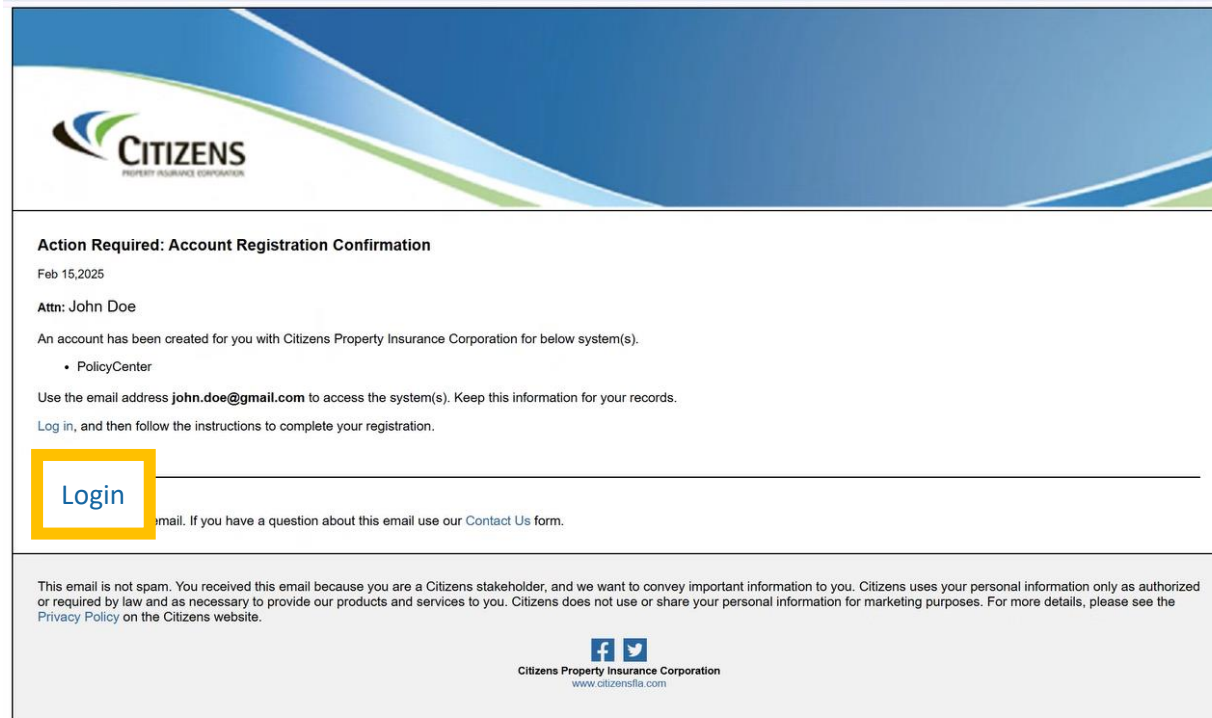


New! Establishing a Password for PolicyCenter

- 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 myAgency.



Click the [Login](#) link to establish a new password.

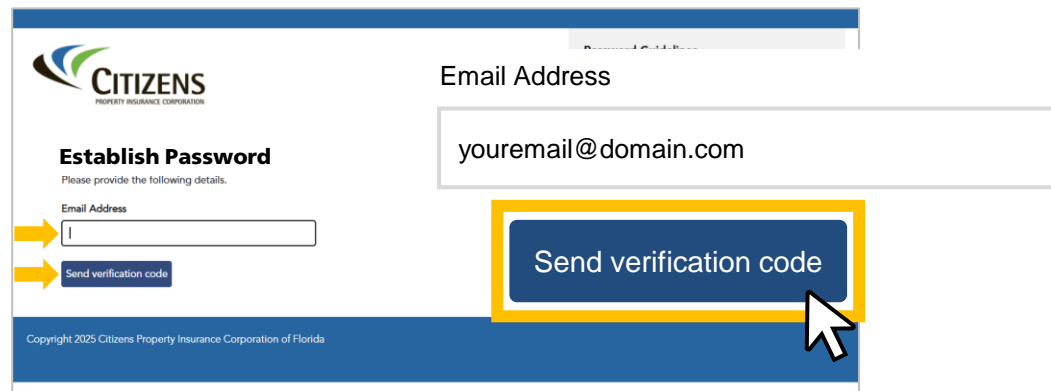
Notes:

- **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.
- **Bookmarks and Shortcuts:** If you attempt to access an affected system via the *Systems* menu on the Citizens website, a bookmark on your browser, or as you bridge to PolicyCenter from EZLynx prior to completing your registration, you will need to reset your password before proceeding. Follow the steps 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.

New! Establishing a Password for PolicyCenter

To reset your password:

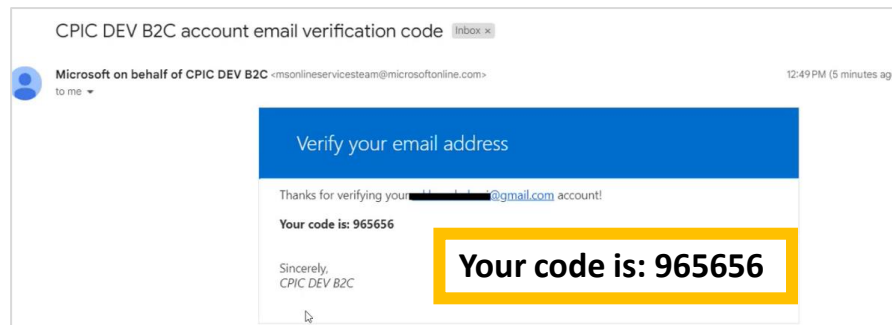
2 Enter the email address you used for your agent appointment, then click **SEND VERIFICATION CODE**.



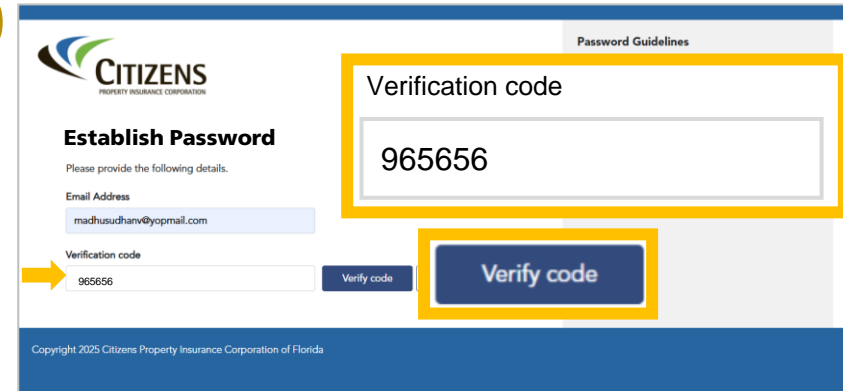
You will receive an email from **Microsoft** with a verification code.* Check your Spam or Junk folder if it does not show in your Inbox.



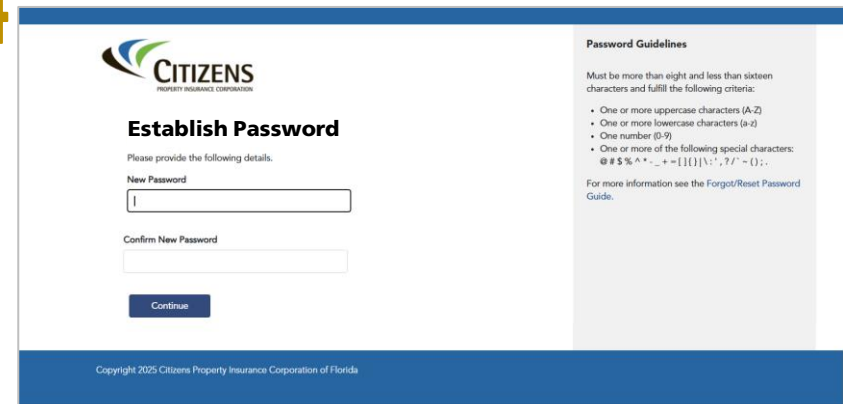
*** IMPORTANT:** Add this domain to your **SAFE SENDER** list to ensure all future emails from this address are received.



3 Enter the **VERIFICATION CODE** you received in email and click **CONTINUE**.



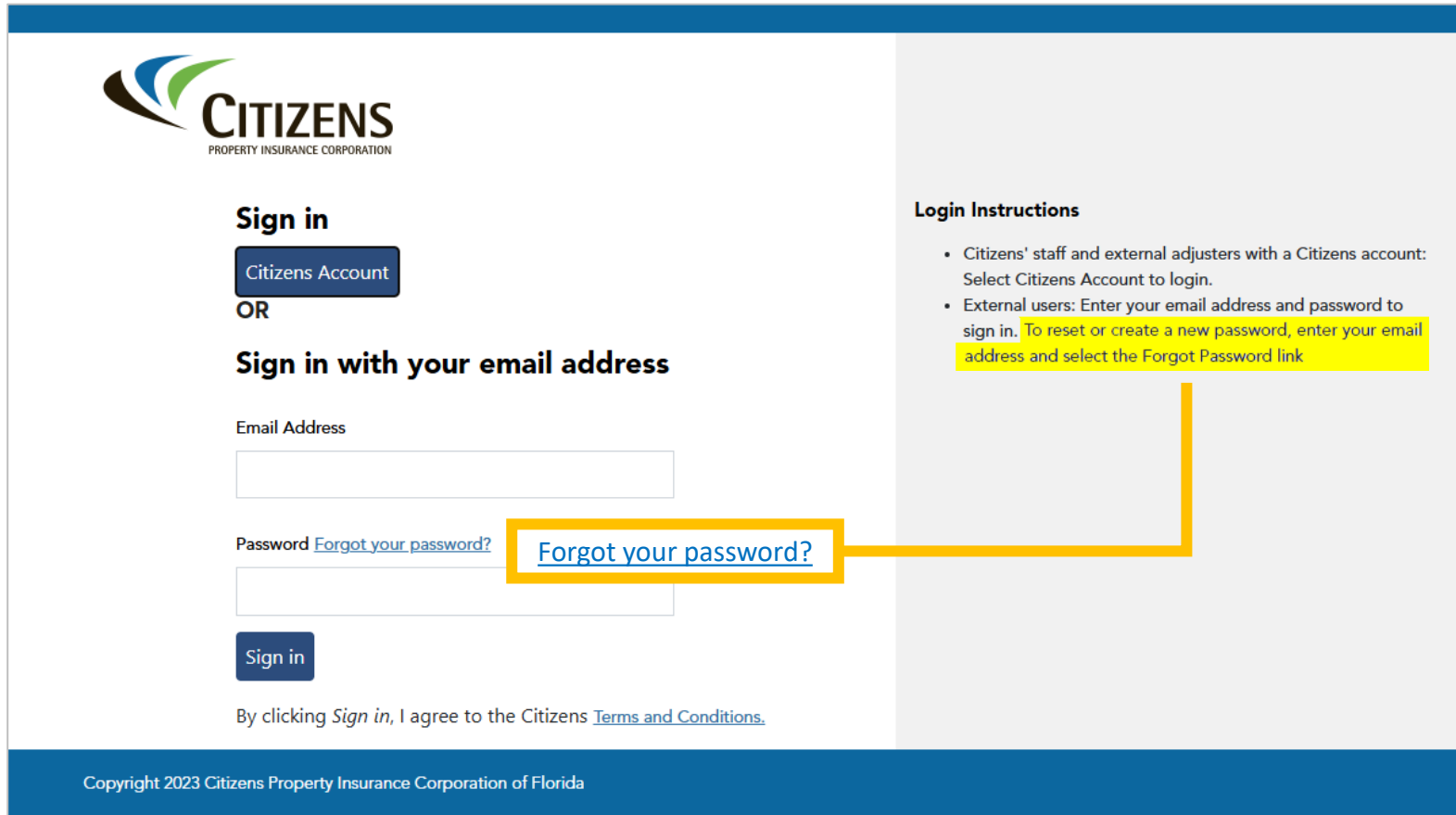
4 Enter your **NEW PASSWORD**, confirm your **NEW PASSWORD**, then click **CONTINUE**.



New! 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 interface. On the left, there is a 'Sign in' section with a 'Citizens Account' button, an 'OR' separator, and a 'Sign in with your email address' section. The email address field is empty. The password field contains the text 'Forgot your password?' which is highlighted with a yellow box. A yellow line connects this box to the 'Forgot your password?' link in the 'Login Instructions' section on the right. Below the password field is a 'Sign in' button. At the bottom, there is a disclaimer: 'By clicking Sign in, I agree to the Citizens Terms and Conditions.'

CITIZENS
PROPERTY INSURANCE CORPORATION

Sign in

Citizens Account

OR

Sign in with your email address

Email Address

Password [Forgot your password?](#)

Sign in

By clicking *Sign in*, I agree to the Citizens [Terms and Conditions](#).

Login Instructions

- Citizens' staff and external adjusters with a Citizens account: Select Citizens Account to login.
- External users: Enter your email address and password to sign in. To reset or create a new password, enter your email address and select the Forgot Password link

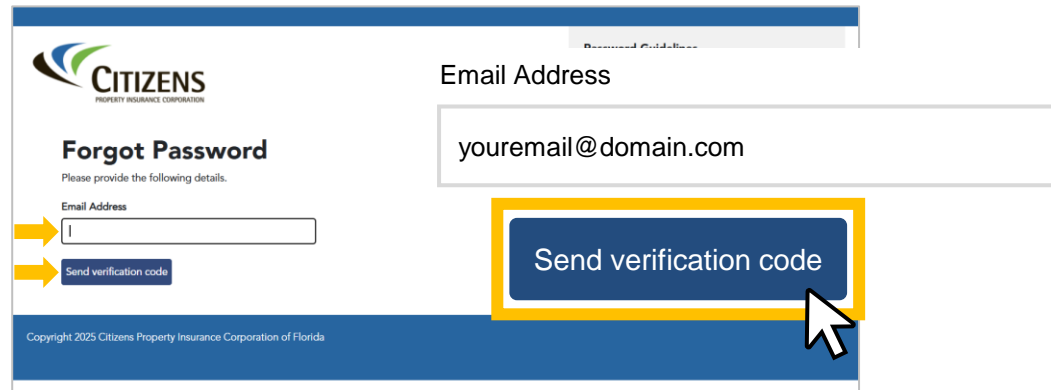
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New! Forgot Password for PolicyCenter

To reset your password:

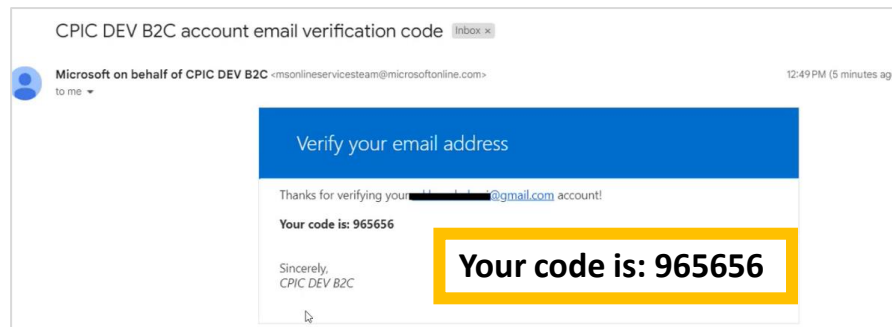
1 Enter the email address you used for your agent appointment, then click **SEND VERIFICATION CODE**.



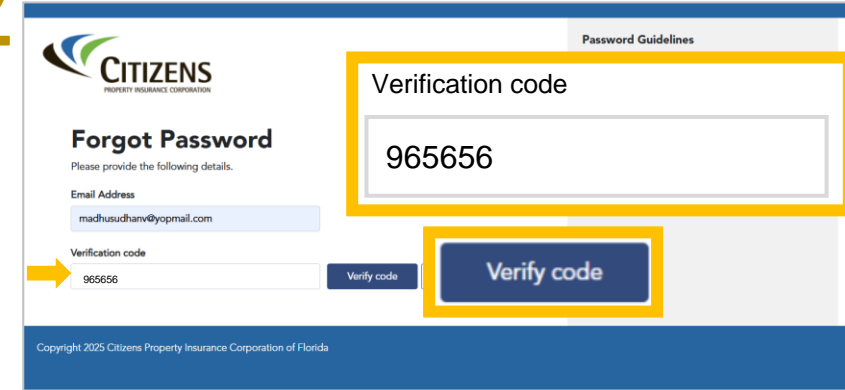
You will receive an email from **Microsoft** with a verification code.* Check your Spam or Junk folder if it does not show in your Inbox.



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



2 Enter the **VERIFICATION CODE** you received in email and click **CONTINUE**.



3 Enter your **NEW PASSWORD**, confirm your **NEW PASSWORD**, then click **CONTINUE**.

