



Participation System New Company/User Registration

December 8, 2021



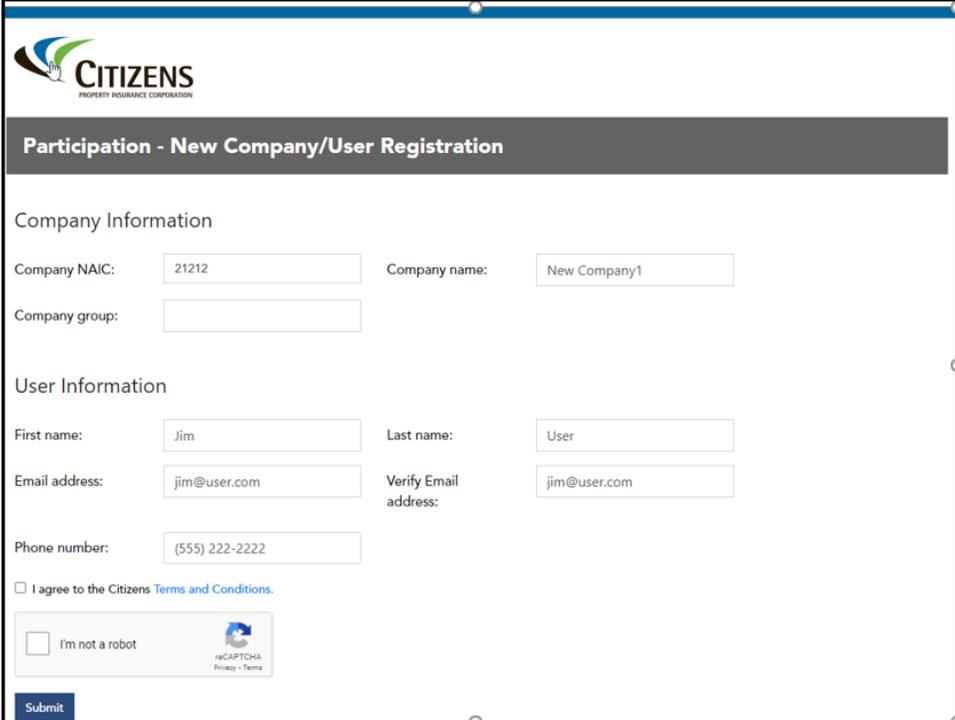
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New Companies & Users

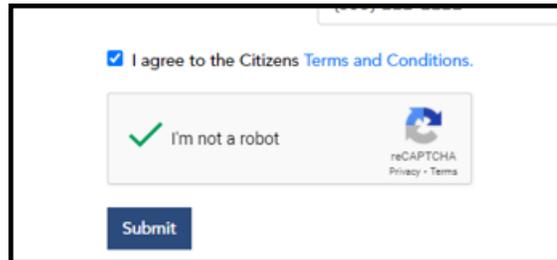
Companies new to the Participation premium reporting process can submit their new company and user access information to Citizens for review and approval. Once the request is approved, the user will receive an email with approval and another email to set up user credentials.

1. The New Company/User Registration is accessed from the Citizens website www.citizensfla.com on the [Voluntary & Participation](#) page.
2. Select the link **New Company to Participation?**.
3. Enter the Company and User Information.
Note: Leave field blank if no company group.



The screenshot displays the 'Participation - New Company/User Registration' form on the Citizens Property Insurance Corporation website. The form is divided into two main sections: 'Company Information' and 'User Information'. In the 'Company Information' section, there are input fields for 'Company NAIC' (containing '21212'), 'Company name' (containing 'New Company1'), and 'Company group' (which is empty). The 'User Information' section includes fields for 'First name' (containing 'Jim'), 'Last name' (containing 'User'), 'Email address' (containing 'jim@user.com'), and 'Verify Email address' (containing 'jim@user.com'). There is also a 'Phone number' field with '(555) 222-2222'. Below these fields, there is a checkbox for 'I agree to the Citizens Terms and Conditions' and a reCAPTCHA widget with the text 'I'm not a robot'. A blue 'Submit' button is located at the bottom left of the form.

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4. Select the **Citizens Terms and Conditions** to review.
 5. Once reviewed, select the check box, **I agree to the Citizens Terms and Conditions**.
 6. Select **I'm not a robot** and follow directions on screen.

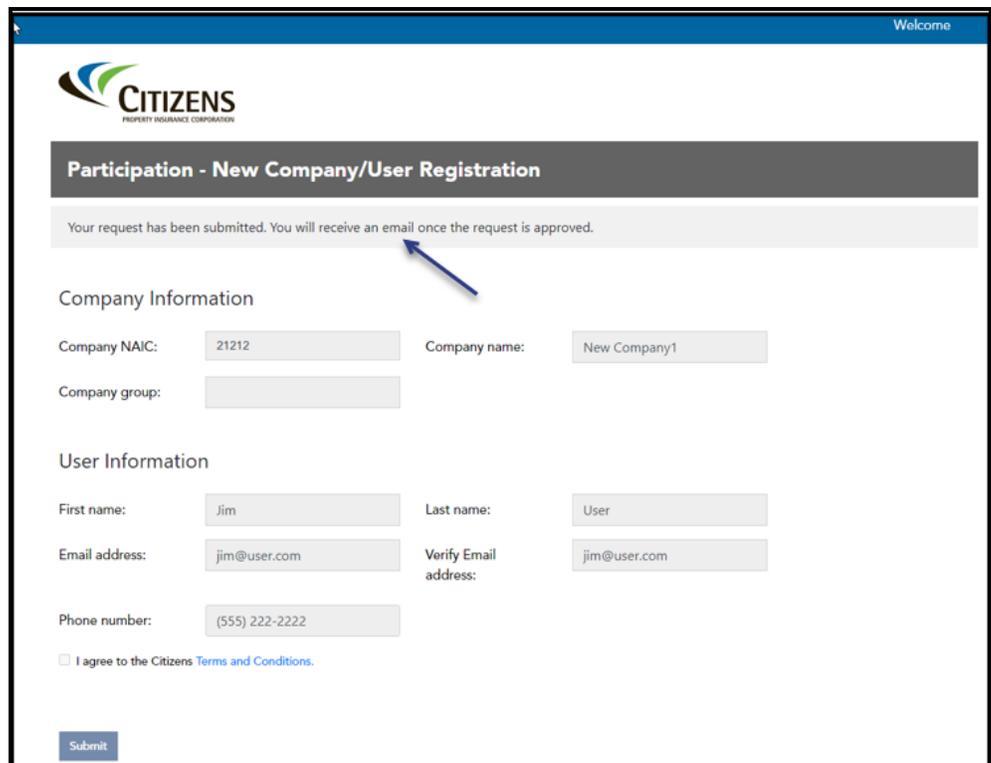


I agree to the Citizens [Terms and Conditions](#).

I'm not a robot  reCAPTCHA
Privacy - Terms

Confirmation - Request Submitted

7. Select **Submit**.
8. Confirmation screen appears.



Welcome



Participation - New Company/User Registration

Your request has been submitted. You will receive an email once the request is approved.

Company Information

Company NAIC: Company name:

Company group:

User Information

First name: Last name:

Email address: Verify Email address:

Phone number:

I agree to the Citizens [Terms and Conditions](#).

9. Select **I agree to the Citizens Terms and Conditions**.
 10. Select **Submit**.
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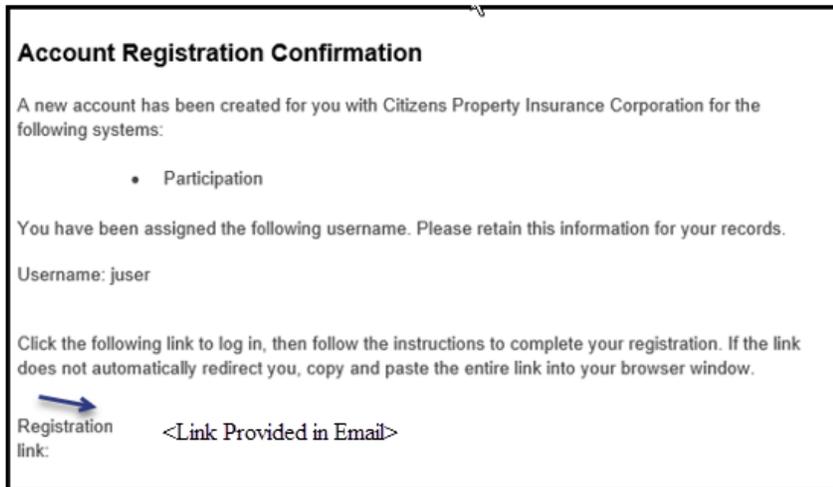
New Company User - Approval

11. The User receives an email confirming approval of New Company.



12. The User receives the Citizens Authentication Gateway Account Registration email that provides the Username and Log In instructions.

Citizens Authentication Gateway (CAG) Credentials



13. Click on the **Registration** link and provide the requested information.

The screenshot shows a web form titled "Change Password" for the Citizens website. The form includes the following fields and sections:

- Username:** A text input field containing "juser".
- New password:** A text input field.
- Re-enter new password:** A text input field.
- Answer Security Questions:** A section with two dropdown menus, each showing "- Select -", and two corresponding text input fields.
- Submit:** A blue button at the bottom of the form.

On the right side of the form, there are two guideline sections:

- Password Guidelines:**
 - Eight 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 (! , . \ / * # \$ % ; @ { | . ' ~)
 - No spaces
 - Cannot have been used in the past two years
- Security Question Guidelines:**
 - 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.

The footer of the page contains the text "copyright 2021 Citizens Property Insurance Corporation of Florida" and social media icons for Facebook, Twitter, and LinkedIn.

14. Once submitted, the user will be able to log into the Participation System with the Username and Password.

Note: For assistance, contact participation@citizensfla.com.

Refer to the Participation Resources *Log In* found on the Citizens website, www.citizensfla.com.