### **Policyholder Login Help**

#### **Using Information from Billing Invoice to Login**

Here’s how to sign in using your Hastings Mutual username and password.

**UserName:** The account number at the top right of your bill.

**Password:** The code listed under “Agency,” found under your account number.

#### **Using Information from Declaration Page to Login**

Here’s how to sign in using your Hastings Mutual username and password.

**UserName:** The account number at the top right of your declaration page.

**Password:** The code listed under “Agency,” found near your account number.

#### **Password Reset Instructions**

1. At the login page, select “I forgot my password?”
2. Enter your Username and click “Next.” A password reset email will be sent to the email address on file.
3. If your account is locked and you are unable to log in, call (800) 442-8277 ext. 1700 to have a representative unlock the account. You can also email the Help Desk at [helpdesk@hastingsmutual.com](mailto:helpdesk@hastingsmutual.com?subject=Login%20Help%20Request&body=Name:%0APhone:%0AAccount%20or%20Policy%20%23:%0A%0AMessage:). The account will automatically unlock after one hour.

#### **Multiple Accounts**

If you have additional accounts, a password must be established for each account (follow steps above to create a password for each account).

#### **FAQ**

**What is my User Name?**

User name is the account number located on the billing statement or declaration page.

**My agency number is not working as the password.**

This happens when you already established a new password for the account. If you do not remember the password, click on the link “I forgot my password?” Enter your username and click “Next,” and an email will be sent to the email address we have on file.

If the email address on file is not correct, please click on “Answer password questions instead” for an alternate reset process.

**My account is locked out.**

You can wait the 1 hour for it to unlock or call 1-800-442-8277 ext. 1700 for a Representative to unlock the account immediately. You can also email the Help Desk. The hours of phone/email support are Monday - Friday 7:00 am - 4:30 pm (Eastern Standard Time).

**My new password is not working.**

The password you created must be at least 8 characters, contain a number and be case sensitive.

#### **Technical Support**

If you have questions or concerns about this process please feel free to contact our help desk at Help Desk or 1-800-442-8277 ext. 1700.