

## **Guide for Report a Claim Form – Phly.com**

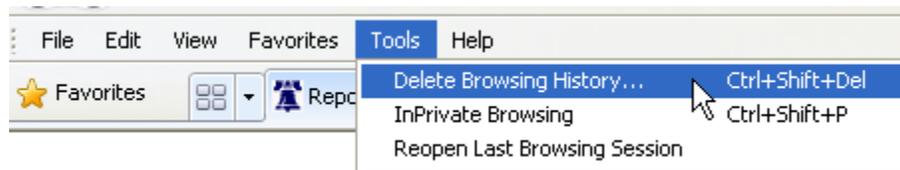
**Step 1:** Were you prompted (a security warning) to trust/ approve the certificate for the website? Did you approve? Philadelphia Insurance Companies has taken measures to ensure the safety and integrity of Phly.com and its sub sites. This includes implementing safety and scanning measures such as VeriSign. Please allow or approve the certificates/ prompts to allow the website (and the Claim Form) to function properly and securely. If you denied the prompts, please either exit the browser or simply refresh the page so you are prompted again. If this does not solve the issue, please proceed to step 2.

**Step 2:** In an effort to continually improve the quality, integrity, and safety of our website, Philadelphia Insurance frequently makes enhancements to the website. If for some reason your browser stored temporary internet files the enhancements may have not been properly displayed on your computer. In order to synchronize your computer with the up-to-date version of the Phly.com (and the Claim Form) we recommend deleting your temporary internet files.

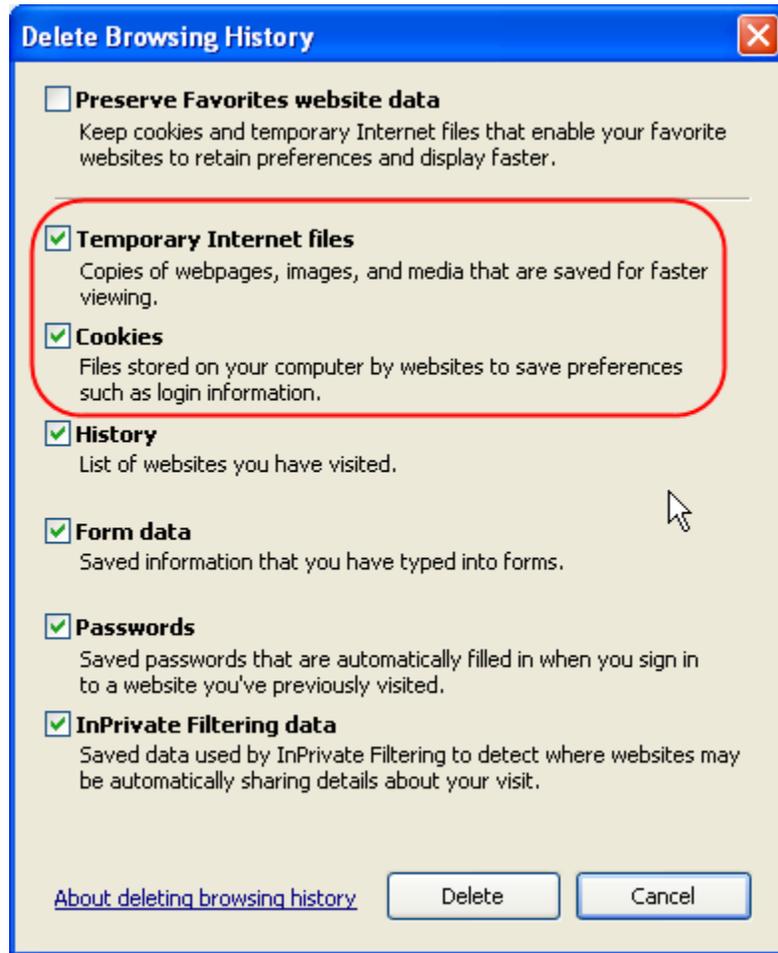
Instructions how to do so are below:

A. For Internet Explorer (IE) 8:

1. Navigate to **Tools**- located at the top left bar.
2. Click **Delete Browsing History ...**- which is the first option



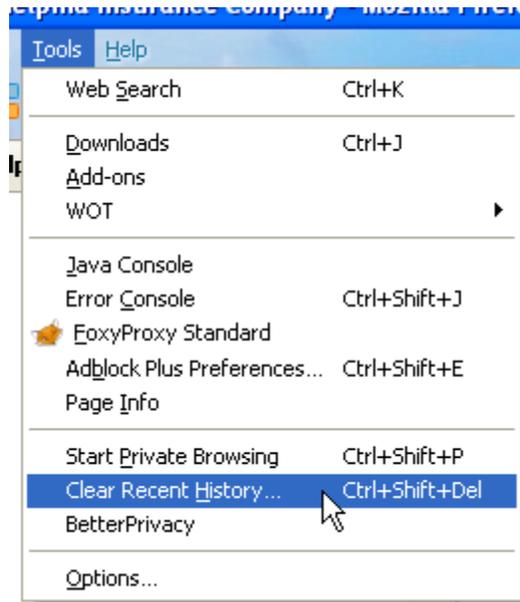
3. Select **Temporary Internet Files, Cookies, etc.** – Make sure there is a green check in the box
4. Select **Delete**



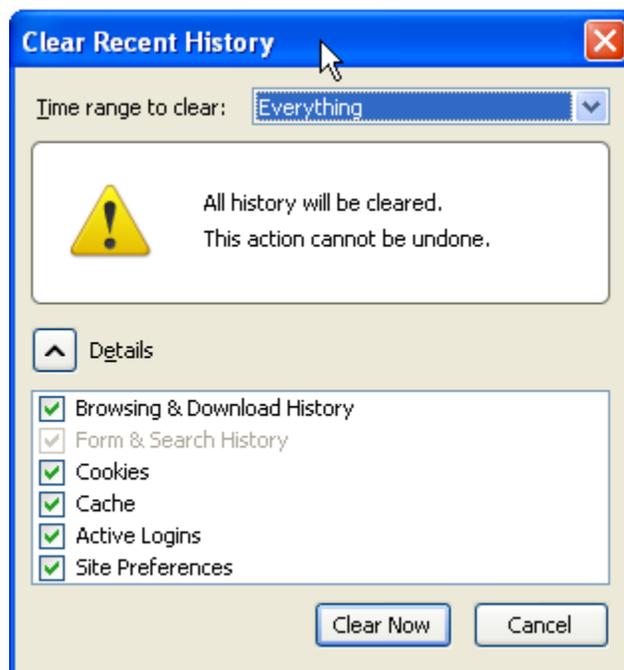
5. Please either exit the browser or simply refresh the page. This will give you a new session and hopefully an up-to-date version of the Claim Form.

B. For Firefox 3.6

1. Navigate to **Tools**- located at the top left bar.
2. Click **Clear Recent History**



3. Select **Cache, Site Preferences, Cookies, etc.** - Make sure there is a green check in the box
4. Select **Clean Now**



5. Please either exit the browser or simply refresh the page. This will give you a new session and hopefully an up-to-date version of the Claim Form.

**Step 3:** If the above steps do not solve your issue and you are going to report this to Philadelphia Insurance Companies (Customer Service – 877-438-7459) please provide the following information (along with basic contact info) so that we can address your issue in a timely manner:

- I. What browser are you using? (Internet Explorer, Fire Fox, Chrome)
- II. What **version** of the browser are you using?
  - i. If you are using Internet Explorer navigate to **Help**→**About Internet Explorer**



- ii. If you are using Firefox Navigate to **Help**→**About Mozilla Firefox**



- III. What operating system are you using? (Windows XP/Vista/7, Mac OS X, etc.)
- IV. When was the last time you tried to access the site/ submit a claim on Phly.com?
- V. Do you see any error messages? If yes, what do they say?
- VI. Do you have a screen shot or error report? (Screen shots can be created by clicking Ctrl+Print Scrn|SysRq located in the top right section of the normal keyboard. Once the combination is clicked, it can be pasted into an e-mail or word document.)