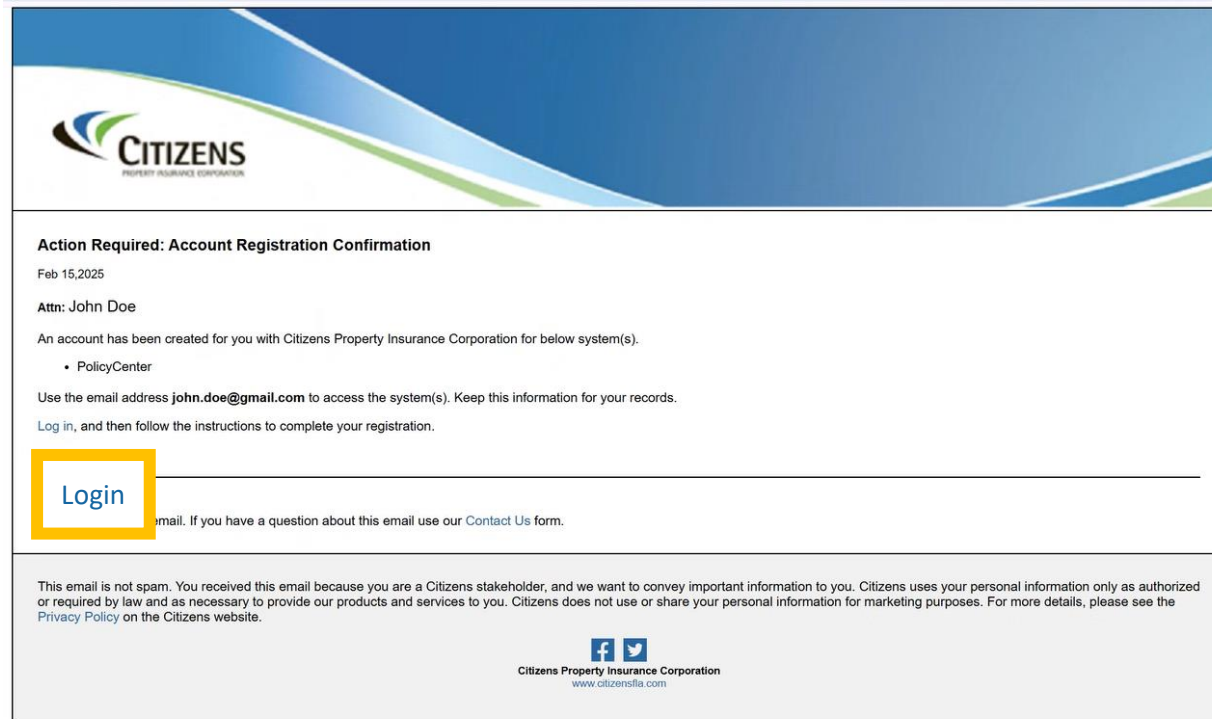


New! Establishing a Password for PolicyCenter

- 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.
 - If you are unable to locate the email, you can still set up your account by accessing the PolicyCenter login screen at this link: <https://policy.citizensfla.com> and follow the steps on Page 3.
- **Requirements for Success:**
 - If you have a bookmark saved for PolicyCenter, please make sure to update that URL to <https://policy.citizensfla.com>.
 - Clear all browsing history.
 - You **must** enter your email address as reflected in myAgency (**not** your old username).
 - Use the *My Systems* menu on the Citizens website following these steps: log in to the Agent Portal > select your initials in the top right corner > from the My Systems menu select PolicyCenter.
 - Follow the remaining steps on Page 4, to establish or reset your password.
- **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 as reflected in myAgency, then click the **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 msonlineserviceteam@microsoftonline.com.

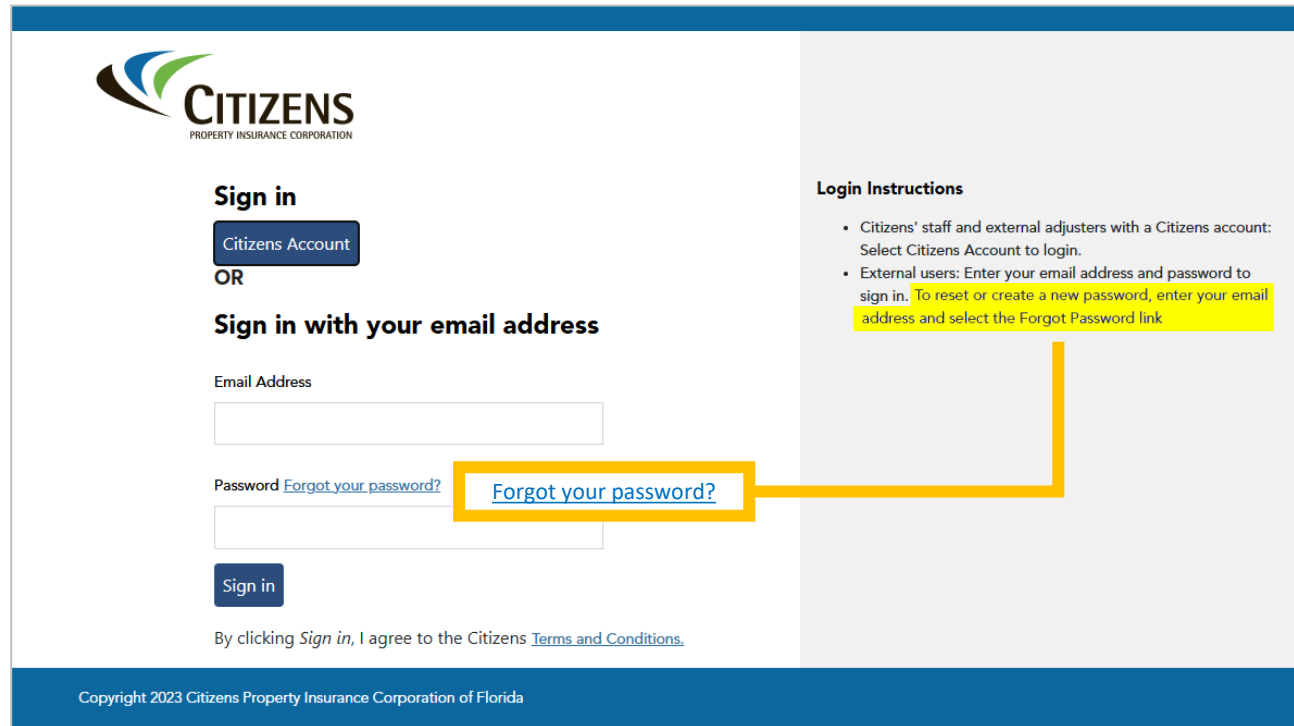
3 Enter the **VERIFICATION CODE** you received in email and click **VERIFY CODE**.

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 page. On the left, there is a 'Sign in' section with a 'Citizens Account' button, followed by 'OR' and 'Sign in with your email address'. Below this are input fields for 'Email Address' and 'Password', with a 'Forgot your password?' link in the password field. A 'Sign in' button is at the bottom. On the right, 'Login Instructions' are provided, with a yellow box highlighting the text: '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'. A yellow line connects this highlighted text to the 'Forgot your password?' link in the password field. At the bottom of the page, it says 'Copyright 2023 Citizens Property Insurance Corporation of Florida'.

Notes:

- **Requirements for Success:**

- If you have a bookmark saved for PolicyCenter, please make sure to update that URL to <https://policy.citizensfla.com>.
- Clear all browsing history.
- You **must** enter your email address as reflected in myAgency (**not** your old username).
- Use the *My Systems* menu on the Citizens website following these steps: log in to the Agent Portal > select your initials in the top right corner > from the My Systems menu select PolicyCenter or select this link to access PolicyCenter directly: <https://policy.citizensfla.com>.
- Continue to page 4, to reset your password.

- **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 instructions on how to add staff.

New! Forgot Password for PolicyCenter

To reset your password:

1 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.

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

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