FARMERS

User Look up & Password Reset Reference Guide

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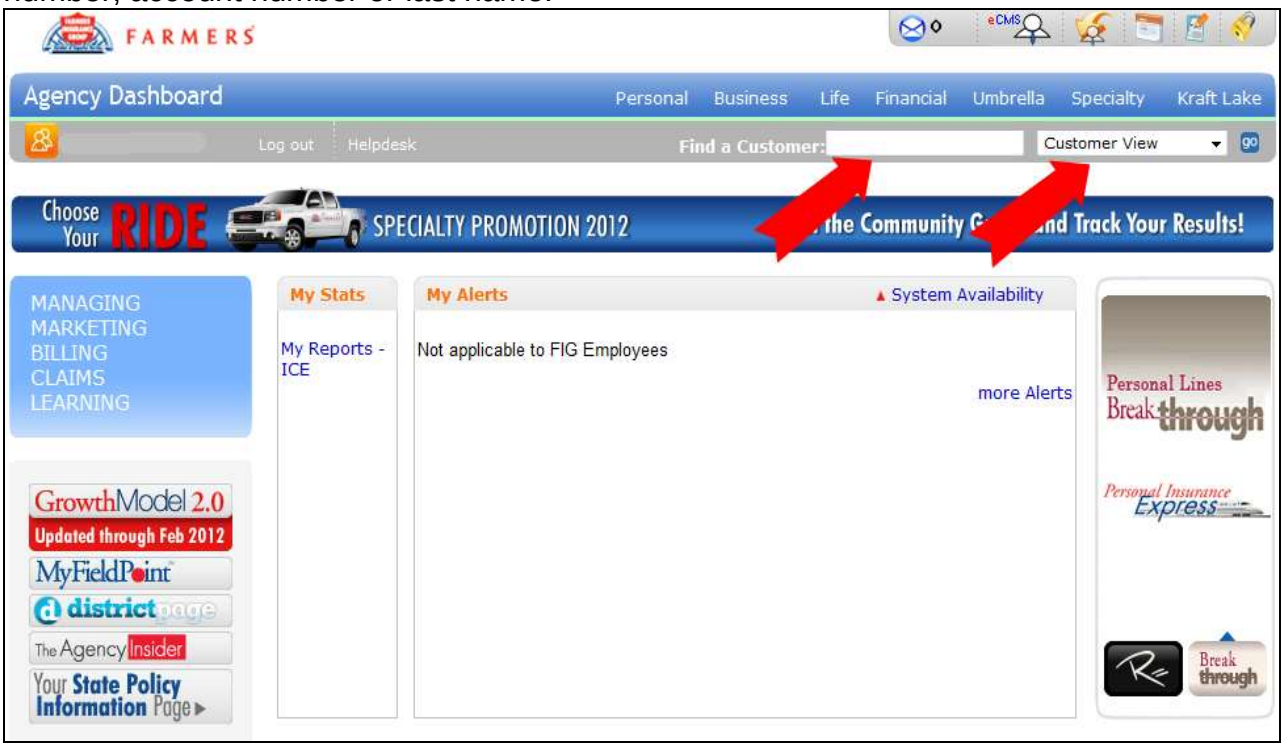
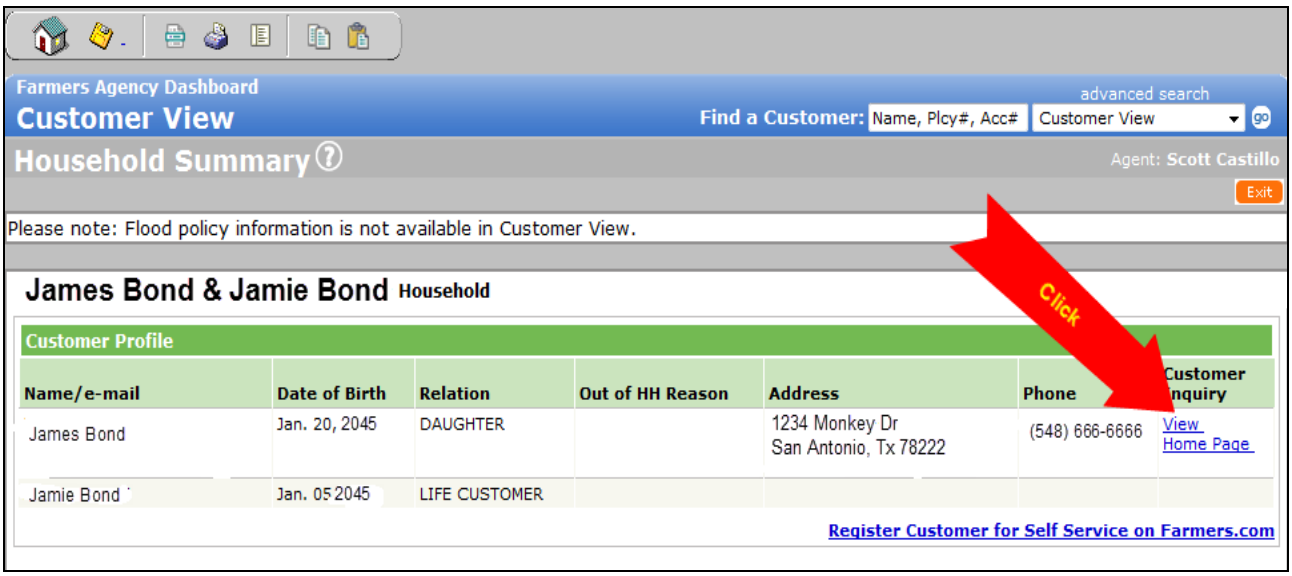
Section 1 – FAB User ID Look up / Password Reset

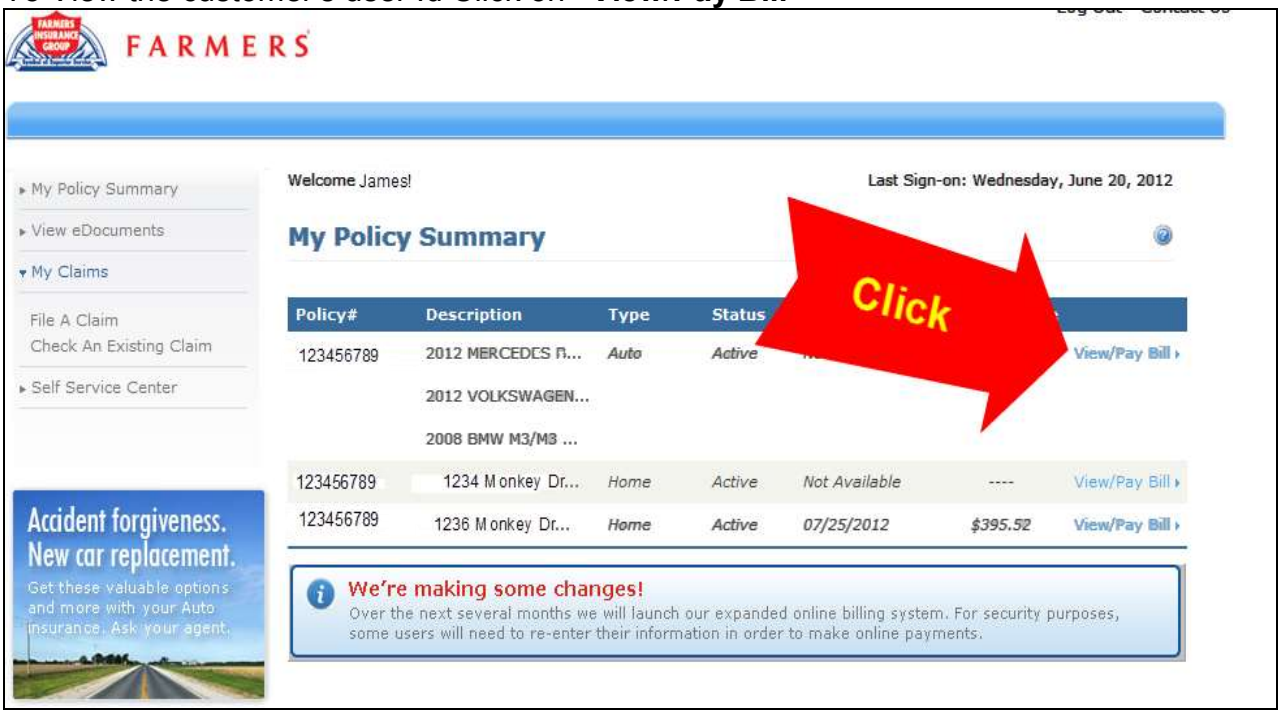
1. Access Billing Summary in Agency Dashboard in “Customer View”. Enter policy number, account number or last name.



2. In the customer view you will see a hyper link, to view the online billing information click on VIEW HOME PAGE



3. To View the customer's user Id Click on **"View/Pay Bill"**



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4. Hover your cursor over **"Help/Contact Us"** and click **"CSR View".**

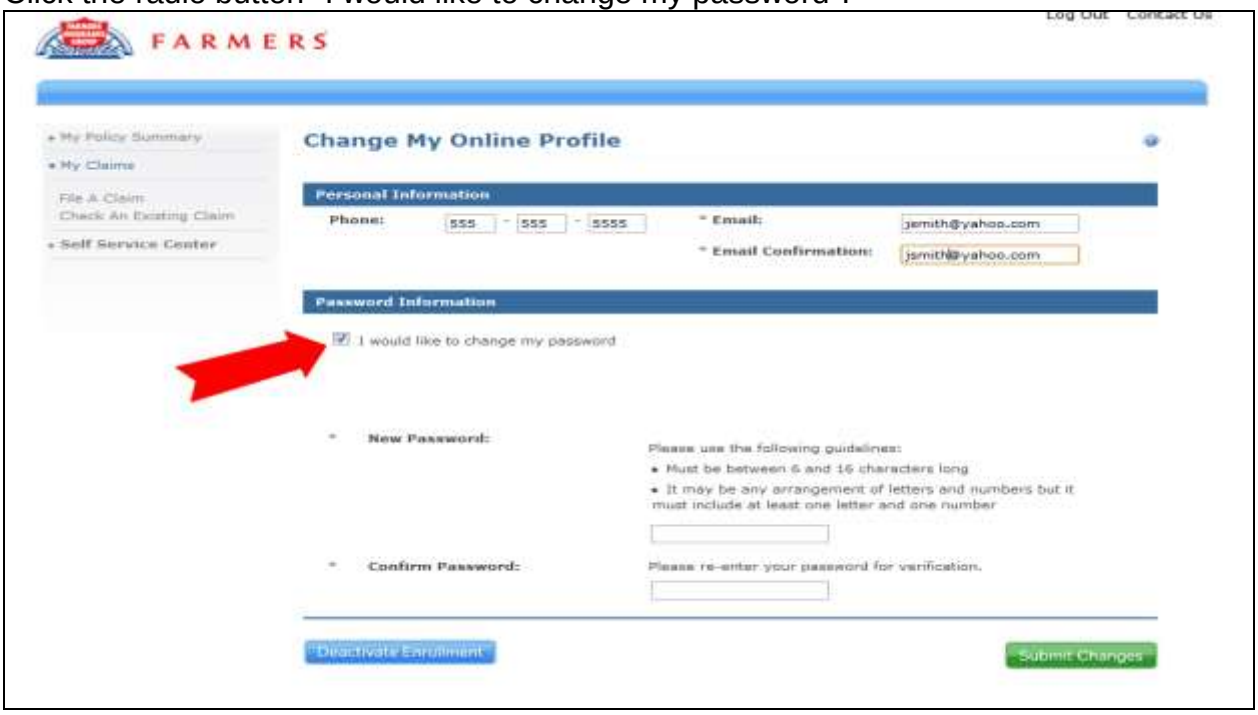
5. The user ID will appear on the next page.

6. Click on **"Back to my Policy Summary".**

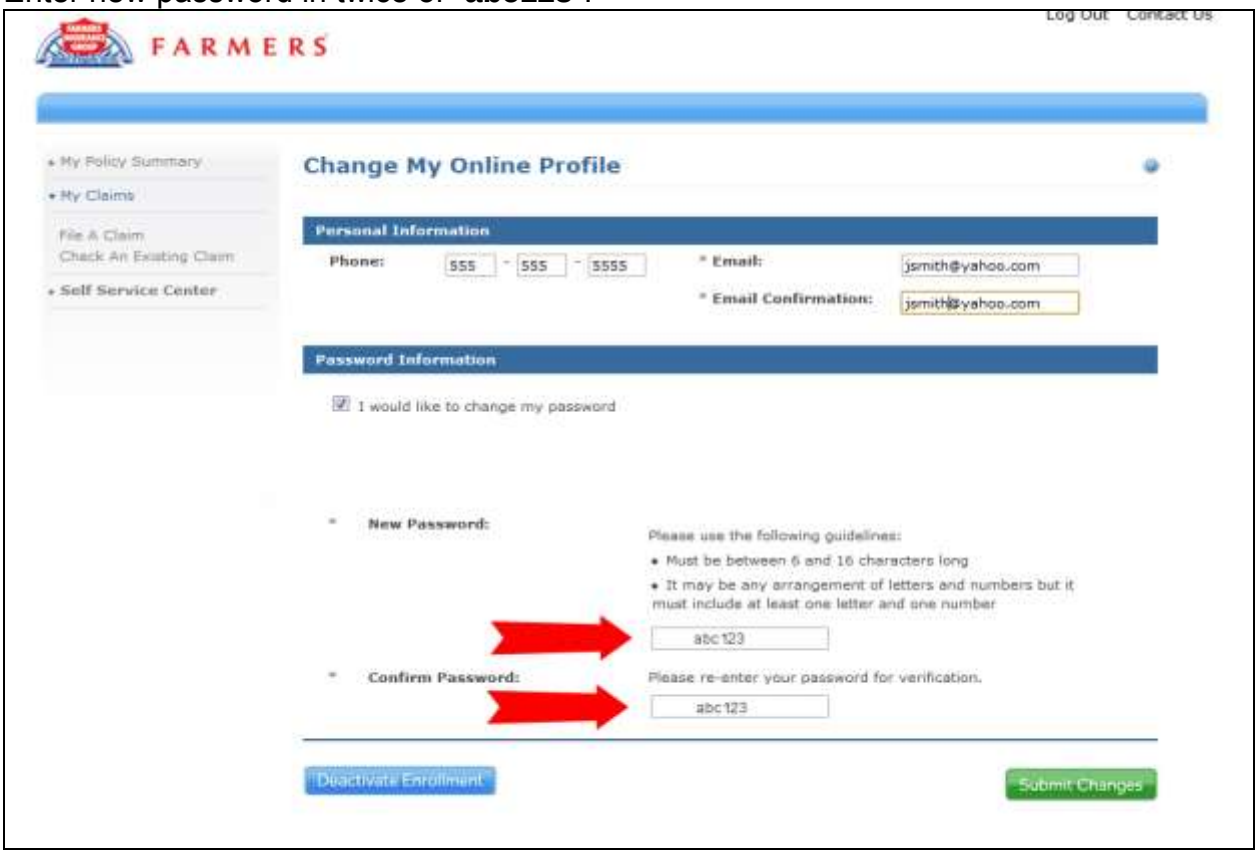
7. Select "**Self Service Center**".

8. Click the "**Password"** link.

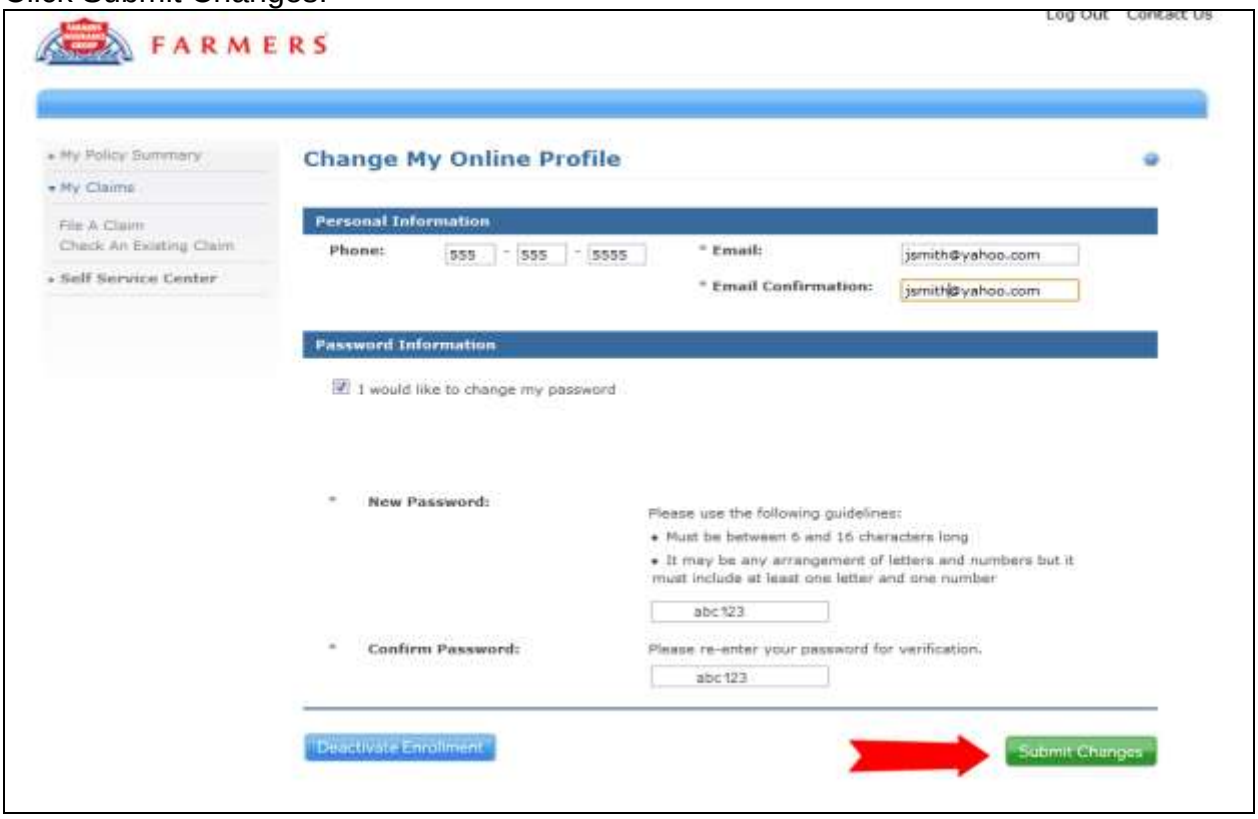
9. Click the radio button "I would like to change my password".



10. Enter new password in twice of "**abc123**".

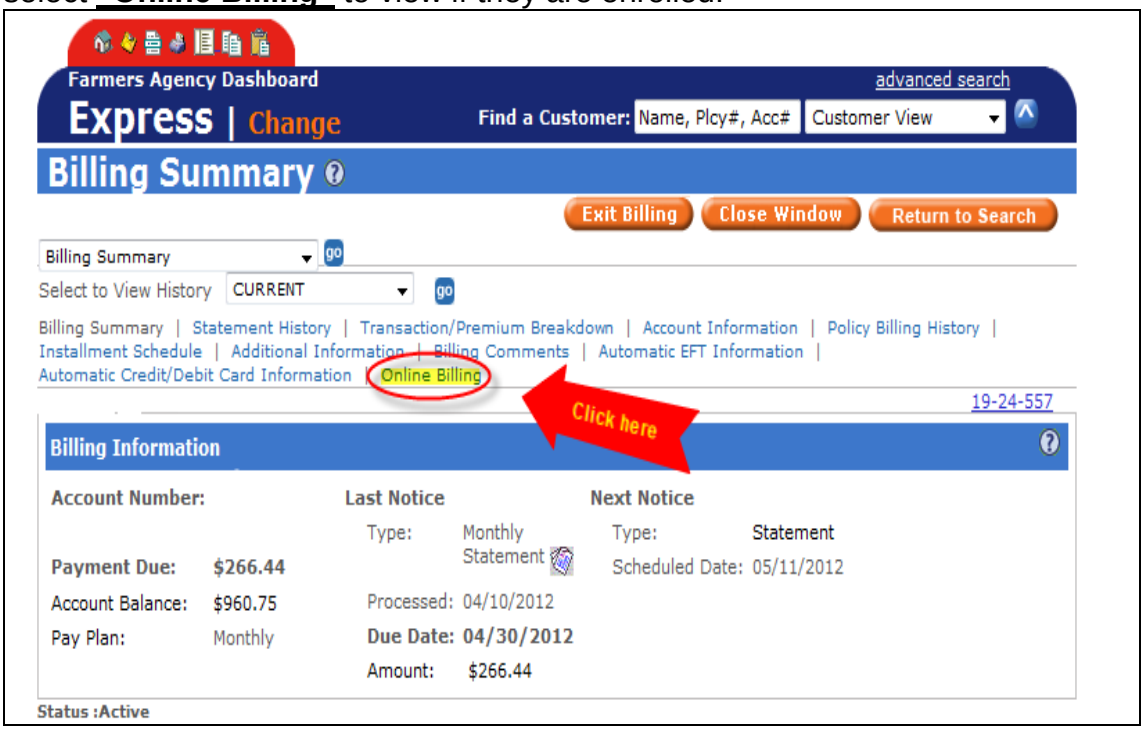


11. Click Submit Changes.



12. If you get the message below on an existing account make sure to clear the email address and type it back in (in all caps) it allows us to reset the password.

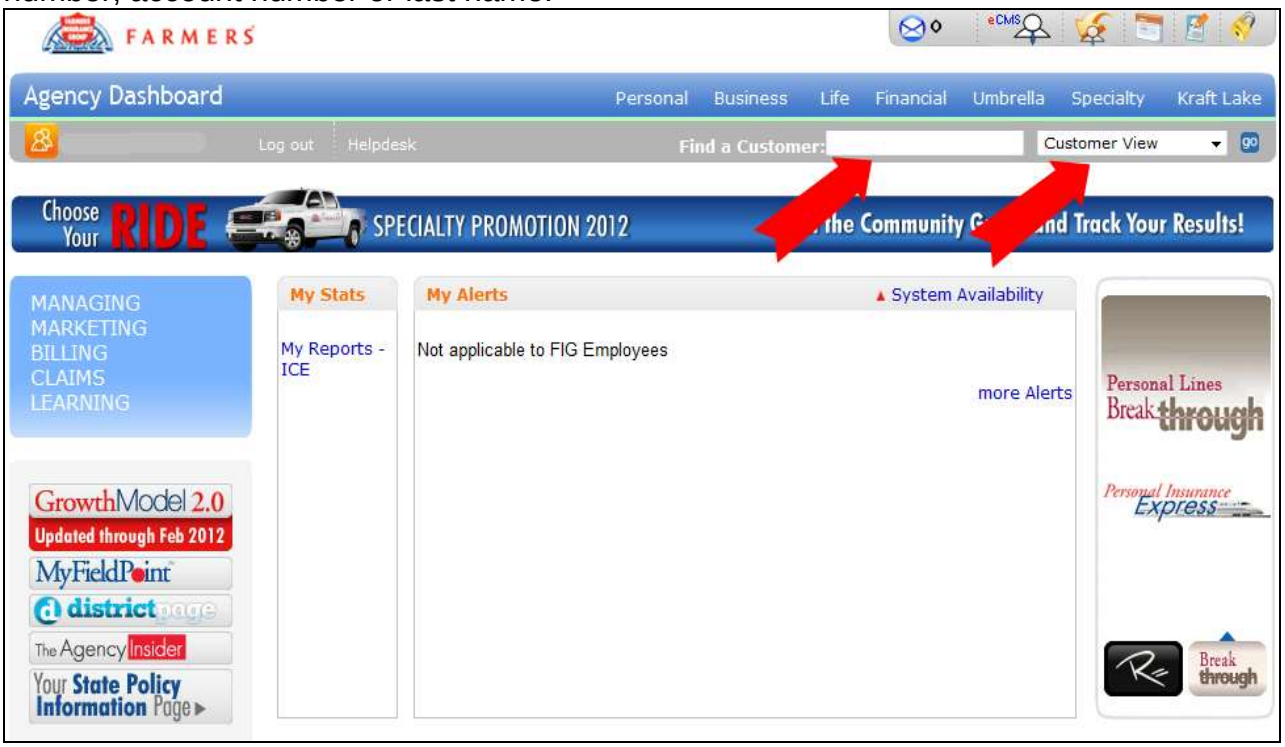
13. Always Double check to see if the customer has an online billing account. The view home page might not be on the customer view. So go into the billing account and select **"Online Billing"** to view if they are enrolled.



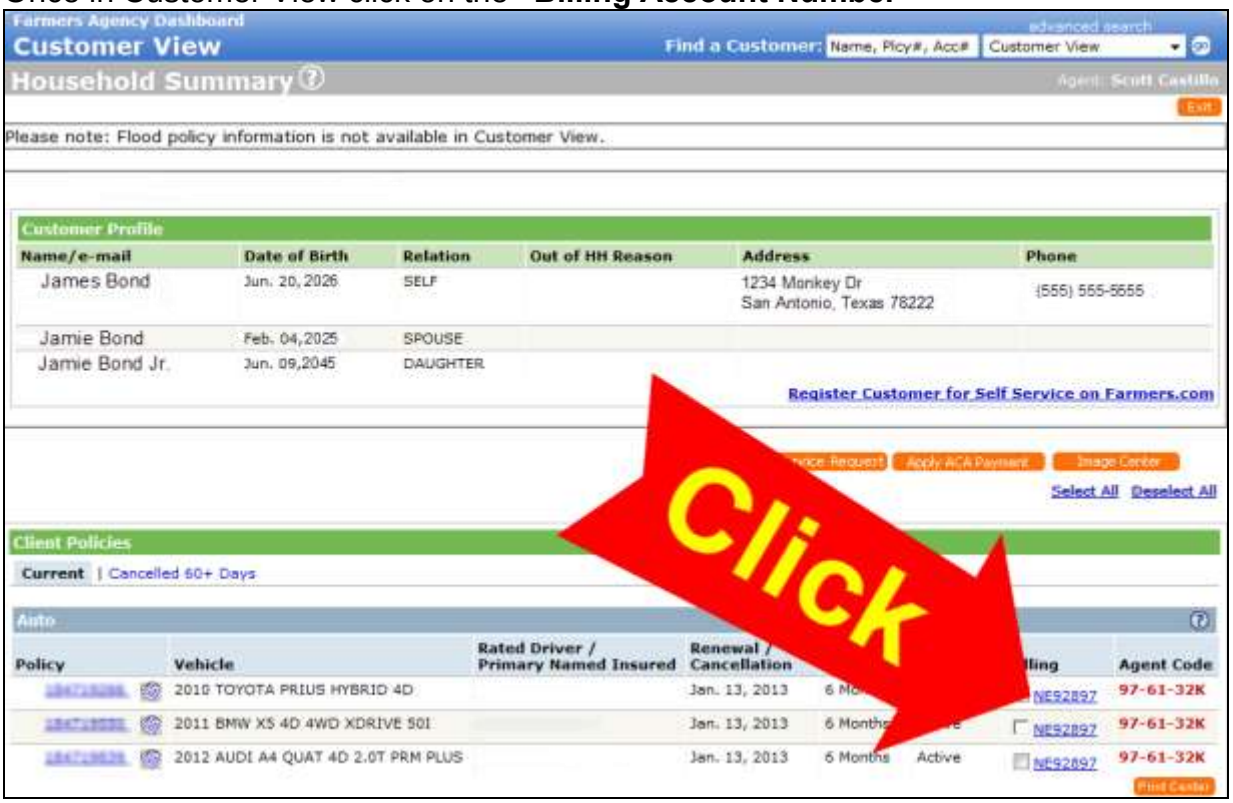
14. You will get this screen, if the customer is not enrolled on the online billing revert back to the “Farmers.com Registration Guide”

Section 2 – Easy Pay User ID Look up / Password Reset

1. Access Billing Summary in Agency Dashboard in “Customer View”. Enter policy number, account number or last name.



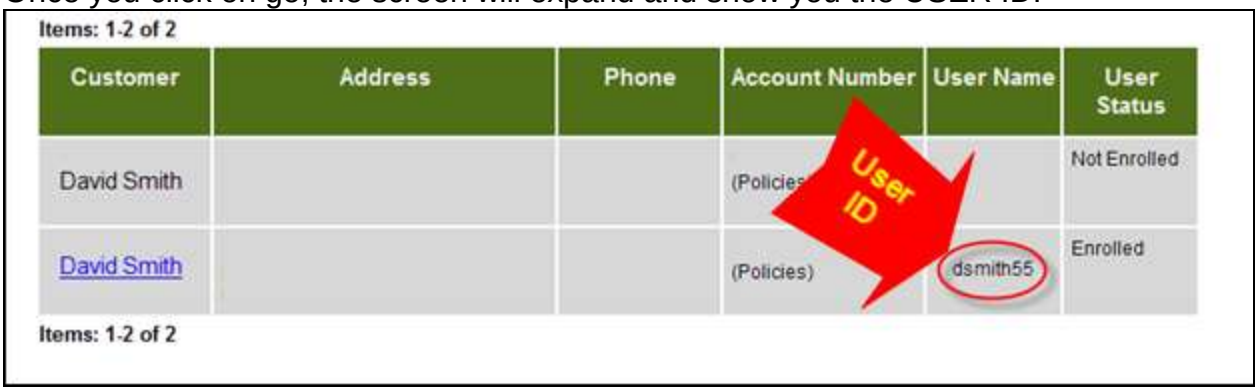
2. Once in Customer View click on the **“Billing Account Number”**



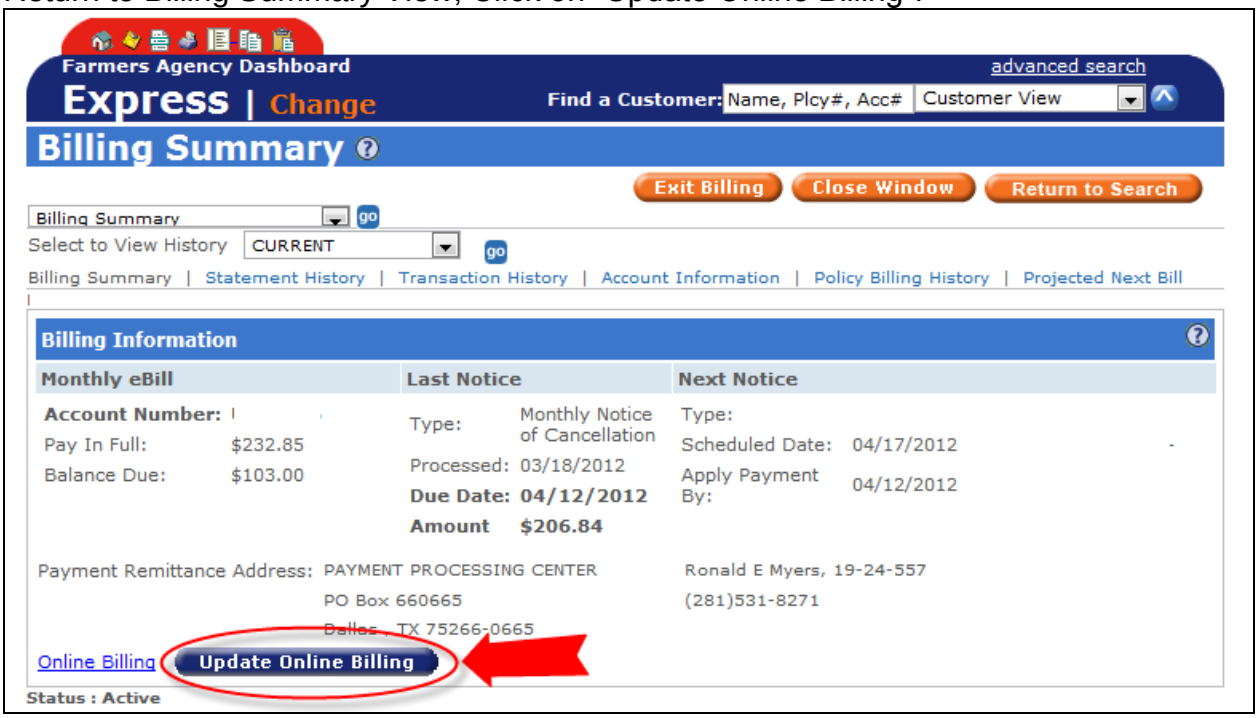
3. Click on the Online Billing link.

4. The user ID will appear on the next page. Click On **"Go"**

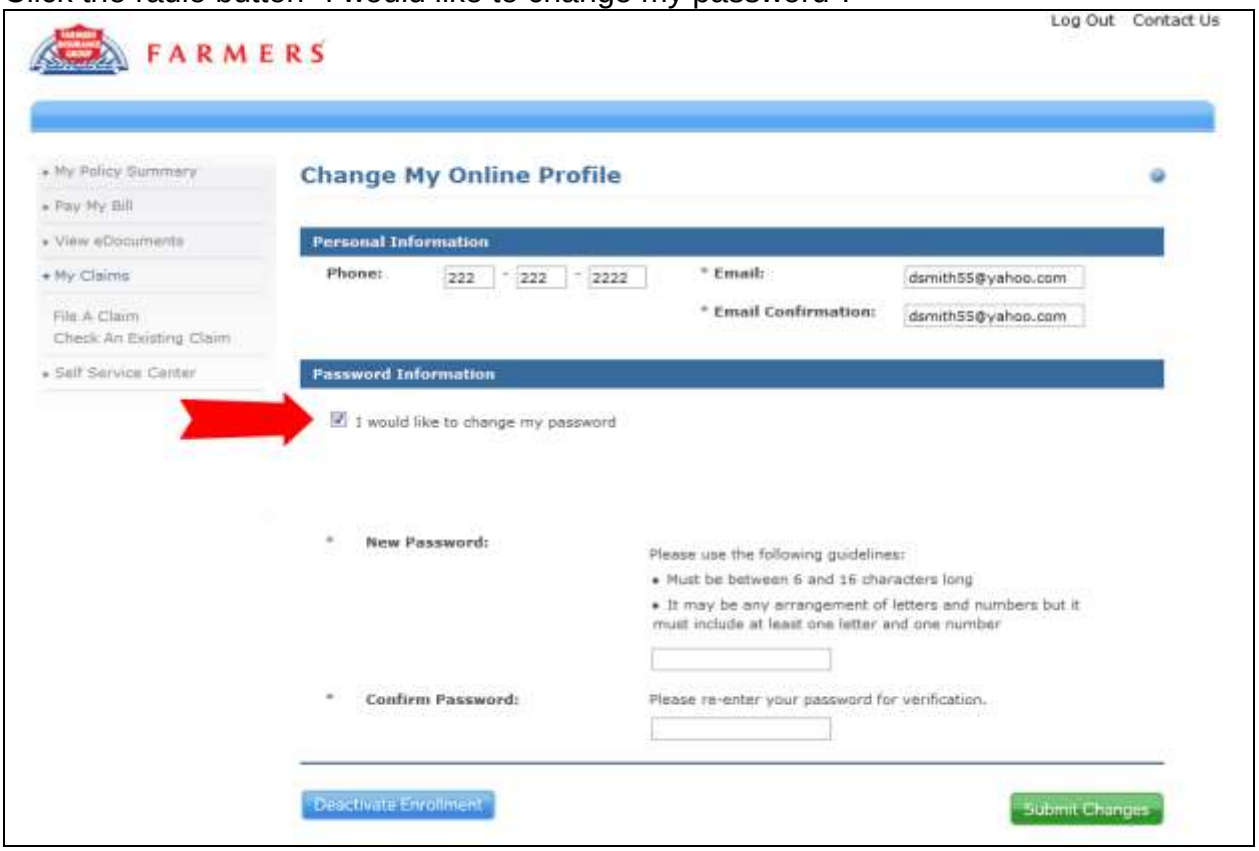
5. Once you click on go, the screen will expand and show you the USER ID.



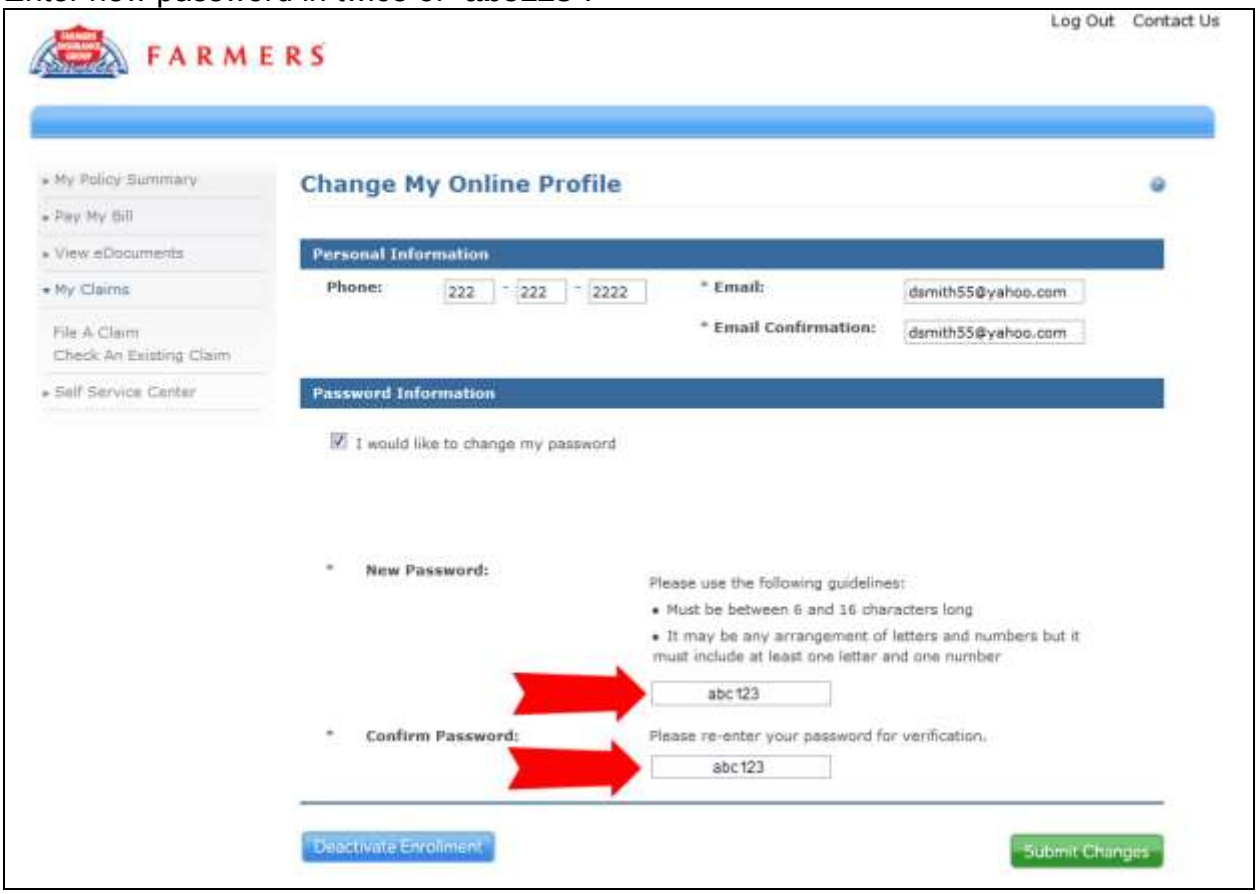
6. Return to Billing Summary View, Click on “Update Online Billing”.



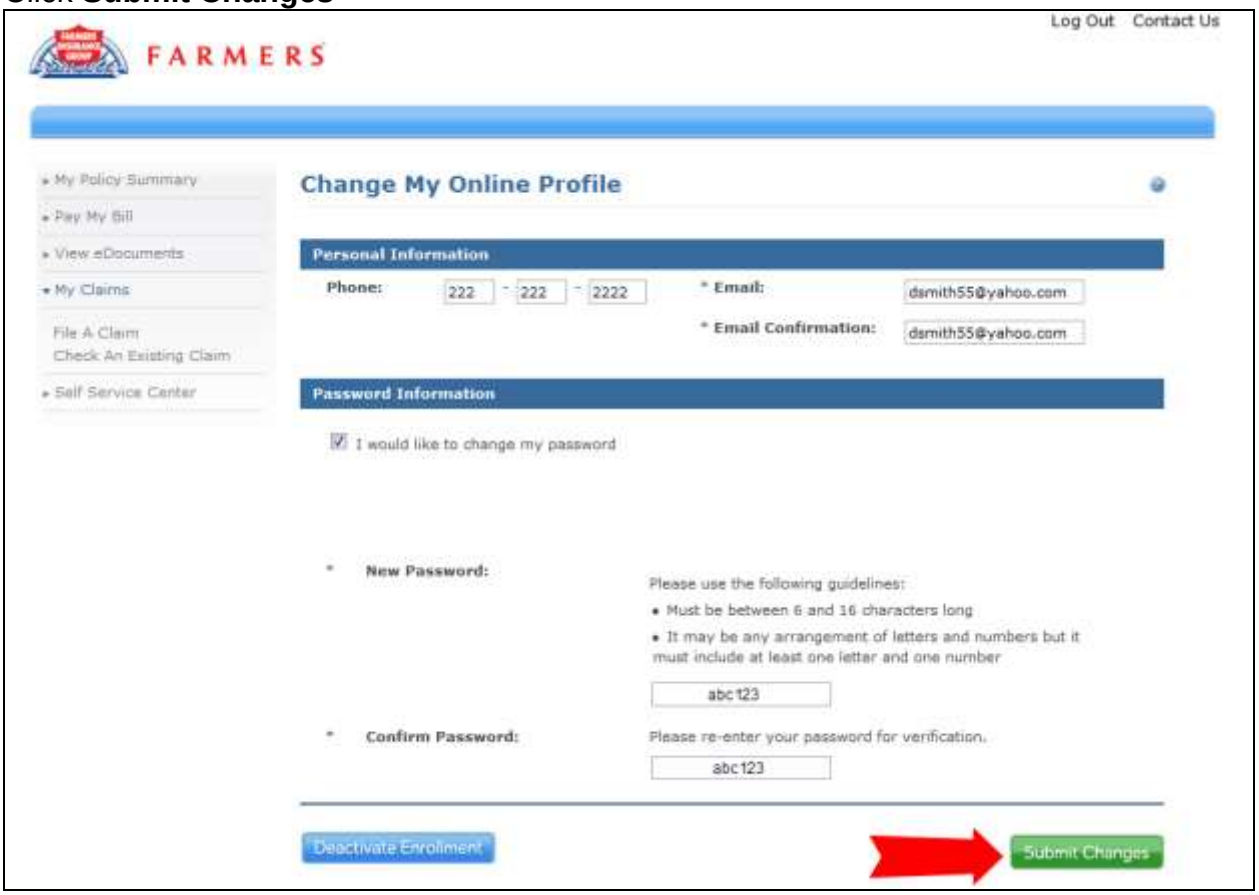
7. Click the radio button "I would like to change my password".



8. Enter new password in twice of "**abc123**".

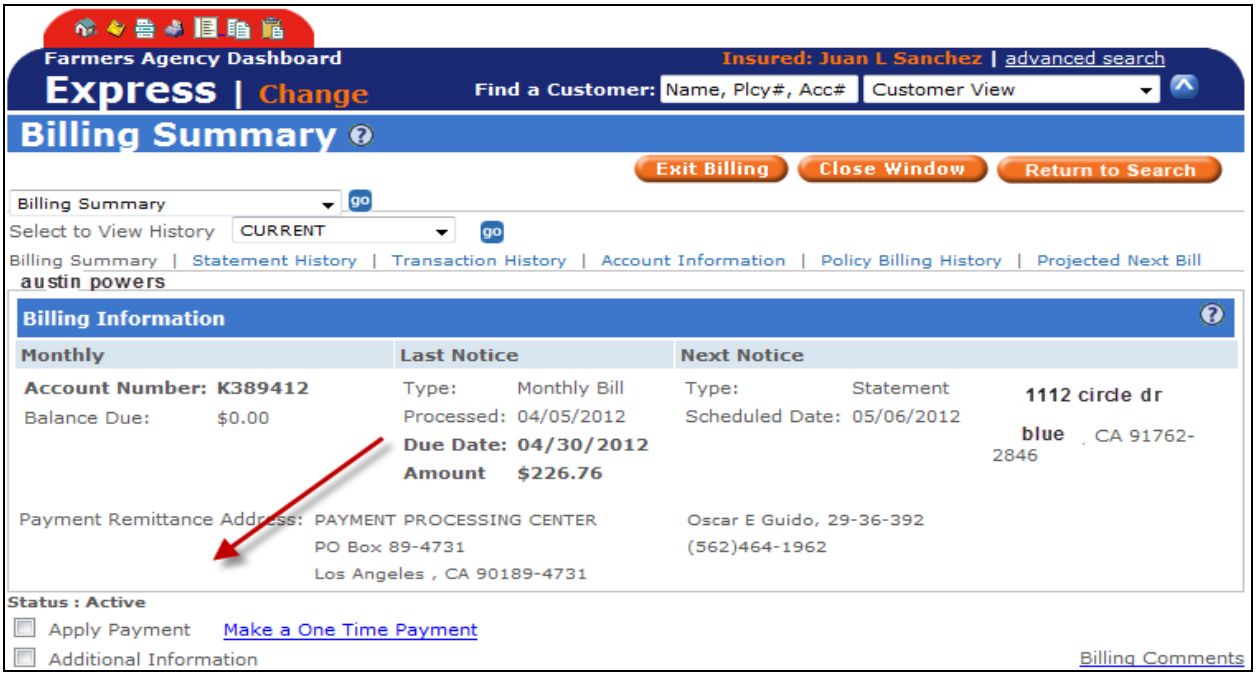


9. Click **Submit Changes**

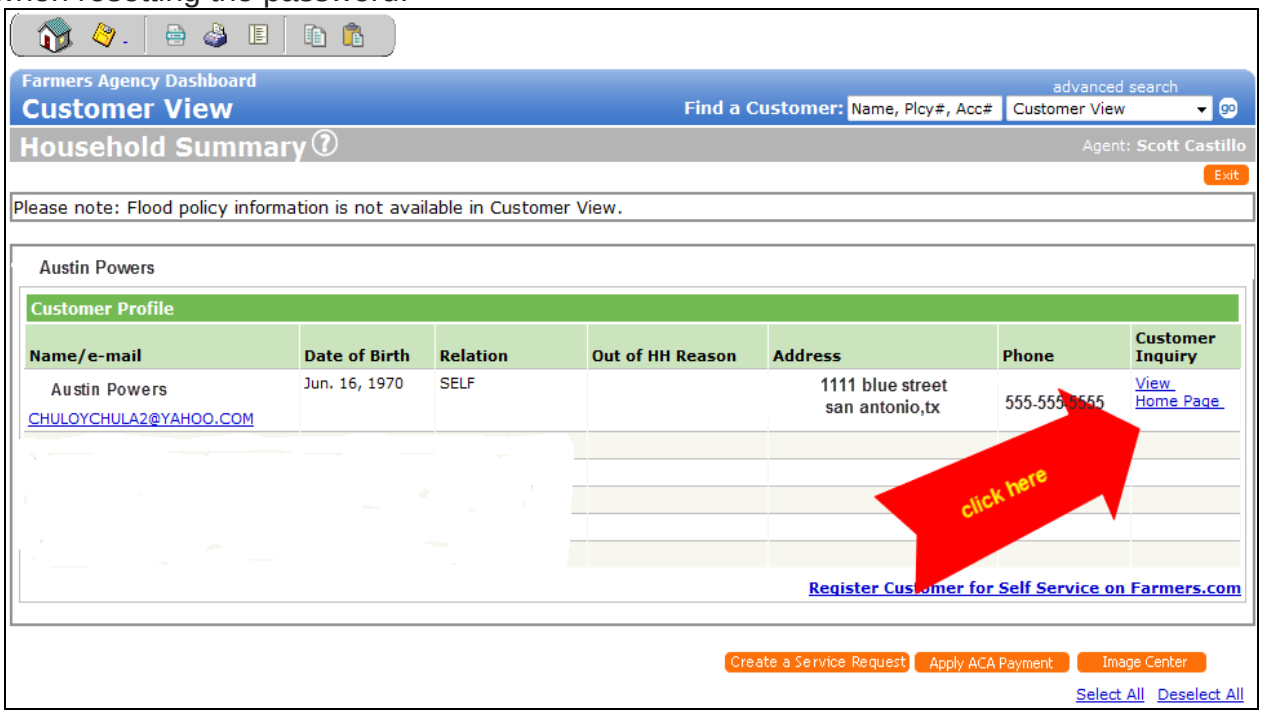


Important Note: *Not all Easy Pay policies have online billing. Those without online billing you will need to go into CSS User Lookup to find their User ID*

a. If the online billing links are not in the billing cycle where they should be located, and then back out to the customer view.



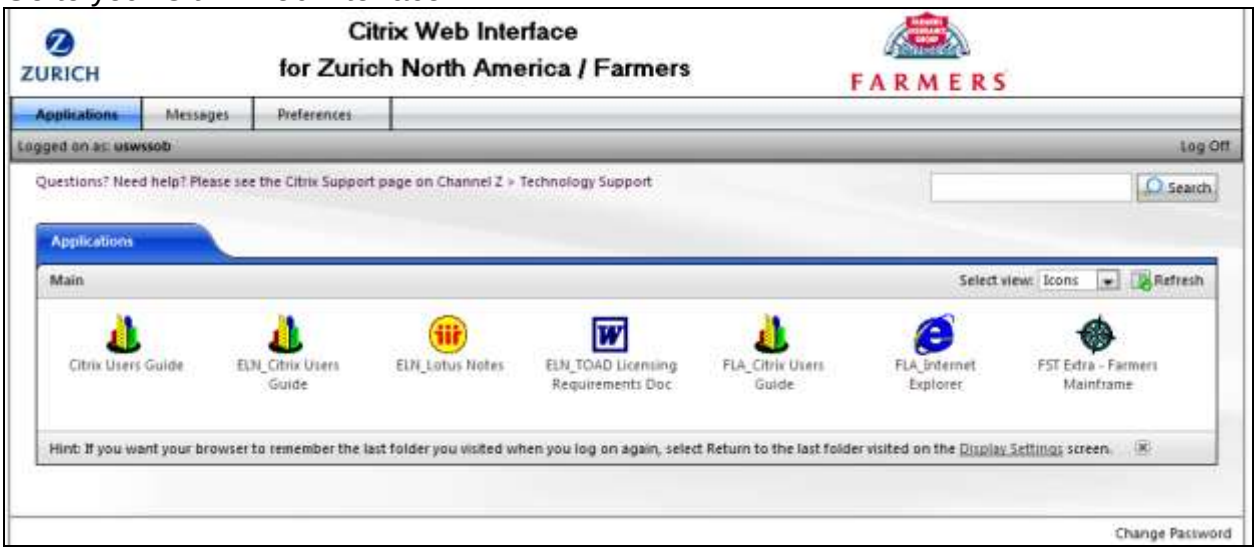
b. Then when back into the customer view click on the link that says view my home page. To reset the password for the customer just as you would in a fab account, **see steps 7 down from the Section 1FAB User ID Look up / Password Reset.** Then look up the user id through the CSS log in using the policy number or email address you find when resetting the password.



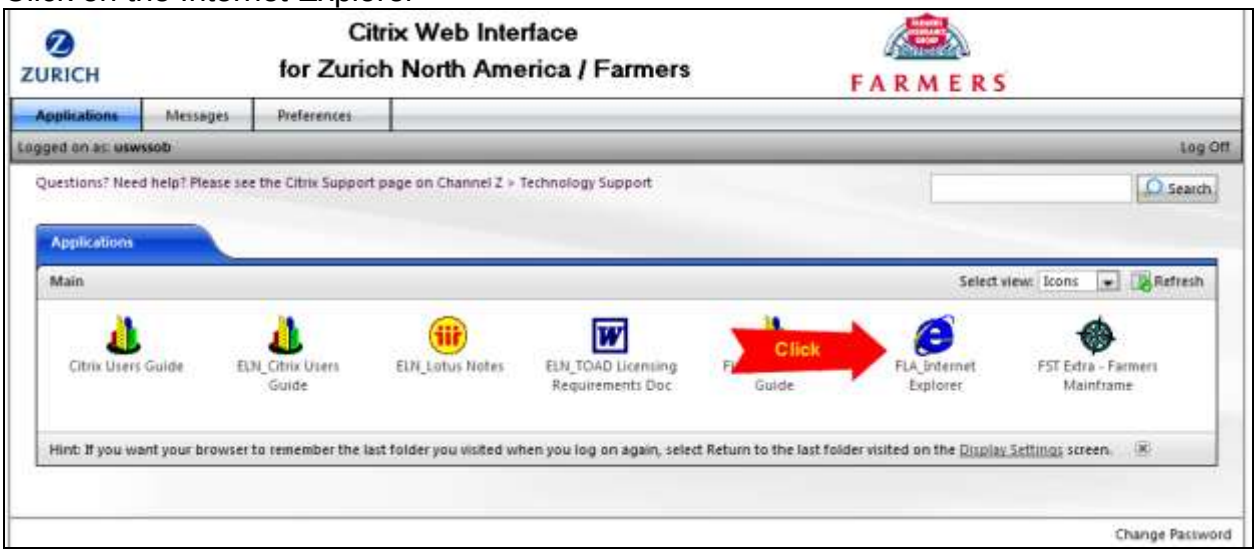
Section 3 – CSS User Lookup

**If the hyperlinks are not visible or saying not enrolled; Log into the CSS User Look up.*

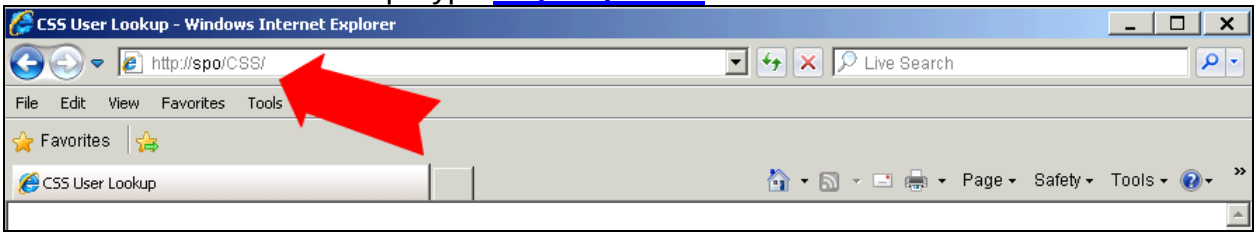
1. Go to your Citrix Web Interface.



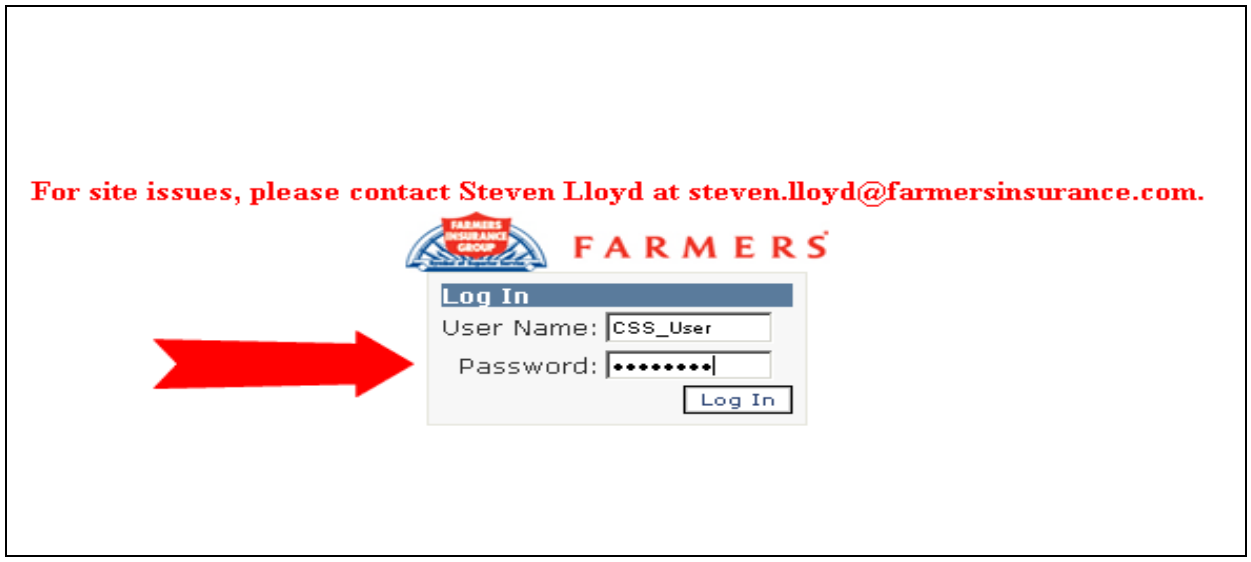
2. Click on the Internet Explorer



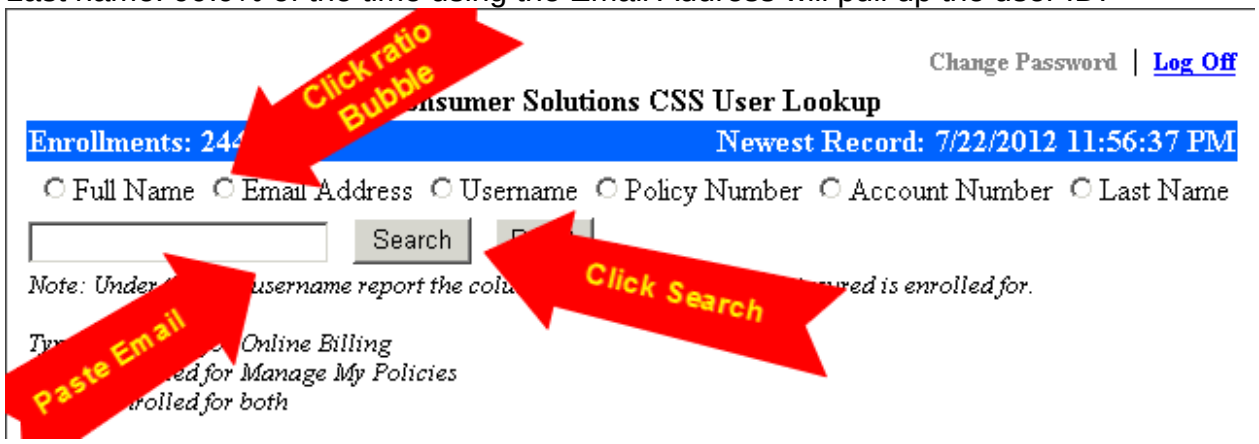
3. To access CSS User lookup Type **Http://spo/css** In the url



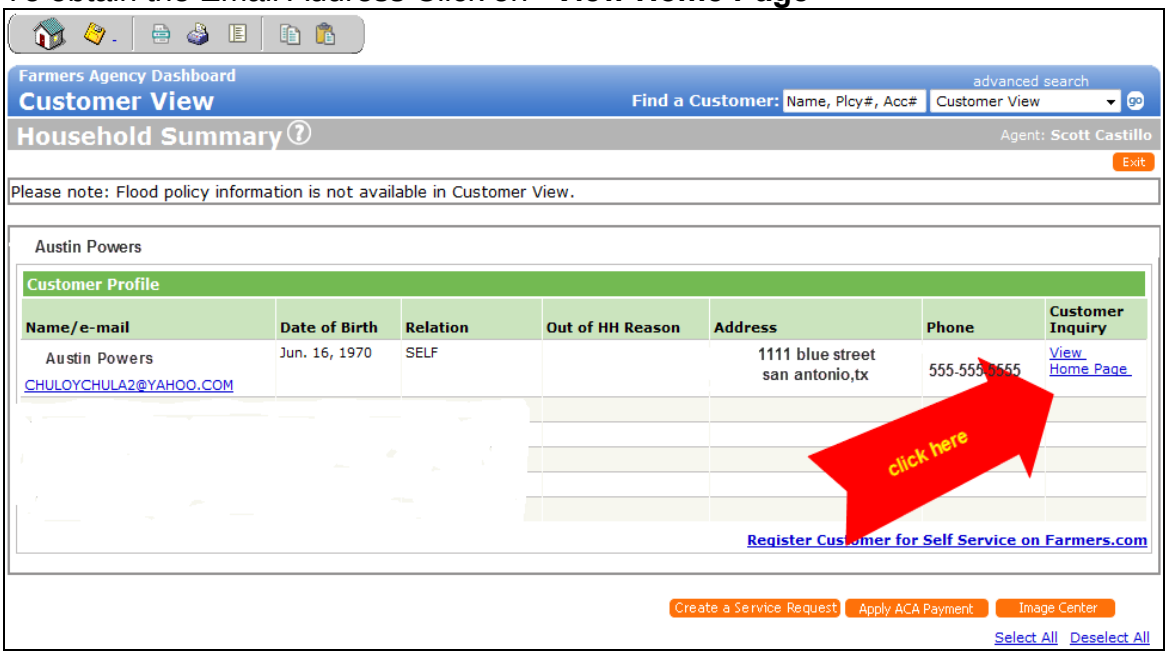
4. The User ID is: CSS_User
Password: Farmers1



5. Use the radio buttons to narrow down how you want to search for the User ID using the following criteria: Email, Full name, Address, Policy Number, Account Number, or Last name. 99.9% of the time using the Email Address will pull up the user ID.



6. To obtain the Email Address Click on **"View Home Page"**

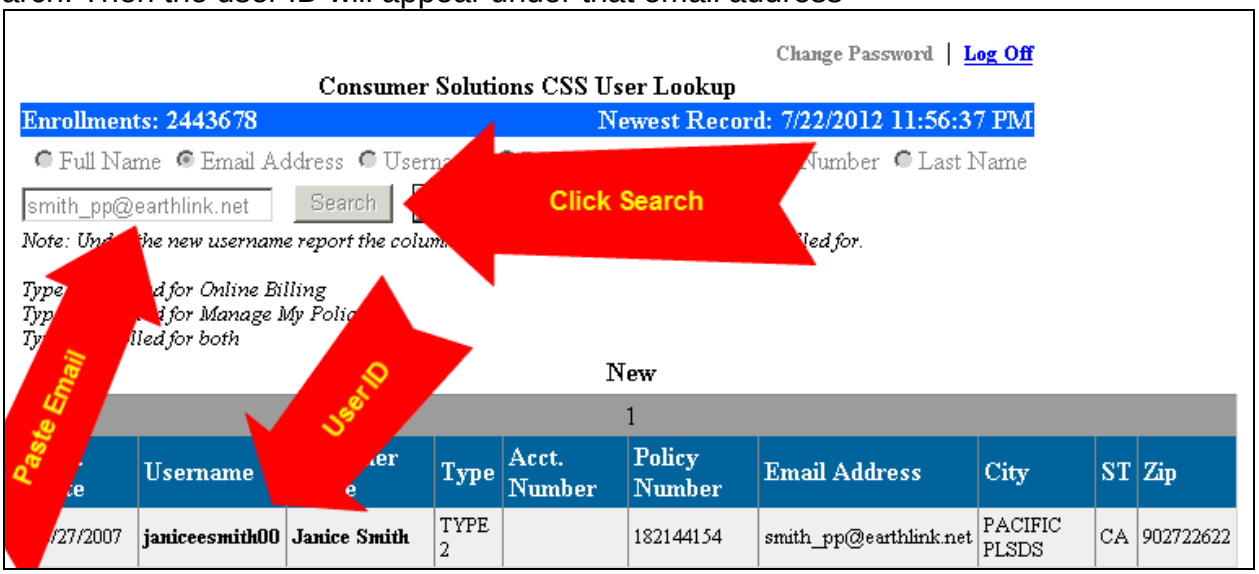


7. Click On **"Self Service Center"**

8. Select Any of the links

9. Copy The "**Email Address"**

10. Paste the Email Address in the search bar, click the email ratio button and hit search. Then the user ID will appear under that email address



Section 4 – Full Pay User ID Look up Work Around

There are instances where we are unable to find a customer's User Name in CSS User Lookup. This usually occurs when the policy is on Full Pay. As a work around please use the following steps to retrieve a customer's User Name.

1. From the customers **"Manage My Policies"** page change the security question and answer. This is done on the same page where you reset the password.

2. Go to Farmers.com and click on the link **"Forgot Login/ Password"**

3. From the next page under Manage My Policies click on the **"Forgot User Name"** link

4. Enter the information into the required fields and follow the prompts. Once submitted the system will reveal the User Name to you. Advise the customer to change the security question once they get logged in.