials to sign into the Citizens website.</p> |
| 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