

# Website and System Login Update

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March 27, 2017

Citizens is enhancing the website and system password reset and recovery process to provide better self-service to users. As part of this process, agents will be required to answer new security questions when they first log in to the website, PolicyCenter<sup>®</sup> or the Property Insurance Clearinghouse on or after April 1, 2017

Once agents enter their username and password, they will be directed to the *Edit Profile/Security Questions* page to answer new security questions:

**Security Questions**

**Requirements**

- You must answer security questions when setting up your profile for the first time.
- Security question answers are not case sensitive and must be at least three characters.
- For security reasons, your current security answers are not shown.
- If you don't want to change your existing answer, leave the answer field blank.

\* Security Question 1

\* Answer

\* Security Question 2

\* Answer

Submit

- Select -

- Who was your childhood hero?
- Who was your favorite teacher?
- What did your maternal grandmother do for a living?
- What was the last name of your childhood best friend?
- What was the name of your first pet?
- Where was your best vacation?
- Who is your all-time favorite movie character?
- What was the street name of your childhood home?
- What is your least-liked food?
- What was the model of the first car you drove?
- What's the name of a college you applied to but didn't attend?
- In what city was your father born?
- What was your childhood nickname that most people do not know?
- What was your dream job as a child?

Figure 1: Edit Profile/Security Questions page

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## Notes

- Answers must be at least three characters and are not case sensitive.
  - Current security answers will be deleted.
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## Additional Changes

Additional changes to the login system include:

- The *User ID* field is being renamed *Username*.
  - *Having trouble logging in?* is being renamed *Forgot Username/Password*.
  - Agents can select *Forgot Username/Password* if they forget their username or password or get locked out of the system.
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## Additional Resources

For step-by-step instructions about resetting a password, log in to the *Agents* website, and using the *Frequently Asked Questions* feature under *Search* menu, search for 3073 .

- Agents also can access the FAQs via the *Knowledge Base* link at the top right of any screen in PolicyCenter.

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