

New www.citizensfla.com Launched Today

February 01, 2016

The newly redesigned www.citizensfla.com website launched today. There are no changes to the current systems, processes and procedures, or communications.

The new site features a clean, user-friendly interface, with intuitive navigation and site organization. Some of the website enhancements include:

- Password-protected *Agents* site
- Password-protected Manage myPolicy section
- Universal FAQ search option using Knowledge Base
- Search feature
- Site map

Logging In

The public portion of the site does not require a login.

Policyholders can log in to Manage myPolicy (myPolicy) using their myPolicy credentials. Access to myPolicy is available on the home page of the website.

Agents must log in to the Agents site to access agent-specific information. Select **Login** on the top-right of www.citizensfla.com, then select **Agent** in the *Who Are You* drop-down menu:



Insurance

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Privacy Policy | Site Map

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Figure 1. Login menu

Log in using your PolicyCenter® username and password.

If you need assistance with login credentials, click **Forgot Password?**. You will be redirected to the *Citizens Authentication Gateway (CAG)* login page. Select **Having trouble logging in?**, and follow the prompts on the *Citizens Authentication Gateway Forgot Password* page.

You also can contact Citizens Technical Support at 800.575.3727.

Notes

- ePAS login information no longer can be used to access any part of the website. ePAS login information still is required to access ePAS.
 - Logging in to the *Agents* site provides access to all Citizens' CAG-authenticated systems. Any systems not authenticated through CAG will require a separate login.
 - *Agents* will be logged out of the *Agents* site after 30 minutes of inactivity.
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User Sites

Once you log in as an agent, you will be taken to the homepage for the Agents site. The global bars at the top and the bottom of the pages will be green:

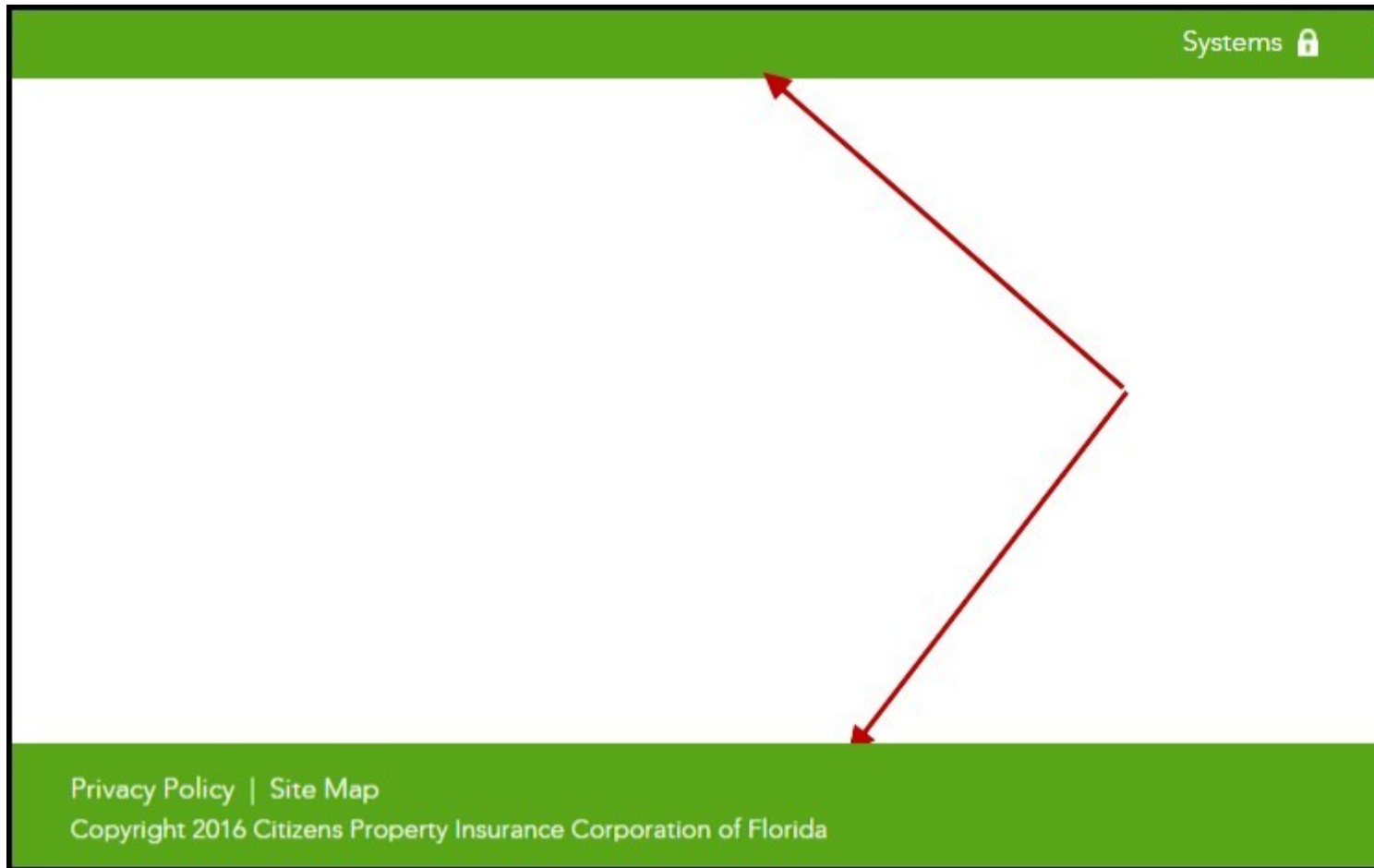


Figure 2: The Agents site is identifiable by green header and footer bars.

When you are on the *Public* site, the global bars at the top and the bottom of the page will be blue:

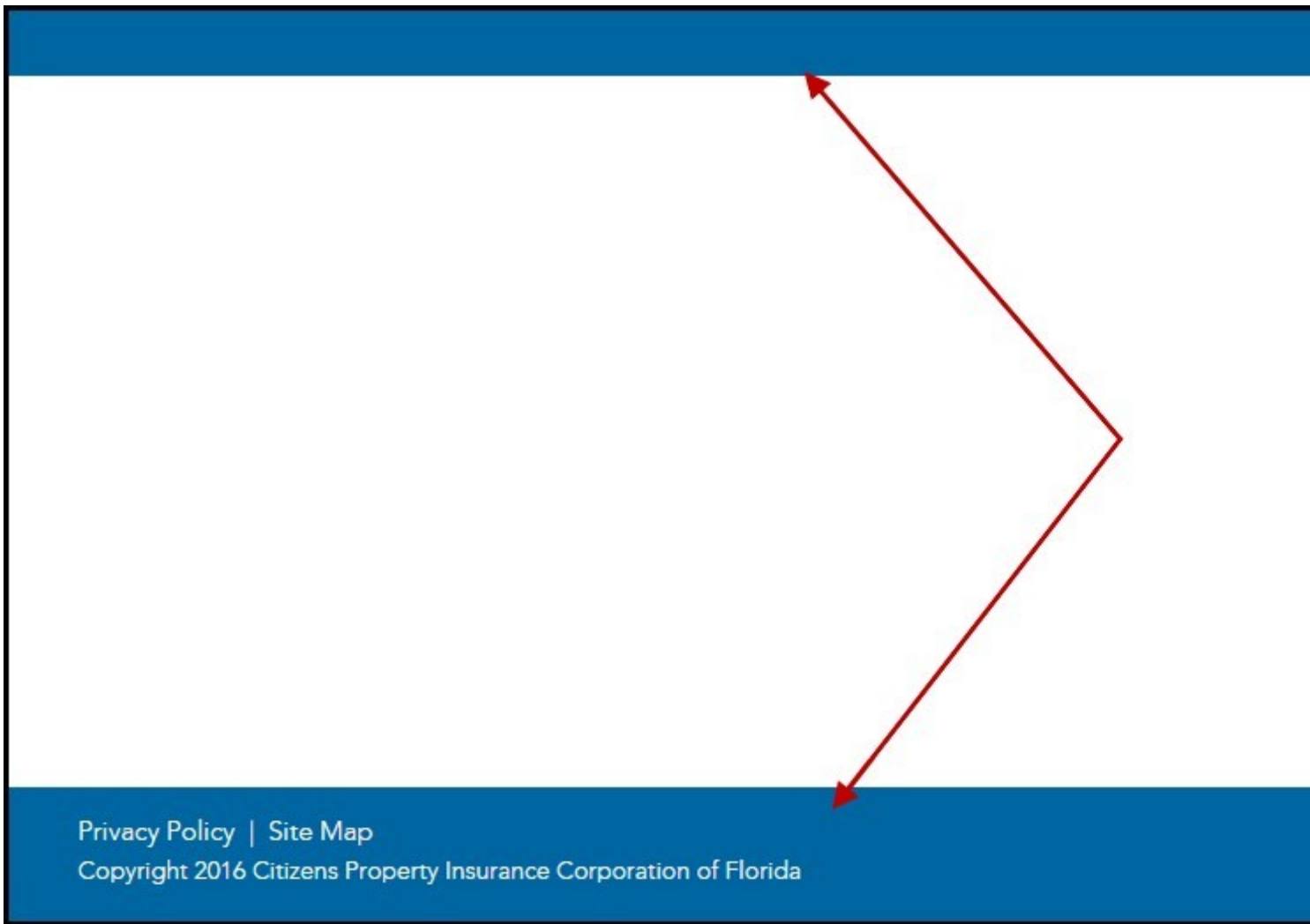


Figure 3: The Policyholder and Public sections are identified by blue bars.

Navigating Between Sites

Once logged in, agents easily can navigate between the *Agents* and *Public* sites by using the *My Sites* menu in the green or blue bar at the top of the screen. Selecting *Agents* will take you to the *Agents* site. Selecting *Public* will take you to the *Public* site:

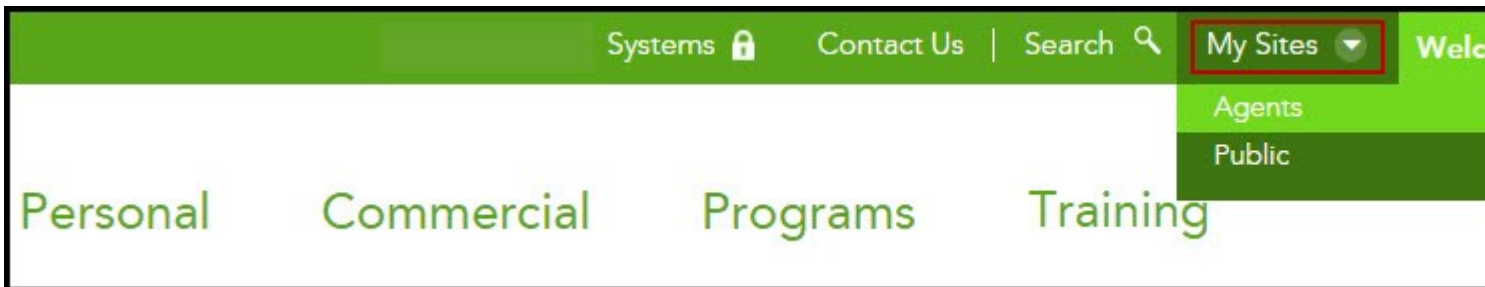


Figure 4: Use My Sites to navigate between the Agents and Public sites.

Systems Access

To access Citizens' systems, log in to the *Agents* site, then select **Systems** and choose the system you want to access:

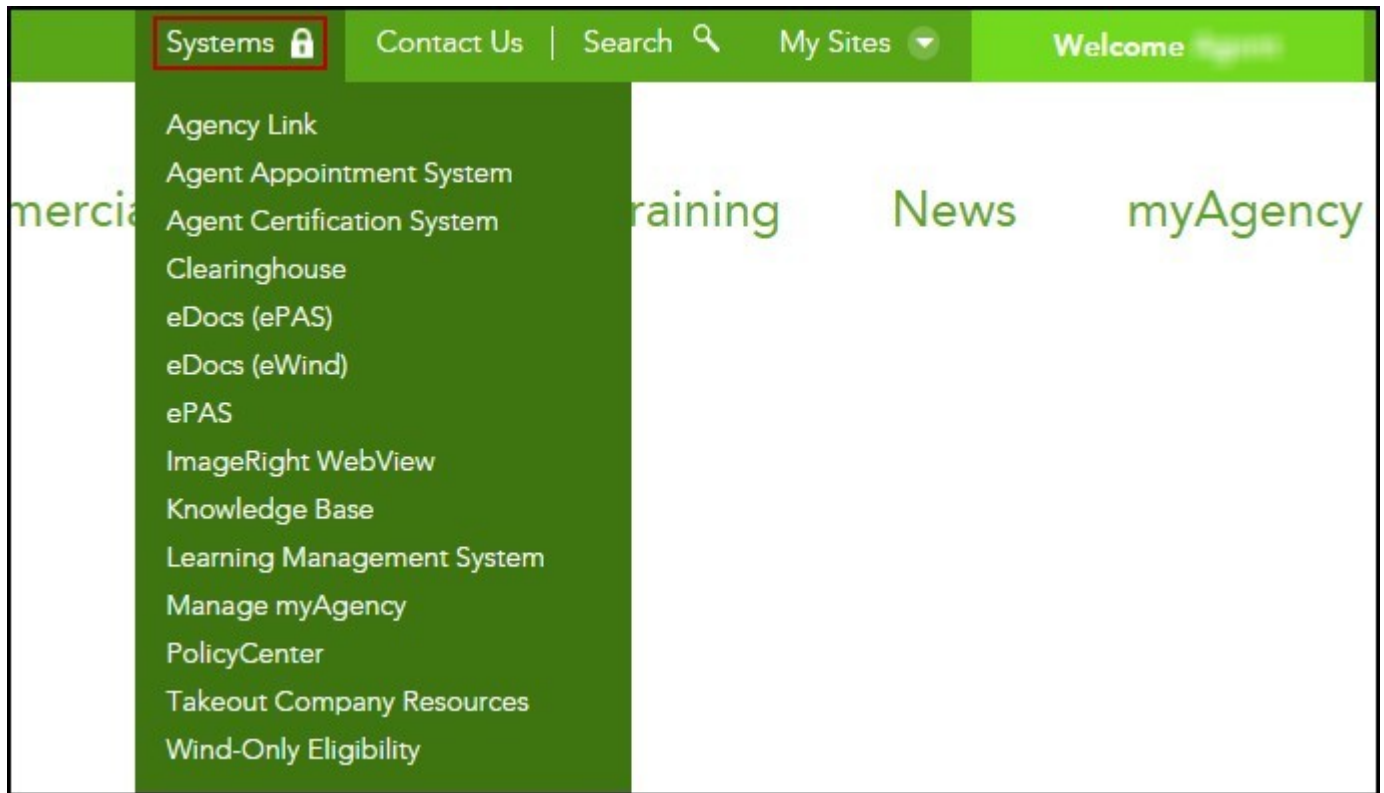


Figure 5: Systems drop-down menu

Notes

- Links to Citizens' systems (PolicyCenter, Clearinghouse, etc.) will not change; however, any direct shortcuts you have to the old Citizens website will redirect to the home page at www.citizensfla.com.
- The Property Information and Wind Eligibility Search Tool (PIWEST) has been renamed *Wind-Only Eligibility*.

Search Options

The *Search* function allows you to search the website or Knowledge Base. To search the website, enter a search term in the *Search* box and click the arrow. To be directed to Knowledge Base, click **Search Frequently Asked Questions**.

- Agents must be logged in to view agent-specific Knowledge Base content.

- Knowledge Base includes information for agents about how to use the new website: Search *redesigned website*.

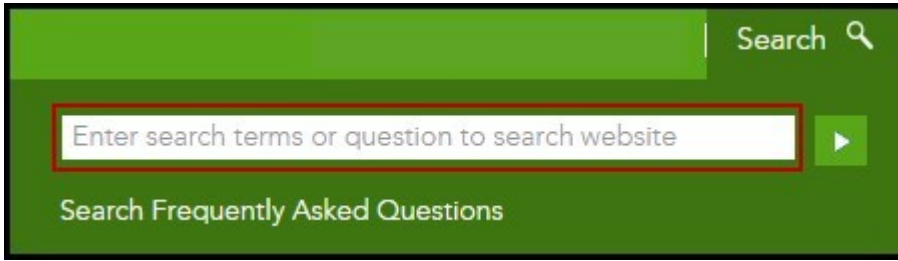


Figure 6: Website search

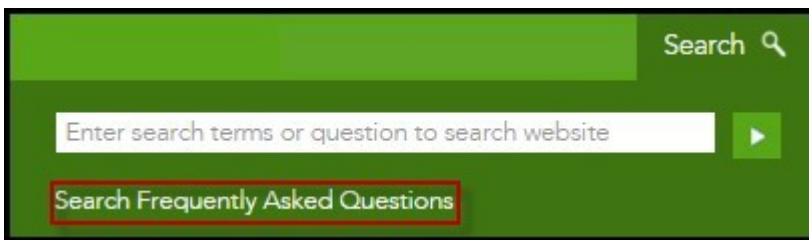


Figure 7: Knowledge Base search

Site Map

The *Site Map* is a great navigation tool that can help you find information quickly. Click on **Site Map** on the bottom left-hand corner of any page to view an outline of the website's organization.

- You can link to pages in the *Site Map* by selecting the corresponding links.
- If you are on the *Agents* site, you will see the *Agents* site map. If you are on *Public* site, you will see the *Public* site map. The site map colors correspond to their sites (i.e., the *Agents* site map is green, and the *Public* site map is blue).

Home

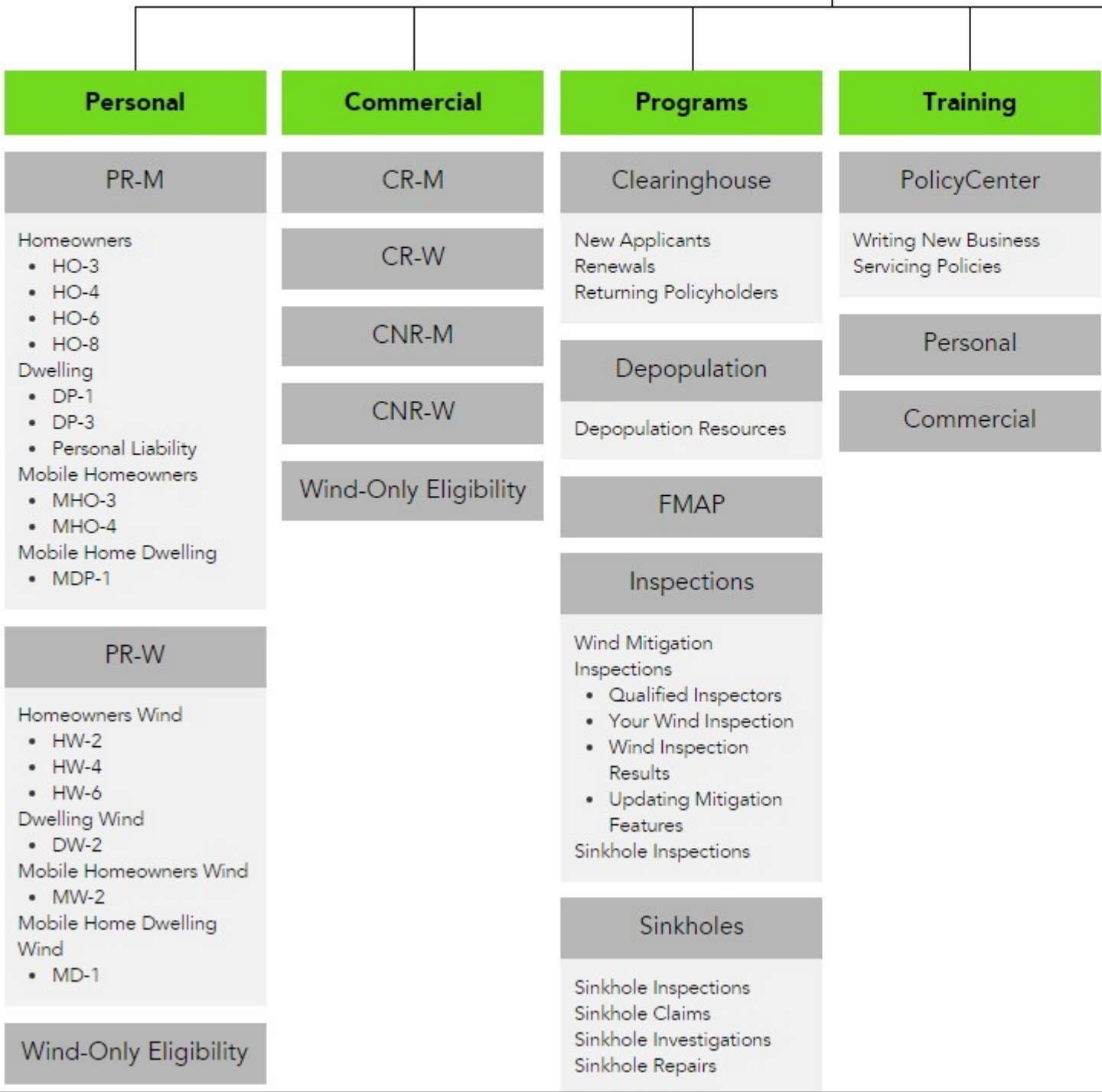


Figure 8: Site Map for agents

Training

Agents can view a recording of one of last month's webinars about the redesigned website. No login is necessary. Go to **About Us > Business to Business > Agents**.

Be sure to view Citizens' training schedule by logging into the *Agents* site, and selecting **Training** from the main navigation menu.

Share:

- [mailto:?subject=New www.citizensfla.com Launched Today&body=Check out this site I came across http://www.citizensfla.com/agent-updates-bulletin?p_p_id=com+liferay+journal+web+portlet+JournalPortlet&p_p_lifecycle=2&p_p_state=exclusive&p_p_resource_id=exportArticle&p_p_cacheability=cacheLevelPage&com+liferay+journal+web+portlet+JournalPortlet+groupId=20702&com+liferay+journal+web+portlet+JournalPortlet+articleId=1492602&com+liferay+journal+web+portlet+JournalPortlet+plid=1490056&com+liferay+journal+web+portlet+JournalPortlet+portletResource=com+liferay+asset+publisher+web+portlet+AssetPublisherPortlet+INSTANCE+3YC3hsskaUbZ&com+liferay+journal+web+portlet+JournalPortlet+targetExtension=pdf](mailto:?subject=New+www.citizensfla.com+Launched+Today&body=Check+out+this+site+I+came+across+http://www.citizensfla.com/agent-updates-bulletin?_p_p_id=com+liferay+journal+web+portlet+JournalPortlet&p_p_lifecycle=2&p_p_state=exclusive&p_p_resource_id=exportArticle&p_p_cacheability=cacheLevelPage&com+liferay+journal+web+portlet+JournalPortlet+groupId=20702&com+liferay+journal+web+portlet+JournalPortlet+articleId=1492602&com+liferay+journal+web+portlet+JournalPortlet+plid=1490056&com+liferay+journal+web+portlet+JournalPortlet+portletResource=com+liferay+asset+publisher+web+portlet+AssetPublisherPortlet+INSTANCE+3YC3hsskaUbZ&com+liferay+journal+web+portlet+JournalPortlet+targetExtension=pdf)