



FARMERS®

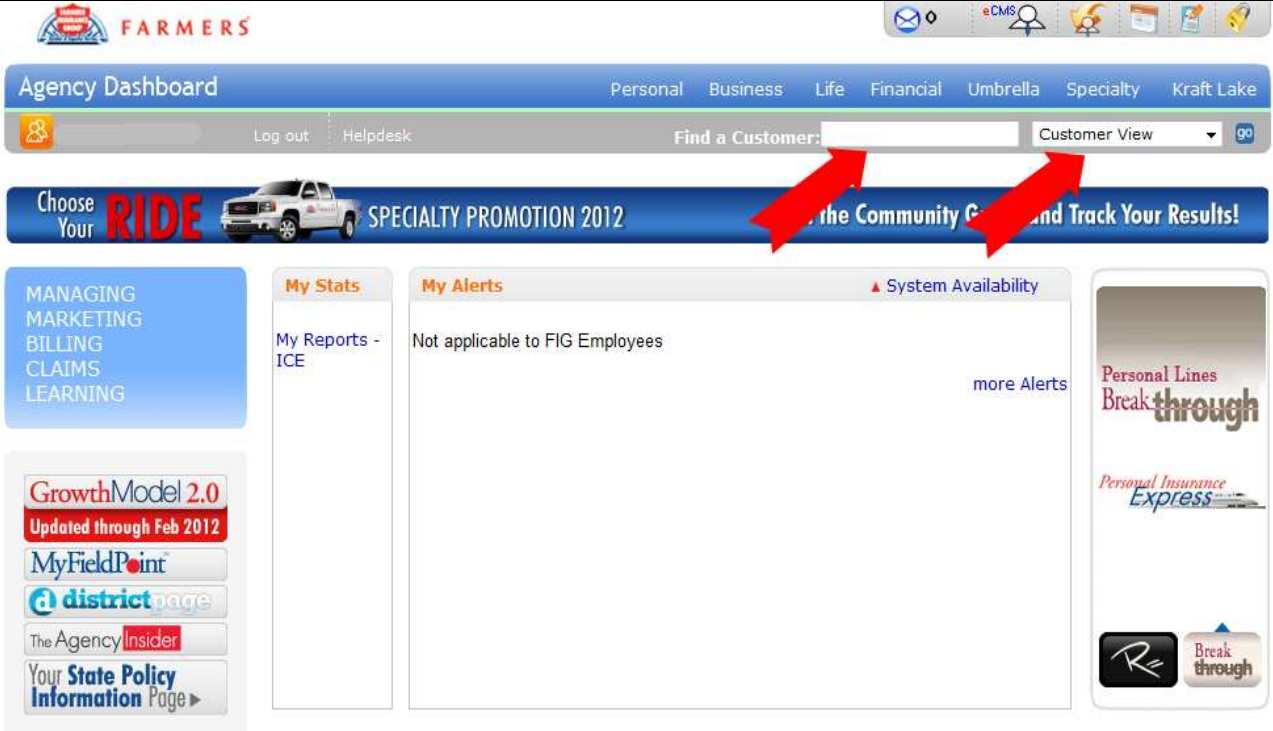
User Look up & Password Reset Reference Guide

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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.



FARMERS

Agency Dashboard

Personal Business Life Financial Umbrella Specialty Kraft Lake

Log out Helpdesk Find a Customer: Customer View

Choose Your **RIDE** SPECIALTY PROMOTION 2012

MANAGING MARKETING BILLING CLAIMS LEARNING

GrowthModel 2.0 Updated through Feb 2012

MyFieldPoint

district

The Agency Insider

Your State Policy Information Page

My Stats

My Reports - ICE

My Alerts

Not applicable to FIG Employees

more Alerts

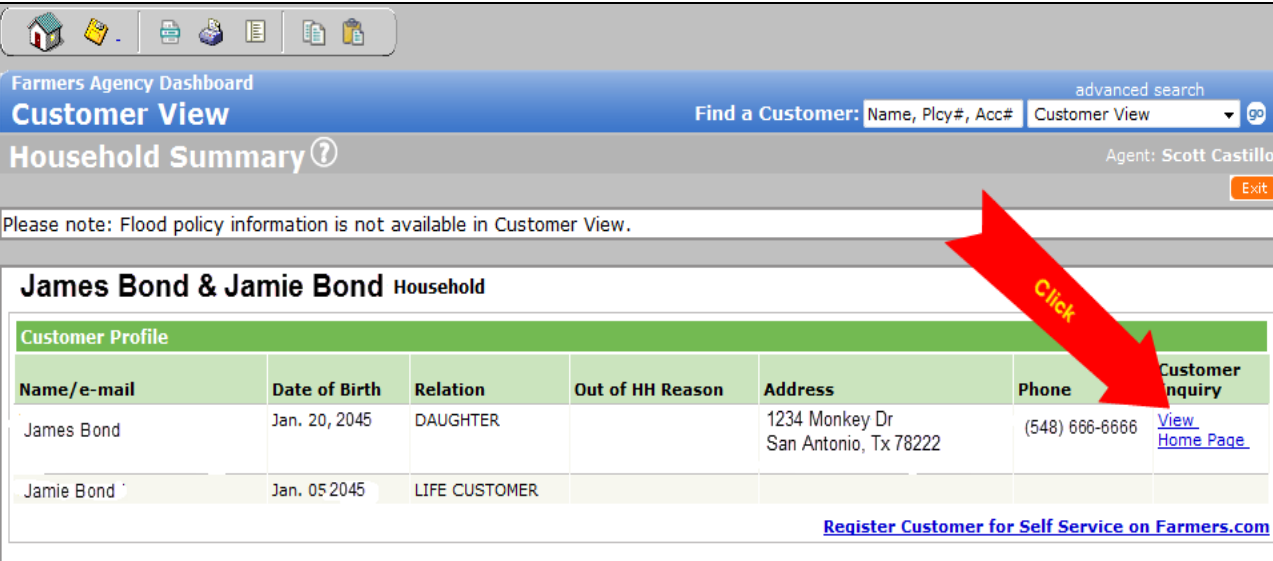
System Availability

Personal Lines Breakthrough

Personal Insurance Express

Breakthrough

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



Farmers Agency Dashboard

Customer View

Find a Customer: Name, Ploy#, Acc# Customer View

Household Summary [?]

Agent: Scott Castillo

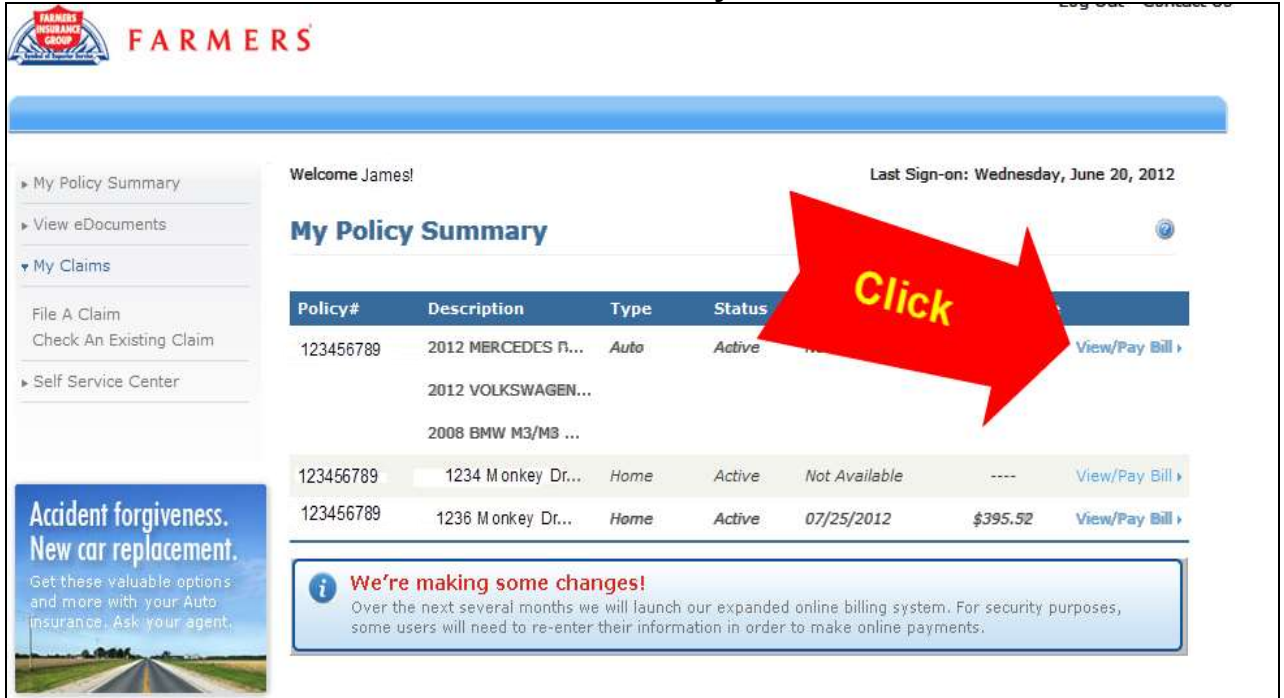
Please note: Flood policy information is not available in Customer View.

James Bond & Jamie Bond Household

Customer Profile						
Name/e-mail	Date of Birth	Relation	Out of HH Reason	Address	Phone	Customer Inquiry
James Bond	Jan. 20, 2045	DAUGHTER		1234 Monkey Dr San Antonio, Tx 78222	(548) 666-6666	View Home Page
Jamie Bond	Jan. 05 2045	LIFE CUSTOMER				

[Register Customer for Self Service on Farmers.com](#)

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



FARMERS

Welcome James! Last Sign-on: Wednesday, June 20, 2012

My Policy Summary

Policy#	Description	Type	Status	View/Pay Bill
123456789	2012 MERCEDES B...	Auto	Active	View/Pay Bill
	2012 VOLKSWAGEN...			
	2008 BMW M3/M3 ...			
123456789	1234 Monkey Dr...	Home	Active	Not Available
123456789	1236 Monkey Dr...	Home	Active	07/25/2012 \$395.52 View/Pay Bill

Click

Accident forgiveness. New car replacement.
Get these valuable options and more with your Auto insurance. Ask your agent.

We're making some changes!
Over the next several months we will launch our expanded online billing system. For security purposes, some users will need to re-enter their information in order to make online payments.

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



FARMERS Online Billing Made Simple

[Log Out](#) [Back to My Policy Summary](#)

[View My Account](#) [Make A Payment](#) [Manage My Account](#) [Help/Contact Us](#)

Welcome Jane Smith
Last Log on:

Account Summary

Due Date	April 05, 2012
Amount Billed	\$71.28
Amount Paid	\$-71.28
Payment Due	\$0

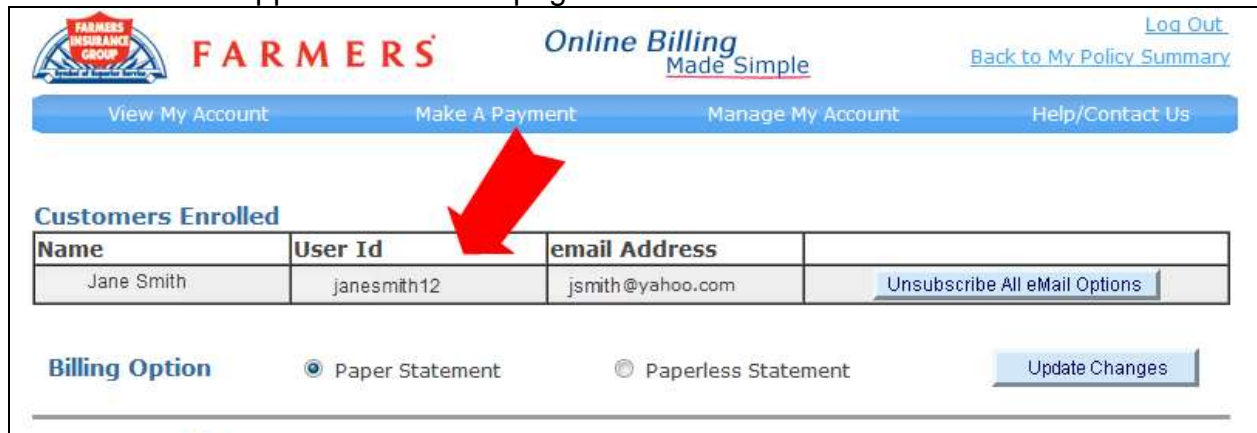
Pay Now

Account Balance: \$277.12
Account Number:
Policy(ies)
Auto Policy -
2008 - FORD - FOCUS 2D SE/SES

Help/Contact Us (Hover)
[FAQ's](#)
[Phone Numbers](#)
[Email Us](#)
[CSR View](#) (Click Here)
[Statement history](#)
[Paperless Billing](#)
[View \ Print Current Bill](#)

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



FARMERS Online Billing Made Simple [Log Out](#) [Back to My Policy Summary](#)

[View My Account](#) [Make A Payment](#) [Manage My Account](#) [Help/Contact Us](#)

Customers Enrolled

Name	User Id	email Address	
Jane Smith	janesmith12	jsmith@yahoo.com	Unsubscribe All eMail Options

Billing Option ☒ Paper Statement ☐ Paperless Statement [Update Changes](#)

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



FARMERS Online Billing Made Simple [Log Out](#) [Back to My Policy Summary](#)

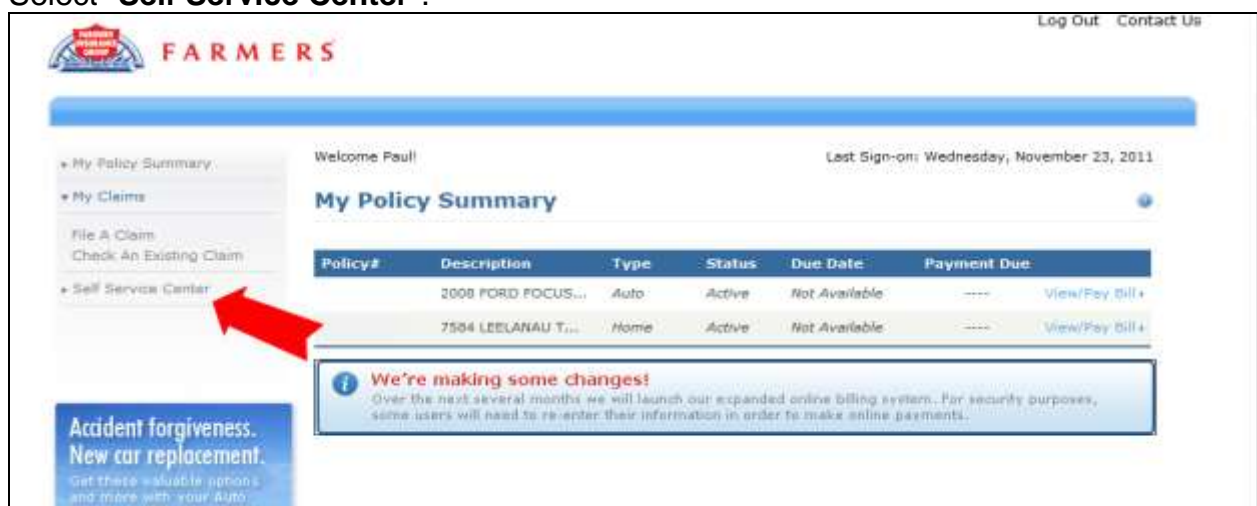
[View My Account](#) [Make A Payment](#) [Manage My Account](#) [Help/Contact Us](#)

Customers Enrolled

Name	User Id	email Address	
Jane Smith	janesmith12	jsmith@yahoo.com	Unsubscribe All eMail Options

Billing Option ☒ Paper Statement ☐ Paperless Statement [Update Changes](#)

7. Select "Self Service Center".



FARMERS [Log Out](#) [Contact Us](#)

Welcome Paul! Last Sign-on: Wednesday, November 23, 2011

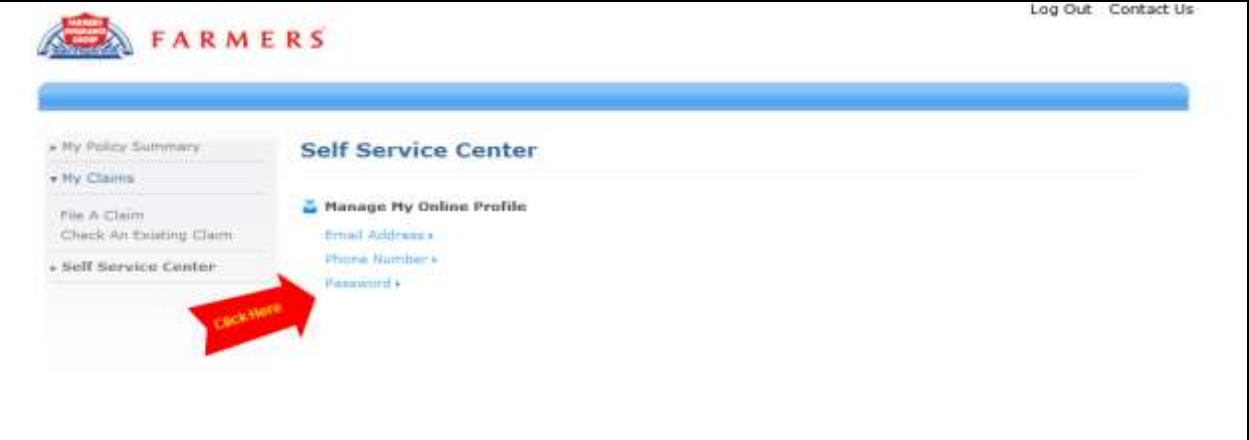
My Policy Summary

Policy#	Description	Type	Status	Due Date	Payment Due
2008 FORD FOCUS...	Auto	Active	Not Available	----	View/Pay Bill
7584 LEEANAU T...	Home	Active	Not Available	----	View/Pay Bill

We're making some changes!
Over the next several months we will launch our expanded online billing system. For security purposes, some users will need to re-enter their information in order to make online payments.

Accident forgiveness. New car replacement.
Get these valuable options and more with your Auto.

8. Click the "Password" link.



FARMERS

Log Out Contact Us

My Policy Summary

My Claims

File A Claim

Check An Existing Claim

Self Service Center

Click Here

Self Service Center

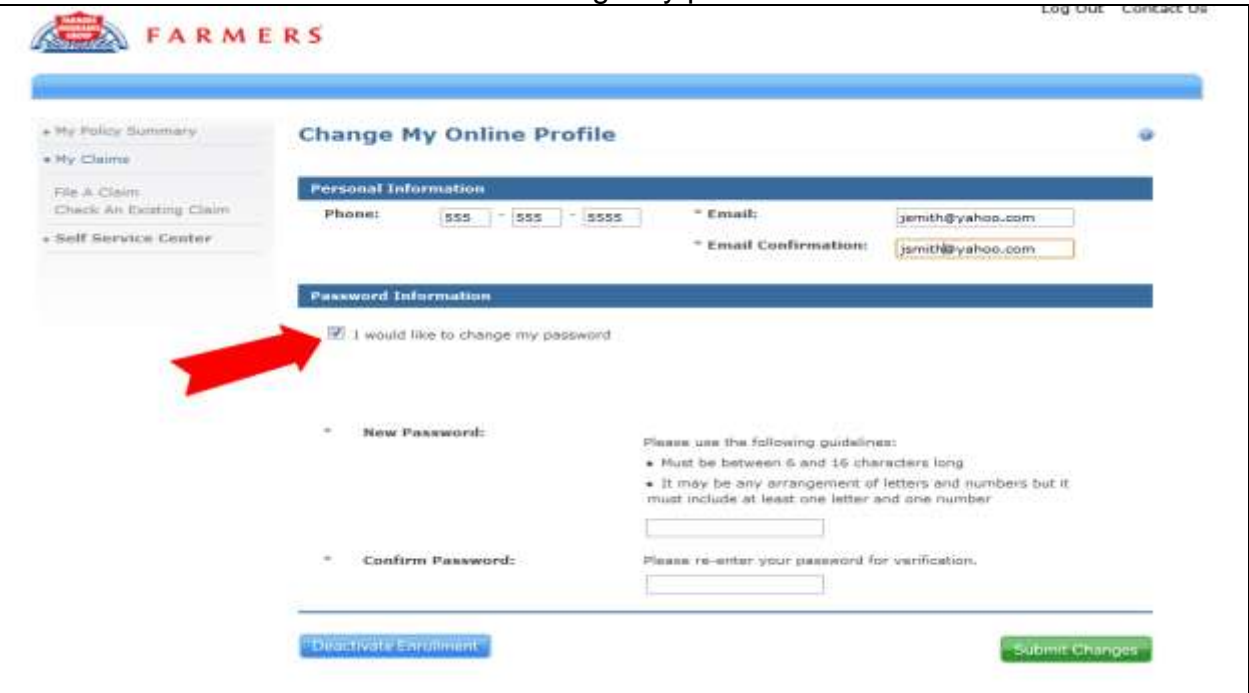
Manage My Online Profile

Email Address

Phone Number

Password

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



FARMERS

Log Out Contact Us

My Policy Summary

My Claims

File A Claim

Check An Existing Claim

Self Service Center

Change My Online Profile

Personal Information

Phone: 555 - 555 - 5555

Email: jemith@yahoo.com

Email Confirmation: jemith@yahoo.com

Password Information

☒ I would like to change my password

New Password:

Confirm Password:

Please use the following guidelines:

- Must be between 6 and 16 characters long
- It may be any arrangement of letters and numbers but it must include at least one letter and one number

Deactivate Enrollment

Submit Changes

10. Enter new password in twice of “abc123”.

Log Out Contact Us

FARMERS

My Policy Summary
My Claims
File A Claim
Check An Existing Claim
Self Service Center

Change My Online Profile

Personal Information

Phone: 555 - 555 - 5555 * Email: jsmith@yahoo.com
* Email Confirmation: jsmith@yahoo.com

Password Information

☒ I would like to change my password

* **New Password:** Please use the following guidelines:
• Must be between 6 and 16 characters long
• It may be any arrangement of letters and numbers but it must include at least one letter and one number

abc123

* **Confirm Password:** Please re-enter your password for verification.

abc123

Deactivate Enrollment Submit Changes

11. Click Submit Changes.

Log Out Contact Us

FARMERS

My Policy Summary
My Claims
File A Claim
Check An Existing Claim
Self Service Center

Change My Online Profile

Personal Information

Phone: 555 - 555 - 5555 * Email: jsmith@yahoo.com
* Email Confirmation: jsmith@yahoo.com

Password Information

☒ I would like to change my password

* **New Password:** Please use the following guidelines:
• Must be between 6 and 16 characters long
• It may be any arrangement of letters and numbers but it must include at least one letter and one number

abc123

* **Confirm Password:** Please re-enter your password for verification.

abc123

Deactivate Enrollment 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.

Change My Online Profile | Farmers Insurance - Windows Internet Explorer provi...

File Edit View Favorites Tools Help

My Policy Summary
My Claims
File A Claim
Check An Existing Claim
Self Service Center

Change My Online Profile

Our records show there is another account associated with this email address. Please enter a unique email address for this account.

Personal Information

Phone: 209 - 957 - 2084 Email: twenger1026@yahoo.c
Email Confirmation: twenger1026@yahoo.c

Password Information

☒ I would like to change my password

New Password: Please use the following guidelines:
• Must be between 6 and 16 characters long
• It may be any arrangement of letters and numbers but it must include at least one letter and one number

Confirm Password: Please re-enter your password for verification.

Deactivate Enrollment Submit Changes

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.

Farmers Agency Dashboard

Express | Change Find a Customer: Name, Plcy#, Acc# Customer View

Billing Summary

Exit Billing Close Window Return to Search

Billing Summary Select to View History CURRENT go

Billing Summary | Statement History | Transaction/Premium Breakdown | Account Information | Policy Billing History | Installment Schedule | Additional Information | Billing Comments | Automatic EFT Information | Automatic Credit/Debit Card Information | **Online Billing**

19-24-557

Billing Information

Account Number:	Last Notice	Next Notice
Payment Due: \$266.44	Type: Monthly Statement	Type: Statement
Account Balance: \$960.75	Processed: 04/10/2012	Scheduled Date: 05/11/2012
Pay Plan: Monthly	Due Date: 04/30/2012	
	Amount: \$266.44	

Status: Active

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.

The screenshot shows the Farmers Agency Dashboard in Customer View. The top navigation bar includes links for Personal, Business, Life, Financial, Umbrella, Specialty, and Kraft Lake. The 'Find a Customer' search bar is highlighted with a red arrow. The 'Customer View' dropdown menu is also highlighted with a red arrow. The dashboard displays sections for My Stats, My Alerts, and a sidebar with links to GrowthModel 2.0, MyFieldPoint, district page, The Agency Insider, and Your State Policy Information Page.

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

The screenshot shows the Farmers Agency Dashboard in Customer View, specifically the Household Summary and Client Policies section. A large red arrow points to the 'Billing' column in the Client Policies table, with the word 'Click' written in yellow. The table lists three policies: 2010 TOYOTA PRIUS HYBRID 4D, 2011 BMW X5 4D 4WD XDRIVE 50I, and 2012 AUDI A4 QUAT 4D 2.0T PRM PLUS. The 'Billing' column shows the policy number and the agent code 97-61-32K.

Policy	Vehicle	Rated Driver / Primary Named Insured	Renewal / Cancellation	Billing	Agent Code
NE92897	2010 TOYOTA PRIUS HYBRID 4D		Jan. 13, 2013 6 Months	NE92897	97-61-32K
NE92897	2011 BMW X5 4D 4WD XDRIVE 50I		Jan. 13, 2013 6 Months	NE92897	97-61-32K
NE92897	2012 AUDI A4 QUAT 4D 2.0T PRM PLUS		Jan. 13, 2013 6 Months Active	NE92897	97-61-32K

- Click on the Online Billing link.

Farmers Agency Dashboard [advanced search](#)

Express | Change Find a Customer: Name, Ploy#, Acc#

Billing Summary

Billing Summary Select to View History

[Billing Summary](#) | [Statement History](#) | [Transaction History](#) | [Account Information](#) | [Policy Billing History](#) | [Projected Next Bill](#)

Billing Information		
Monthly eBill	Last Notice	Next Notice
Account Number: 1	Type: Monthly Notice of Cancellation	Type:
Pay In Full: \$232.85	Processed: 03/18/2012	Scheduled Date: 04/17/2012
Balance Due: \$103.00	Due Date: 04/12/2012	Apply Payment By: 04/12/2012
	Amount \$206.84	
Payment Remittance Address: PAYMENT PROCESSING CENTER PO Box 660665 Dallas, TX 75266-0665		Ronald E Myers, 19-24-557 (281)531-8271
Online Billing <input type="button" value="Update Online Billing"/>		
Status: Active		

- The user ID will appear on the next page. Click On “Go”

FIS **Unit: Insurance Farmers Insurance**

Select a group of operation

Customer Search

Name: Last name

Account Number: UF90806

Daytime Phone Number: - -

User Name:

User Email:

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

Items: 1-2 of 2

Customer	Address	Phone	Account Number	User Name	User Status
David Smith			(Policies)		Not Enrolled
David Smith			(Policies)	dsmith55	Enrolled

Items: 1-2 of 2

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

Farmers Agency Dashboard [advanced search](#)

Express | Change Find a Customer: Name, Ploy#, Acc#

Billing Summary

Billing Summary Select to View History

[Billing Summary](#) | [Statement History](#) | [Transaction History](#) | [Account Information](#) | [Policy Billing History](#) | [Projected Next Bill](#)

Billing Information

Monthly eBill	Last Notice	Next Notice
Account Number: 1	Type: Monthly Notice of Cancellation	Type:
Pay In Full: \$232.85	Processed: 03/18/2012	Scheduled Date: 04/17/2012
Balance Due: \$103.00	Due Date: 04/12/2012	Apply Payment By: 04/12/2012
	Amount \$206.84	
Payment Remittance Address: PAYMENT PROCESSING CENTER PO Box 660665 Dallas, TX 75266-0665		Ronald E Myers, 19-24-557 (281)531-8271

[Online Billing](#) **Update Online Billing**

Status : Active

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

FARMERS [Log Out](#) [Contact Us](#)

Change My Online Profile

Personal Information

Phone: 222 222 2222 * Email: dsmith55@yahoo.com

* Email Confirmation: dsmith55@yahoo.com

Password Information

☒ I would like to change my password

* New Password: Please use the following guidelines:

- Must be between 6 and 16 characters long
- It may be any arrangement of letters and numbers but it must include at least one letter and one number

* Confirm Password: Please re-enter your password for verification.

8. Enter new password in twice of “abc123”.

Log Out Contact Us

FARMERS

My Policy Summary
Pay My Bill
View eDocuments
My Claims
File A Claim
Check An Existing Claim
Self Service Center

Change My Online Profile

Personal Information

Phone: 222 - 222 - 2222 * Email: dsmith55@yahoo.com
* Email Confirmation: dsmith55@yahoo.com

Password Information

☒ I would like to change my password

* **New Password:** Please use the following guidelines:
• Must be between 6 and 16 characters long
• It may be any arrangement of letters and numbers but it must include at least one letter and one number
abc123

* **Confirm Password:** Please re-enter your password for verification.
abc123

Deactivate Enrollment Submit Changes

9. Click **Submit Changes**

Log Out Contact Us

FARMERS

My Policy Summary
Pay My Bill
View eDocuments
My Claims
File A Claim
Check An Existing Claim
Self Service Center

Change My Online Profile

Personal Information

Phone: 222 - 222 - 2222 * Email: dsmith55@yahoo.com
* Email Confirmation: dsmith55@yahoo.com

Password Information

☒ I would like to change my password

* **New Password:** Please use the following guidelines:
• Must be between 6 and 16 characters long
• It may be any arrangement of letters and numbers but it must include at least one letter and one number
abc123

* **Confirm Password:** Please re-enter your password for verification.
abc123

Deactivate Enrollment 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.

Farmers Agency Dashboard Insured: **Juan L Sanchez** | [advanced search](#)
Express | [Change](#) Find a Customer: Name, Plcy#, Acc# Customer View

Billing Summary

Billing Summary Select to View History: **CURRENT**

[Billing Summary](#) | [Statement History](#) | [Transaction History](#) | [Account Information](#) | [Policy Billing History](#) | [Projected Next Bill](#)

austin powers

Billing Information

Monthly	Last Notice	Next Notice
Account Number: K389412 Balance Due: \$0.00	Type: Monthly Bill Processed: 04/05/2012 Due Date: 04/30/2012 Amount \$226.76	Type: Statement Scheduled Date: 05/06/2012 1112 cirde dr blue CA 91762-2846

Payment Remittance Address: PAYMENT PROCESSING CENTER
 PO Box 89-4731
 Los Angeles , CA 90189-4731

Oscar E Guido, 29-36-392
 (562)464-1962

Status : Active

☐ Apply Payment [Make a One Time Payment](#)

☐ Additional Information [Billing Comments](#)

- 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.

Farmers Agency Dashboard [advanced search](#)
Customer View Find a Customer: Name, Plcy#, Acc# Customer View

Household Summary

Please note: Flood policy information is not available in Customer View.

Austin Powers

Customer Profile						
Name/e-mail	Date of Birth	Relation	Out of HH Reason	Address	Phone	Customer Inquiry
Austin Powers CHULOYCHULA2@YAHOO.COM	Jun. 16, 1970	SELF		1111 blue street san antonio,tx	555-555-5555	View Home Page

[Register Customer for Self Service on Farmers.com](#)

[Select All](#) [Deselect All](#)

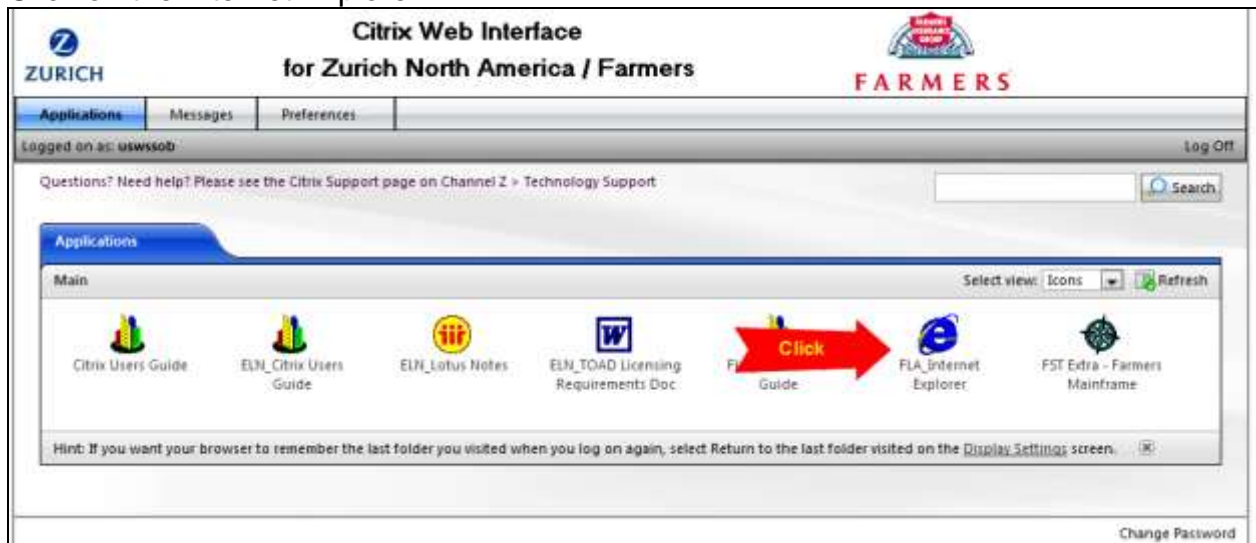
Section 3 – CSS User Lookup

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

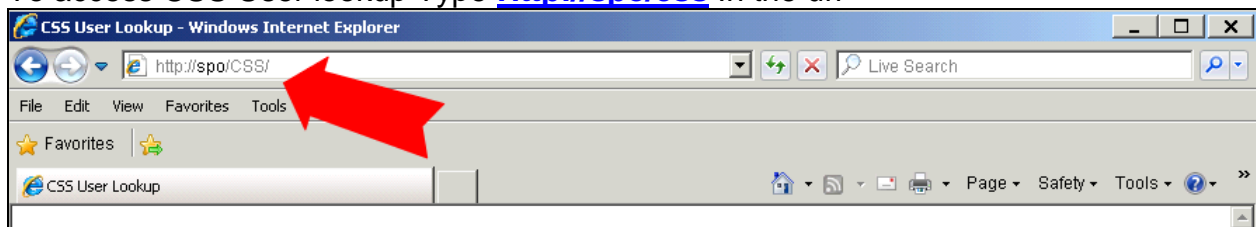
1. Go to your Citrix Web Interface.



2. Click on the Internet Explorer



3. To access CSS User lookup Type <http://spo/css/> In the url



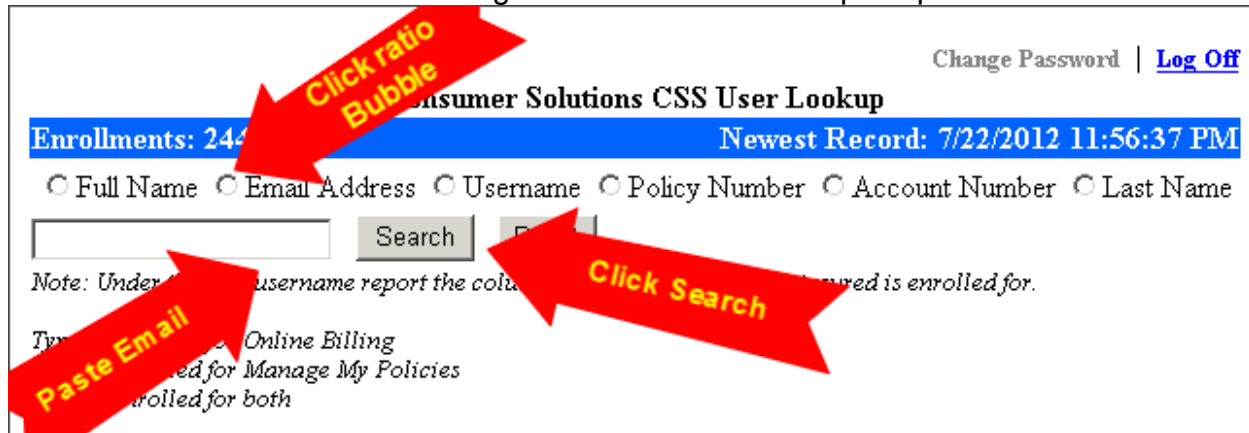
4. The User ID is: CSS_User
Password: Farmers1

For site issues, please contact Steven Lloyd at steven.lloyd@farmersinsurance.com.



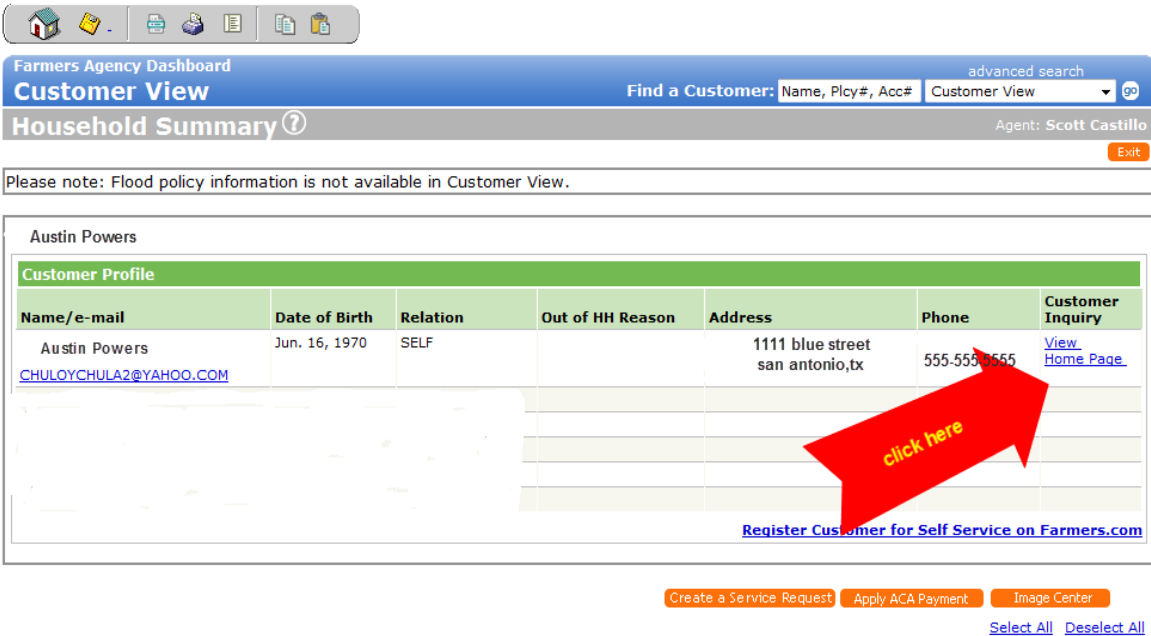
The screenshot shows the Farmers Insurance Group logo at the top. Below it is a 'Log In' form with fields for 'User Name' (containing 'CSS_User') and 'Password' (containing seven dots). A 'Log In' button is at the bottom right of the form. A large red arrow points from the left towards the 'Log In' button.

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.



The screenshot shows the 'Consumer Solutions CSS User Lookup' page. At the top right are links for 'Change Password' and 'Log Off'. Below is a blue header bar with 'Enrollments: 244' on the left and 'Newest Record: 7/22/2012 11:56:37 PM' on the right. Below the header are radio buttons for search criteria: 'Full Name', 'Email Address', 'Username', 'Policy Number', 'Account Number', and 'Last Name'. A search input field and a 'Search' button are below the radio buttons. A red arrow points to the 'Email Address' radio button with the text 'Click radio Bubble'. Another red arrow points to the 'Search' button with the text 'Click Search'. A third red arrow points to the 'Enrollments: 244' text with the text 'Paste Email'. Below the search field is a note: 'Note: Under the Username report the column is enrolled for.' At the bottom, there are links for 'Online Billing' and 'Manage My Policies'.

6. To obtain the Email Address Click on “View Home Page”



Farmers Agency Dashboard
Customer View

Find a Customer: Name, Ploy#, Acc# Customer View go

Household Summary? Agent: Scott Castillo

Please note: Flood policy information is not available in Customer View.

Austin Powers


Name/e-mail	Date of Birth	Relation	Out of HH Reason	Address	Phone	Customer Inquiry
Austin Powers CHULOYCHULA2@YAHOO.COM	Jun. 16, 1970	SELF		1111 blue street san antonio,tx	555-555-0555	View Home Page

[Register Customer for Self Service on Farmers.com](#)

Create a Service Request Apply ACA Payment Image Center

Select All Deselect All

7. Click On “Self Service Center”



FARMERS

Welcome Paul! Last Sign-on: Wednesday, November 23, 2011

My Policy Summary

Policy#	Description	Type	Status	Due Date	Payment Due
2008 FORD FOCUS...	Auto	Active	Not Available	----	View/Pay Bill
7584 LEEANAU T...	Home	Active	Not Available	----	View/Pay Bill

We're making some changes!
Over the next several months we will launch our expanded online billing system. For security purposes, some users will need to re-enter their information in order to make online payments.

Accident forgiveness. New car replacement.
Get these valuable options and more with your Auto.

8. Select Any of the links



FARMERS

Log Out Contact Us

Self Service Center

Manage My Online Profile

[Email Address](#)

[Phone Number](#)

[Password](#)

9. Copy The "Email Address"

Log Out Contact Us

FARMERS

My Policy Summary
Pay My Bill
View eDocuments
My Claims
File A Claim
Check An Existing Claim
Self Service Center

Change My Online Profile

Personal Information

Phone: 222 - 222 - 2222 * Email: dsmith55@yahoo.com
* Email Confirmation: dsmith55@yahoo.com

Password Information

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

Change Password | [Log Off](#)

Consumer Solutions CSS User Lookup

Enrollments: 2443678 Newest Record: 7/22/2012 11:56:37 PM

☐ Full Name
 ☒ Email Address
 ☐ Username
 ☐ Policy Number
 ☐ Last Name

smith_pp@earthlink.net

Note: Under the new username report the column is filled for.

Type filled for Online Billing
Type filled for Manage My Policy
Type filled for both

Paste Email **User ID** **Click Search**

New									
1									
	Username	First Name	Type	Acct. Number	Policy Number	Email Address	City	ST	Zip
7/27/2007	janiceesmith00	Janice Smith	TYPE 2		182144154	smith_pp@earthlink.net	PACIFIC PLSDS	CA	902722622

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.