



Participation System Registration and Access

February 23, 2022



Table of Contents

Participation System Access 3
Registration 3
Confirmation..... 4
Citizens Authentication Gateway Credentials (CAG)..... 5

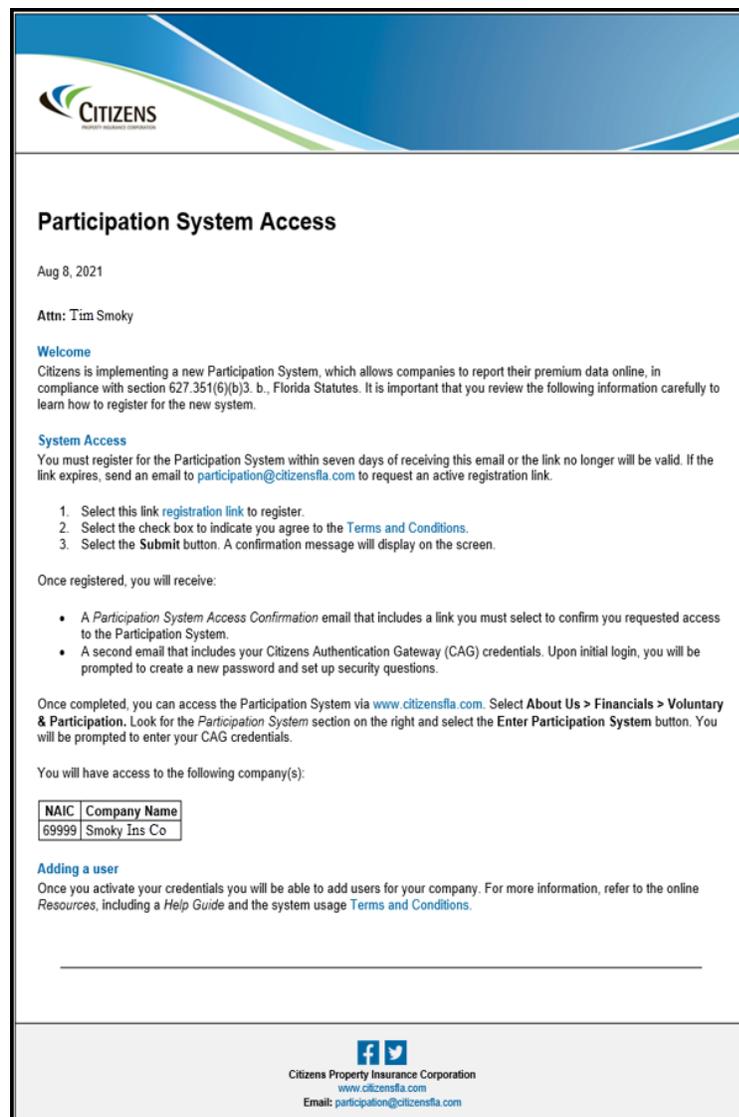
Participation System Access

Participation System Access emails are sent to company contacts in the current Participation system and to Users who have been granted access to the system. This email enables Users to register for system access. Registration is a three-step process.

Registration

1. The Company's contact receives the Participation System Access email that contains links to the Citizens website and Terms and Conditions of system usage.
 - a. Select **registration** link to proceed.
 - b. Select **Terms and Conditions** link to review.

Note: The registration link expires in 7 days.



The screenshot shows an email titled "Participation System Access" dated August 8, 2021, addressed to Tim Smoky. The email content includes a welcome message, instructions on how to register for the Participation System, and a list of steps: 1. Select the registration link, 2. Select the check box to indicate agreement to Terms and Conditions, and 3. Select the Submit button. It also lists the benefits of registration, such as receiving a confirmation email and CAG credentials. A table lists the company name as Smoky Ins Co with NAIC 69999. The footer includes social media icons for Facebook and Twitter, and contact information for Citizens Property Insurance Corporation.

Participation System Access

Aug 8, 2021

Attn: Tim Smoky

Welcome

Citizens is implementing a new Participation System, which allows companies to report their premium data online, in compliance with section 627.351(6)(b)3. b., Florida Statutes. It is important that you review the following information carefully to learn how to register for the new system.

System Access

You must register for the Participation System within seven days of receiving this email or the link no longer will be valid. If the link expires, send an email to participation@citizensfla.com to request an active registration link.

1. Select this link [registration link](#) to register.
2. Select the check box to indicate you agree to the [Terms and Conditions](#).
3. Select the **Submit** button. A confirmation message will display on the screen.

Once registered, you will receive:

- A *Participation System Access Confirmation* email that includes a link you must select to confirm you requested access to the Participation System.
- A second email that includes your Citizens Authentication Gateway (CAG) credentials. Upon initial login, you will be prompted to create a new password and set up security questions.

Once completed, you can access the Participation System via www.citizensfla.com. Select **About Us > Financials > Voluntary & Participation**. Look for the *Participation System* section on the right and select the **Enter Participation System** button. You will be prompted to enter your CAG credentials.

You will have access to the following company(s):

NAIC	Company Name
69999	Smoky Ins Co

Adding a user

Once you activate your credentials you will be able to add users for your company. For more information, refer to the online *Resources*, including a *Help Guide* and the system usage [Terms and Conditions](#).

Citizens Property Insurance Corporation
www.citizensfla.com
Email: participation@citizensfla.com

Registration (Continued)

- c. On the *Registration* page, the user selects box, I agree to the *Terms and Conditions*, then selects **Submit**.

The screenshot shows the 'Participation - Primary User Registration' page. At the top right, it says 'Welcome'. The Citizens logo is on the left. The form is titled 'Participation - Primary User Registration' and is divided into 'User Information' and 'Company Information' sections. In the 'User Information' section, there are input fields for First Name (Tim), Last Name (Smoky), Email Address (tsmoky@test.com), and Phone Number ((565) 666-6677). The 'Company Information' section has a table with NAIC (69999) and Company Name (Smoky Insurance Company). At the bottom, there is a checkbox for 'I agree to the Citizens Terms and Conditions' with a blue arrow pointing to it, and a 'Submit' button.

Confirmation

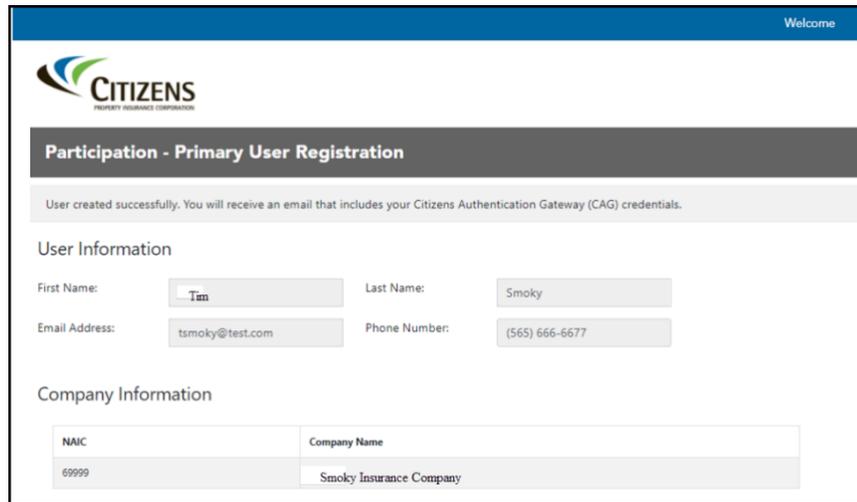
2. User receives the Participation System Access Confirmation email with a confirmation link.

Note: The Confirmation link expires in 7 days.

The screenshot shows an email titled 'Participation System Access Confirmation' dated 'Aug 10, 2021'. The recipient is 'Attn: Tim Smoky'. The email body contains the following text: 'You are receiving this email to confirm you requested access to Citizens' Participation System. To complete the registration process, select the [confirmation link](#).', 'You will receive a second email that includes your Citizens Authentication Gateway (CAG) credentials. Upon initial login, you will be prompted to create a new password and set up security questions.', and 'For more information you can access the Participation System via www.citizensfla.com. Select **About Us > Financials > Voluntary & Participation**. Look for the *Participation System* section on the right to review the system usage [Terms and Conditions](#) and other helpful resources.' The footer includes the Citizens logo, social media icons for Facebook and Twitter, and contact information: 'Citizens Property Insurance Corporation', 'www.citizensfla.com', and 'Email: participation@citizensfla.com'.

Confirmation (Continued)

- a. Select the **confirmation link** to access the *User Registration Confirmation* page.



Welcome

CITIZENS
PROPERTY INSURANCE CORPORATION

Participation - Primary User Registration

User created successfully. You will receive an email that includes your Citizens Authentication Gateway (CAG) credentials.

User Information

First Name: Last Name:

Email Address: Phone Number:

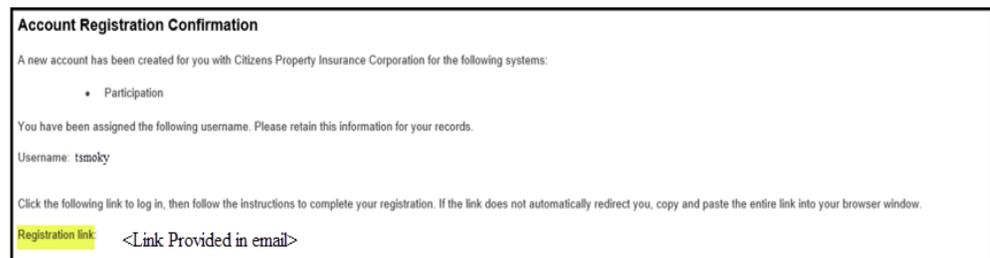
Company Information

NAIC	Company Name
69999	Smoky Insurance Company

- b. Close the browser before proceeding to step 3.

Citizens Authentication Gateway Credentials (CAG)

3. Users with existing Citizens Authentication Gateway credentials may proceed with logging into the Participation application (see note below). Skip step 4 as registration to the application is complete.
4. The User receives the Citizens Authentication Gateway Account Registration email that provides the username and login instructions.



Account Registration Confirmation

A new account has been created for you with Citizens Property Insurance Corporation for the following systems:

- Participation

You have been assigned the following username. Please retain this information for your records.

Username: tsmoky

Click the following link to log in, then follow the instructions to complete your registration. If the link does not automatically redirect you, copy and paste the entire link into your browser window.

Registration link <Link Provided in email>

- a. Click the **Registration** link and provide the requested information.
(Continued on next page)

**CAG
Credentials
(Continued)**

- b. Change password and choose security questions.
- c. Select **Submit**.

CITIZENS
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Change Password

Username:
tsmoky

New password:

Re-enter new password:

Answer Security Questions

- Select -

- Select -

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.

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