



How to Sign Up for Our Online Customer Care Center (first-time users)

1

Visit <https://myaccount.uticanational.com/ccc-portal/user/login> and **click Register Now**.

To register, you will need to have your policy number, ZIP code, and billing account number. The billing account number is located at the bottom left of your declaration page.

2

Enter the policy number, ZIP code, and then the billing account number. → **Click** Create Your Account.
→ **Click** Accept Terms & Continue.

3

Enter name and primary phone number. If the primary phone number entered is a land line, you will also be asked to enter a secondary phone number (preferably mobile). *You can indicate if you would like to receive text messages from Utica National about your account.*

4

Click Next: Create Your Password. → **Enter your email address and create a password.**
Passwords must include a minimum of 10 characters. → **Click** Complete Account Set Up.

5

You will receive a confirmation email that includes a link you must click to validate your account.
→ **Click the link, enter your password, and then** → **click Complete Registration.**

Please note: For security reasons, do not reuse or share passwords.

I have not used my Customer Care account recently and am unable to recall the sign in information and/or recover my password. What should I do? **Contact us at 1-800-598-8422.**

Multi-Factor Authentication (MFA) for Our Online Customer Care Center

We recently implemented multi-factor authentication (MFA) for our online Customer Care Center to help provide you with better security to help us safeguard your sensitive data and information. *Please note: If this is your first time accessing your account since this change, you will need to authenticate your account.*

- **Sign in to Customer Care.**
- **You will be given the option to receive a phone call, email, or text message containing a code** based on the contact information that was previously provided.
- **Enter the code you receive and click Verify Code.**
- **The authentication stays in effect for 90 days on the device you logged in on,** meaning you will not have to verify again when you log in to Customer Care until 90 days have passed as long as you use the same device.