



Flood Online
Web-Based Agency User Profile Administration
www.floodonline.com
Customer Service: 877-348-0552

Once the Home Office Administrator has added the Agency Administrator to the system the Agency Administrator may add the other users within their agency by performing the following steps:

Agency Administrator Adds New Agency Users:

- Main Menu page: Select the Agency Profile. Select the User Tab.
- View User List page: Click the “Add” button. The “Add User” page will display.
 - Agency Id: It will default to the Agency Id.
 - Agency Name: It will default to the Agency Name.
 - User Id: The User Id must begin with an “A”, contain the last four digits of the Agency Id and the first and last initial of the users name (Example: User Name John Doe, User Id 000123400000 = A1234JD. If the Agency Id is 009002001234 the User Id would be A9001234JD).
 - User Name: Enter the first and last name of the user.
 - Address: It will default to the mailing address of the Agency.
 - Phone: It will default to phone number of the Agency.
 - E-mail: Enter the E-mail address of the user.
 - Agency User Administrator Checkbox: If the user will be an Agency Administrator check this box. If left blank the new user will be classified as an Agency user without Administrator rights.
 - Status Drop Down: It will default to Active.
 - Click the “Save Changes ” button.

This will add the new Agency User to the system. The new user will display in the grid. The system will automatically assign a password at this time. The user will be notified of their Id and password by E-mail , which will be automatically generated by the system. To return to the View User List page click cancel after.

User Signs Onto Flood Online For The First Time:

- The user will enter the User Id and password that has been generated to him or her and hit the “Sign In” button. The “Change Password” page will display. It contains entry fields for two security questions and answers, which should be completed by the user. These will be used in the event that the user forgets their password or the password has expired. Once the security questions and answers are complete, the user may enter a new password and confirm in the space

provided. Select the “Save” button. From this point forward, the user will sign onto Flood Online by using their assigned User Id and the new Password he or she just established.

Agency Administrator Edits Existing Agency Users: An Agency Administrator has the ability to edit an existing User Profile.

- Main Menu page: Select the “Agency Profile” link. Select the “User” tab. The View User List page will display.
- The user grid will be populated with a list of all existing users for the Agency. Select the user you wish to change by clicking the “Edit” button in front of their name. The change user information page will display.
- Change User Information page: The following information may be modified for the selected user:
 - User Name
 - Address
 - Phone
 - E-mail
 - Agency User Administrator
 - Status

Once the information has been modified, click the “save changes” button. To return to the users list screen hit “cancel”.

An Existing User Forgets Their Password:

- If an existing user forgets their password, they may change it, by entering their valid Id and clicking *I forgot my password* link on the Log On page. The Forgot Password page will display containing the security questions that the user entered when they first signed onto the Flood Online system. Entry fields will be available for the answers. Once the correct answers have been supplied, the user may enter a new password. If the user answers the security questions incorrectly three times, the Log On page will display with a message instructing them to contact their Agency Administrator and ask that their password be reset.

Agency Administrator Resets An Existing User’s Password:

- If a user has forgotten the answers to their Security Questions, they may ask their Agency Administrator to reset their password. The Administrator would select the “Agency Profile” from the Main Menu and then the “User Tab” to display the View User List page. The Administrator would select the “Edit” button next to the user’s name in the grid. The “Change User Information Page will open. If the user tried more than three times it will make them inactive. The administrator will have to change the status to active and hit “save changes”. Then click the “Reset Password” button. This will prompt the system to reset the user’s password to a random system generated password. An E-mail containing the new password will be automatically sent to the address of the selected user.

Agency Administrator’s User ID/Password Inactive:

- If the agency administrator’s user ID or password is incorrect after three attempts, they will become inactive. They must then place a call to the Flood Service Center at the phone number above.