# Enhanced myPolicy Login

November 23, 2024

Thank you for using Citizens' myPolicy customer portal. The next time you use the portal, you will observe a new sign-in screen. You will be required to use your email address instead of your former username, and the first time you log in, you will be prompted to reset your password. It's easy – just follow the steps below.

When you access the myPolicy sign-in screen:

1.  Enter the **Email Address** you use for your Citizens policy:



Figure 1: myPolicy sign-in screen

2.  Select **Forgot your password?** and follow the instructions on the screen to reset your password:

    - Enter a new password in the *New Password* field. Be sure to follow the *Password Guidelines* displayed on the screen.
    - Enter the new password in the *Confirm New Password* field.
    - Select the **Continue** button.
    - You will be returned to the sign-in screen.

3.  When you return to the sign-in screen, enter your registered email address and password, then select the **Sign In** button.

4.  A *User Details* screen will display. Select the **Send verification code** button:

Figure 2: myPolicy *Send verification code* button on the *User Details* screen

5. You will receive a verification code email from *Microsoft on behalf of Citizens Property Insurance Corporation*. If you don't see it in your email inbox, check your spam or junk email folder.
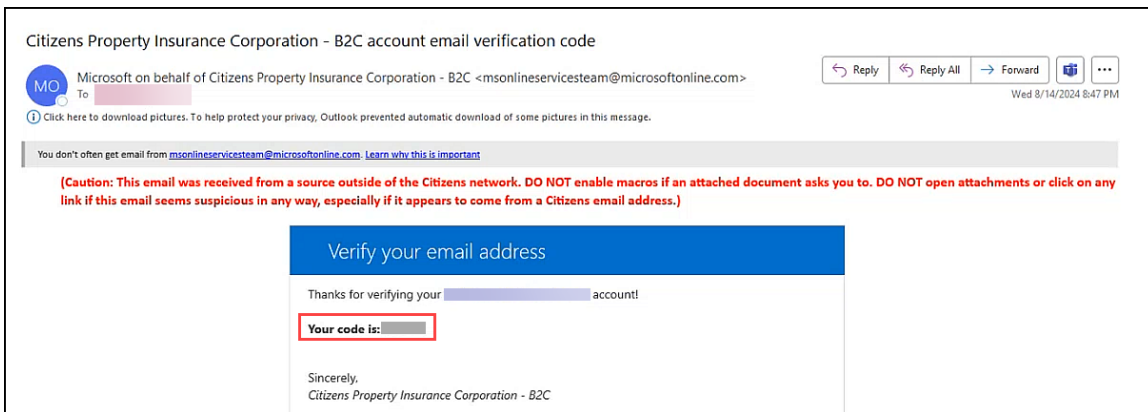


Figure 3: Verification code email from Microsoft

6. Locate the six-digit verification code from the email. Enter it into the *Verification code* field and select **Verify code**:
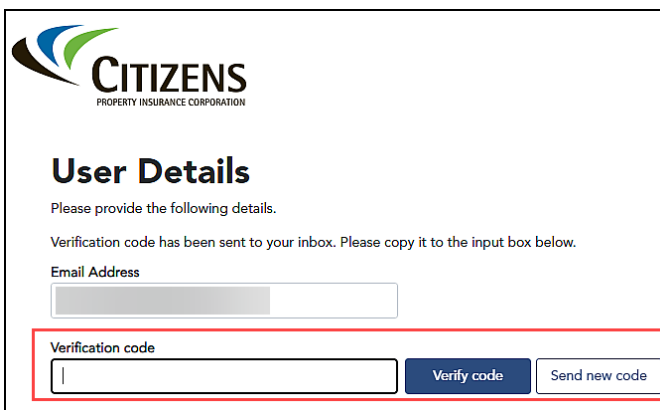


Figure 4*: Verification code* field and *Verify code* button on the *User Details* screen

7. A confirmation message will be displayed. Select the **Continue** button.
Result: The *Account Summary* page will display. You are now logged in to myPolicy.

If you have not activated your new user account, you will be prompted to do so the next time you log in to myPolicy.

You can access myPolicy via the myPolicy page on our website or a saved bookmark. Enter your email address and password, and then select **Sign in**. Follow the above steps to complete the sign-in process.

You must follow the verification code process each time you log in to myPolicy, as outlined here. If the verification code expires, select **Send new code** on the *User Details* screen and repeat *Steps 6* and *7* above.

If you encounter any issues, contact Citizens Customer Care at 866.411.2742 or use the Contact Us form on Citizens' website.

*Note*: Any existing claims will not be affected by this.

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Do not reply to this email. If you have a question about this email or your policy, contact your agent or the Customer Care Center at 866.411.2742 or use our Contact Us form.

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Report and view claims. Enroll in paperless delivery. Make payments. Access policy documents.

**866.411.2742**
Report a claim 24/7/365 or
Get specific policy information weekdays from 8:00 a.m. to 5:30 p.m. ET