FARMERS

Farmers.com
Online Enrollment / Registration Instructions

Table of Contents

Table of Contents 2
Section 1. Online Enrollment (Customer Walkthrough) Instructions 3
Section 2. Register Customer for Self Service on Farmers.com (Employee Enrollment for Customer) Instructions 6

Section 1. Online Enrollment (Customer Walkthrough) Instructions

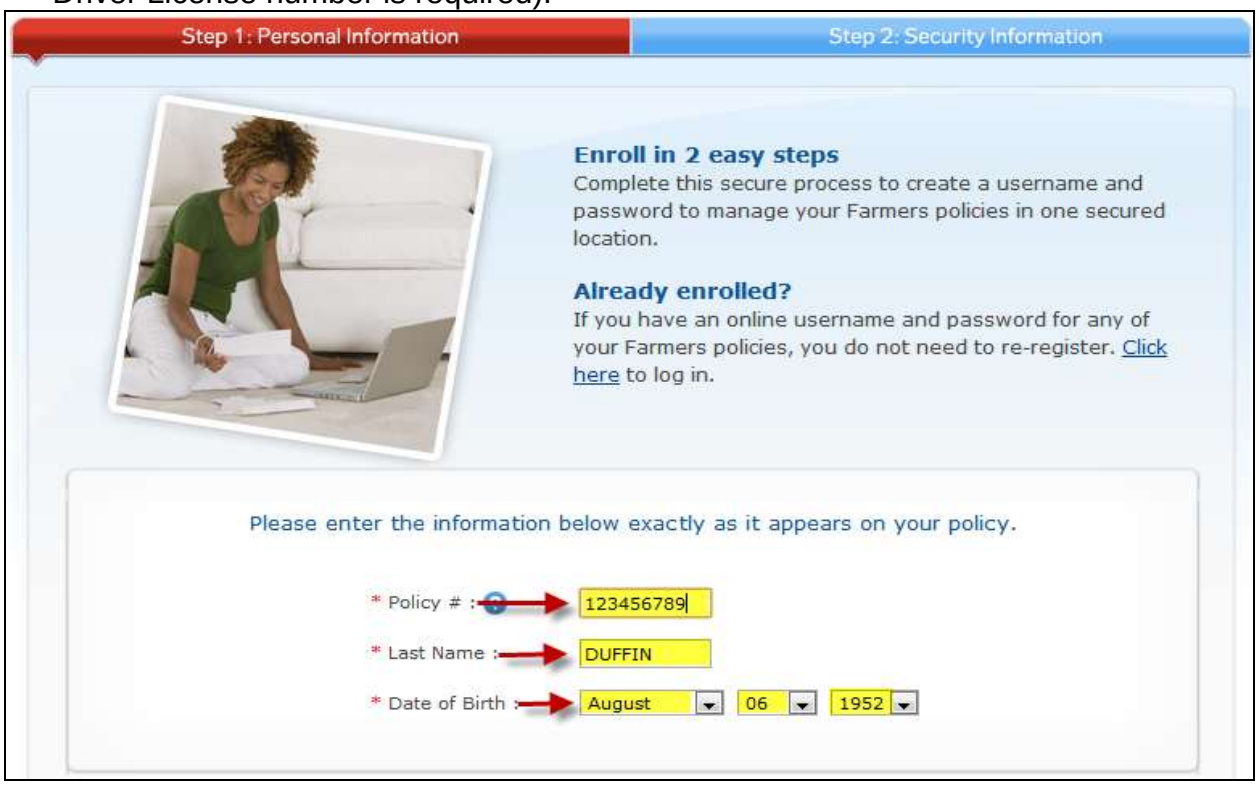
Note - If the customer locks the enrollment out for 24hrs, try using a different policy number to register with if there is more than one policy

1. Customer needs to go to www.farmers.com

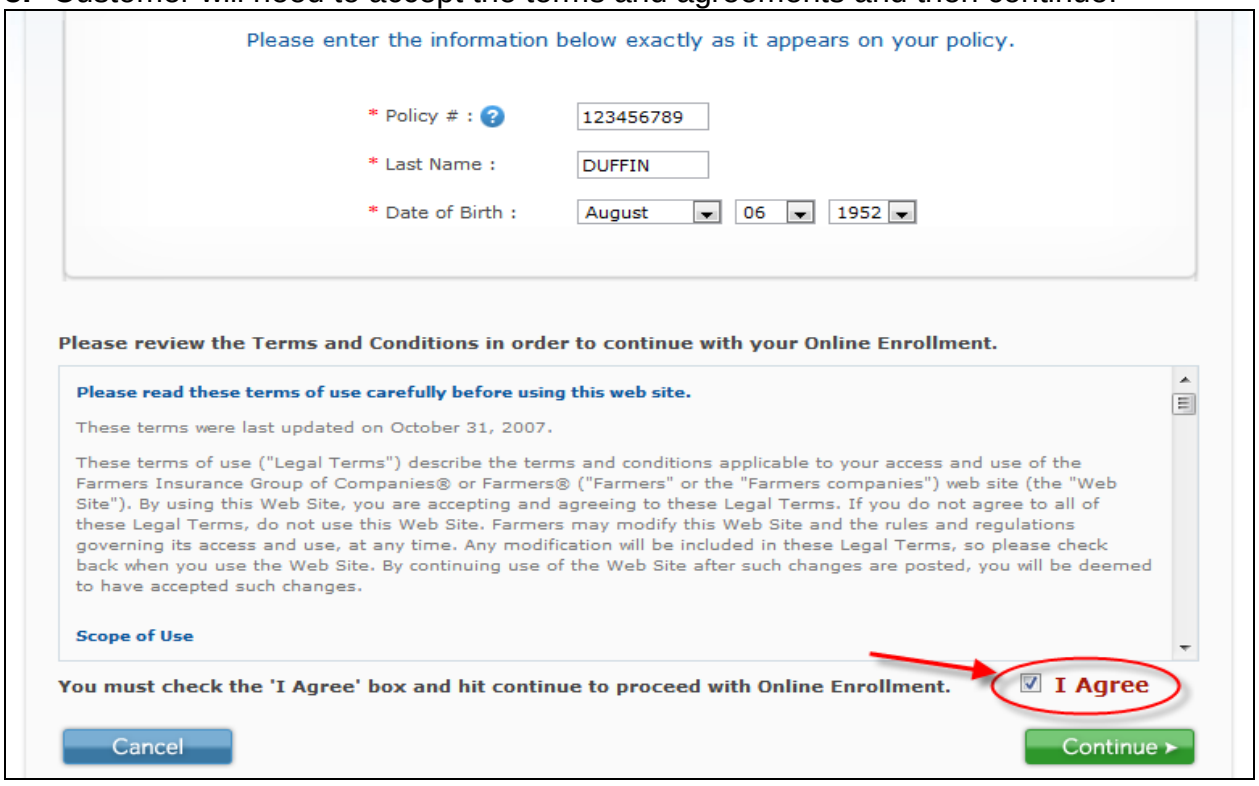
2. Locate the **My Farmers** section the right hand side of the screen. (In this section they will see a place to put their login name, password and login.)

3. Click on enroll located under the log in button.

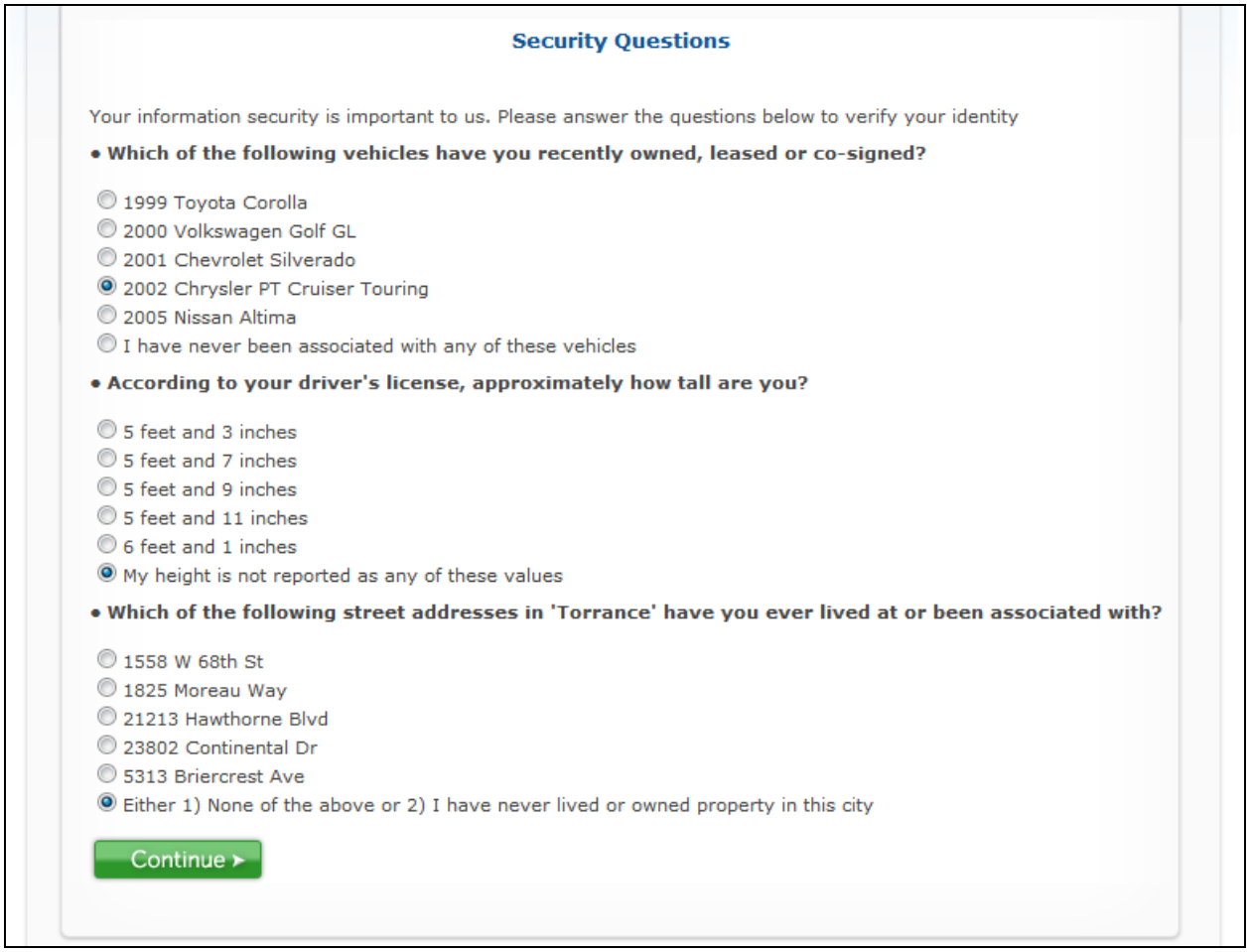
4. Once they click enroll, they will be brought to the first step. This will require them to input their policy number (with no state code or dashes and Texas will only be 8 digits), their last name, their date of birth (Except for California auto policy where the Driver License number is required).



5. Customer will need to accept the terms and agreements and then continue.



6. Then the customer will be asked to answer three security questions to verify their identity.



7. Then the customer will be brought to the second page of the enrollment where they will need to enter the following information below:

   - Choose and enter login name (min 6 digits, 1 letter & 1 number)
   - Choose and enter password (min 6 digits, 1 letter & 1 number)
   - Re-enter selected password
   - Select a security question
   - Enter the answer to the security question
   - Re-enter security answer
   - Enter e-mail address
   - Re-enter e-mail address
   - Enter phone number

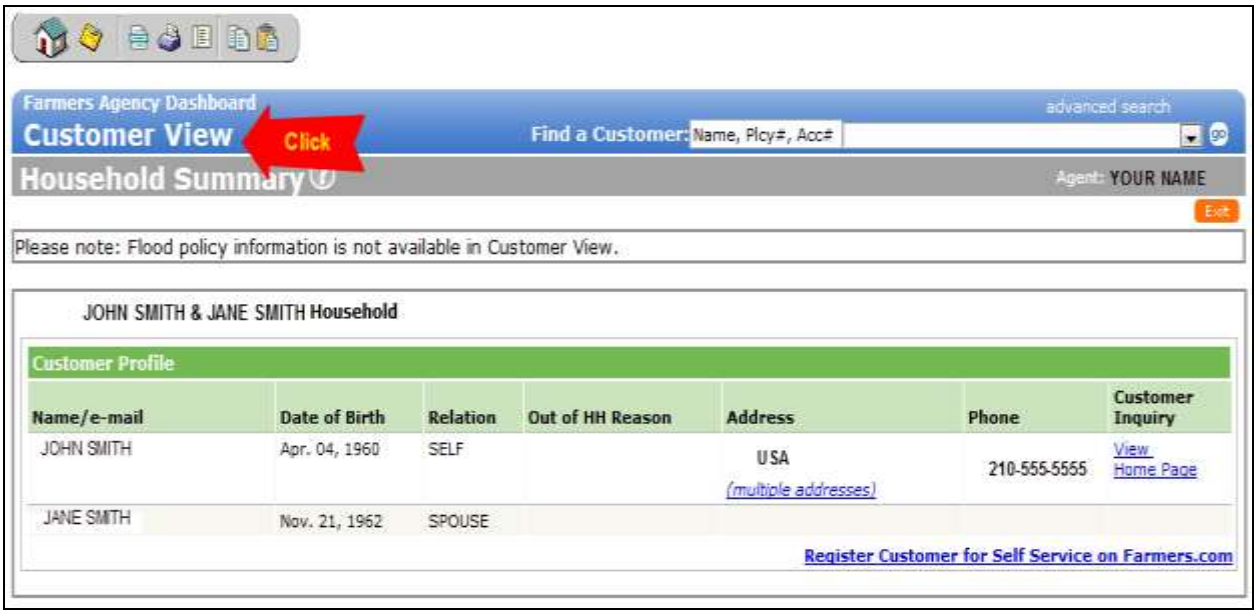
8. After they are done filling out the information they will continue and the enrollment process will be complete. The customer will receive an email confirmation.

Section 2. Register Customer for Self Service on Farmers.com (Employee Enrollment for Customer) Instructions

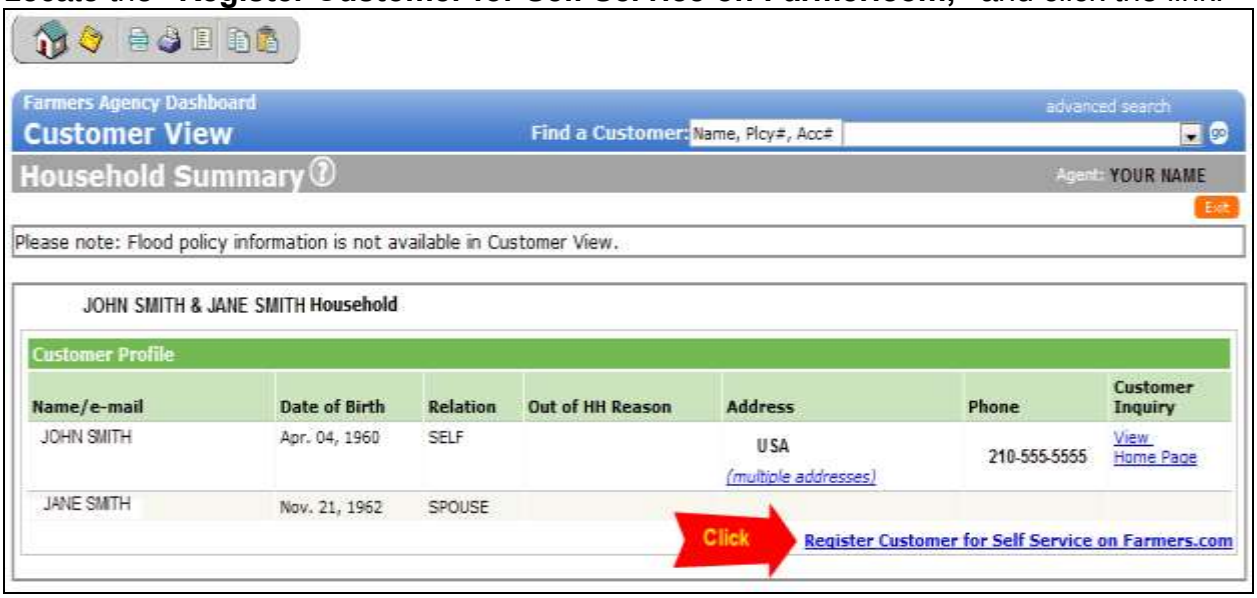
Note - If the customer locks the enrollment out for 24hrs, try using a different policy number to register with if there is more than one policy

.

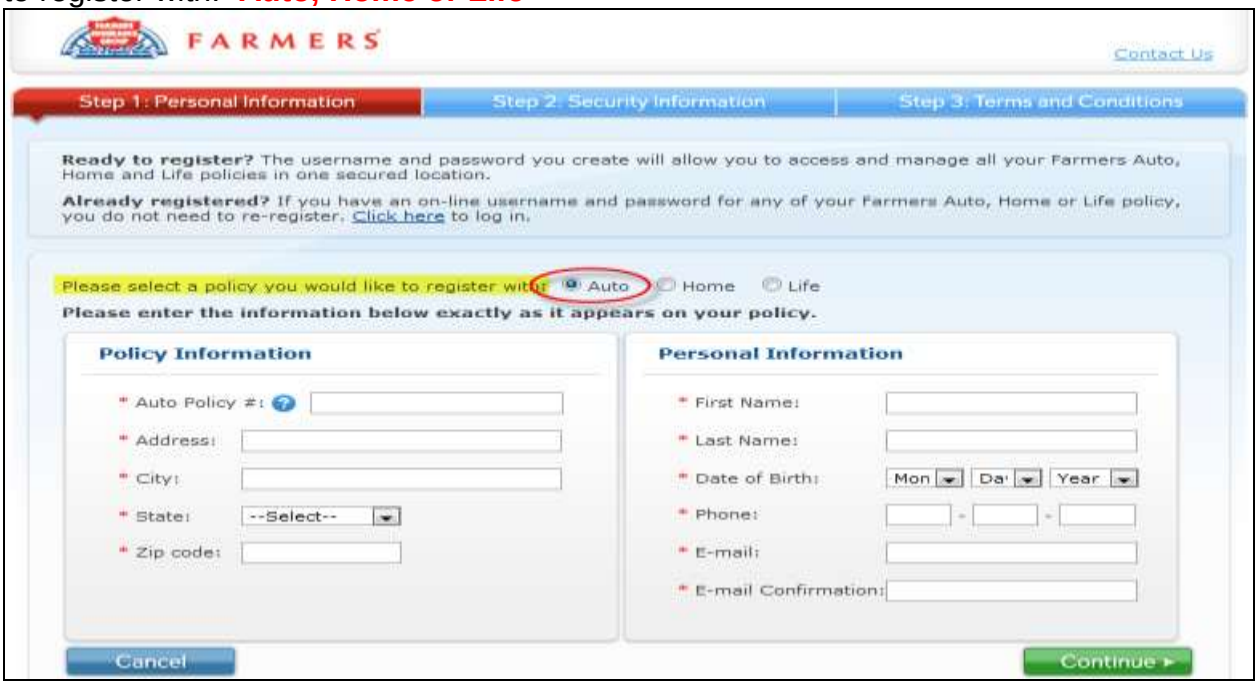
1. From the customer view screen



2. Locate the **"Register Customer for Self Service on Farmer.com,"** and click the link.



3. This will open up a window that displays the customer enrollment form. This form is different than what the customer sees online. Select what policy the insured would like to register with. **Auto, Home or Life**



Instructions:

When filling out the information on the form, use the information for the customer listed in the household summary. This will allow you to have the most accurate information to register the customer.

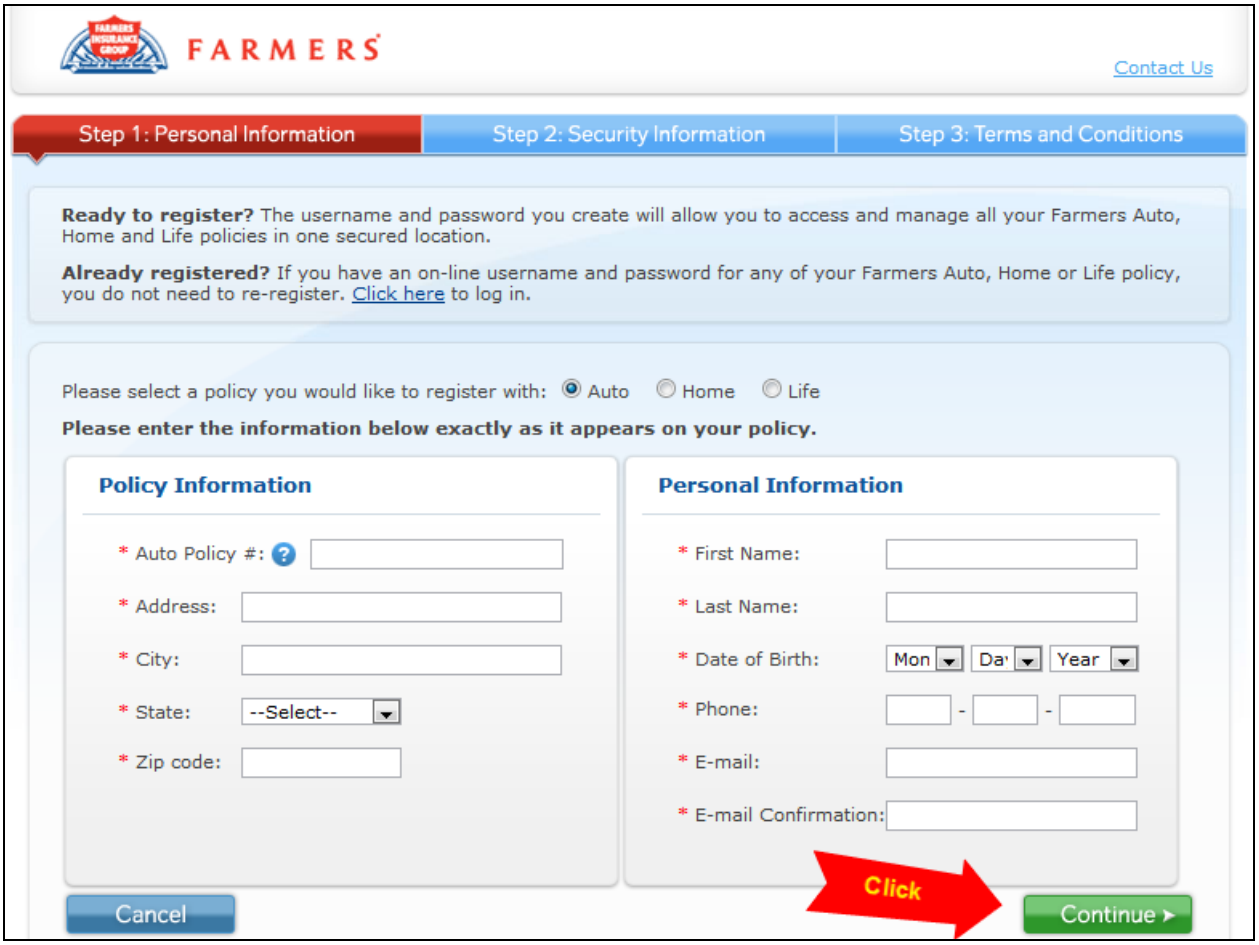
Fill out the fields located on the form:

- Enter the policy number
- Enter the address that is located in the customer profile
- Enter the state for the address
- Enter the zip code

Personal Information

- Enter the name of the customer
- Enter the date of birth
- Enter the customers phone number
- Enter the customer email address. This is the email address where they will receive a temporary password
- Re-enter the customer email address.

4. Then click continue.

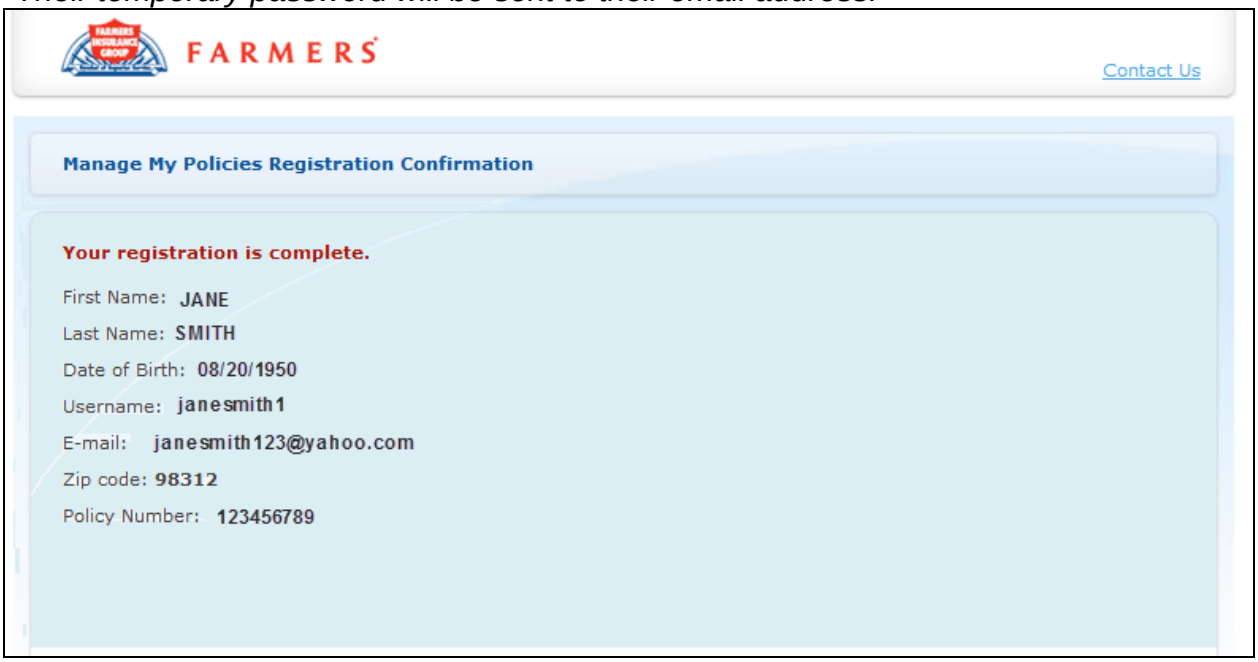


5. Have the insured choose a login name *Min 6 digits, 1 letter & 1 number

6. Then click continue.

7. If the Username meets all the requirements it will bring you to this page and you will see the customer's enrollment information.

**Their temporary password will be sent to their email address.*



Instructions:

The customer will need to use the login name and temporary password from their email to log in. The system will automatically prompt them to change their password, by first entering in the temporary password and then creating their own.
Passwords follow the same rule as usernames a minimum six characters and at least one number and one letter.

Then they will be prompted to select a security question and answer.

Then the customer will accept the terms and agreements and the registration will be complete.