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.

Frequently Asked Questions (FAQ)

Did you know?

Q: Will this work with all common web browsers?

A: It will not work with Internet Explorer.

Q: Can I save the app before it is fully completed?

A: Yes. Each page of the application can be saved after it is completed. You must complete each question on the page before you will be able to save. You can return to the application at a later time to finish the remaining pages.

Q: Will I be able to add attachments?

A: Yes, however, only one file can be attached. If you have multiple attachments, you will need to combine them into one file before attaching it to the app. The option to attach a file is available at the end of the application.

Q: 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?

A: Contact us at 1-800-598-8422.

Q: How long will the renewal application be accessible?

A: It will be accessible up to two weeks past expiration.

Q: Will I receive a copy of the completed application?

A: Yes. A copy will be emailed to the contact indicated on the application once it has been submitted.

Q: After initially submitting the application, can I modify the application and re-submit it?

A: No. If you review the app and determine changes are needed, please contact us at 1-800-598-8422.

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