

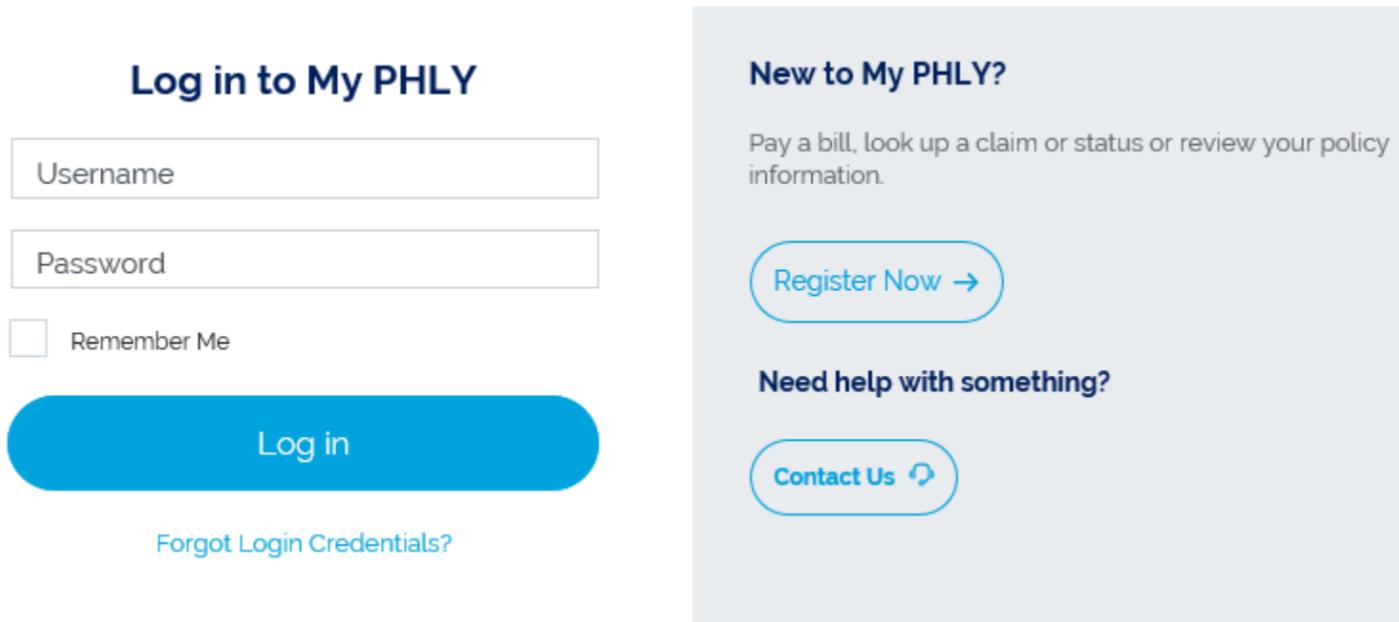
## My PHL Y Registration Process (Insured) and User Guide

Please note that throughout this guide there may be more than one method to access the same information.

Login or create a new My PHL Y account:



Select “Log in to My PHL Y” from the PHL Y.com home page to access the registration page.



The screenshot shows two main sections. On the left, under the heading "Log in to My PHL Y", there are input fields for "Username" and "Password", a "Remember Me" checkbox, a large blue "Log in" button, and a link for "Forgot Login Credentials?". On the right, under the heading "New to My PHL Y?", there is a sub-heading "Pay a bill, look up a claim or status or review your policy information." followed by a blue "Register Now →" button. Below that is another sub-heading "Need help with something?" followed by a blue "Contact Us ↻" button.

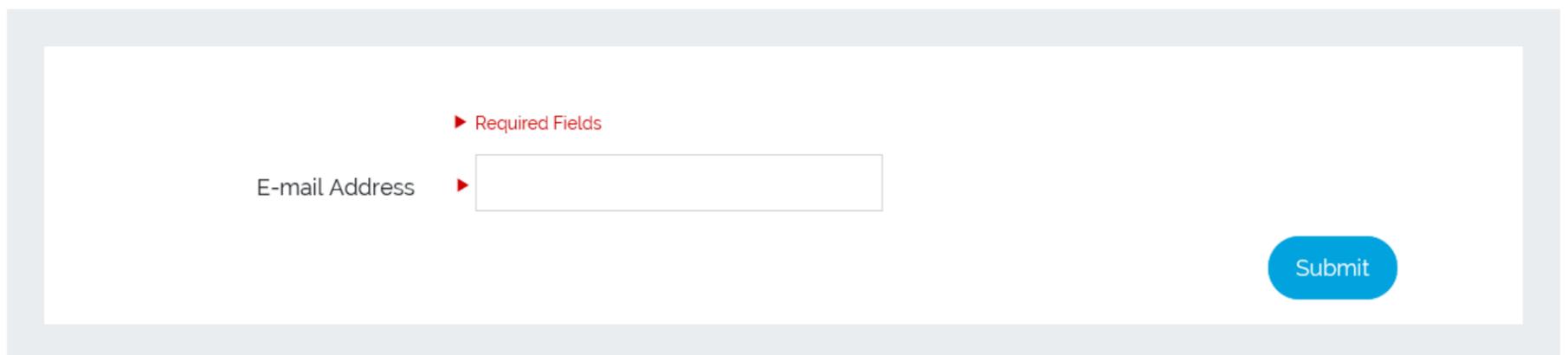
If you have a My PHL Y login, enter your username and password – Click **Log in**. If you are new to My PHL Y – Click **Register Now**.

If you do not remember your login credentials, Click **Forgot Login Credentials?**

To retrieve your Username – Enter the email address associated with your PHL Y.com account – Click **Submit**

### USERNAME REQUEST

To retrieve your username please enter the e-mail address associated with your Phly.com account and select 'Submit'. If the e-mail address entered matches an account in our system we will send an e-mail message containing your username.



The screenshot shows a form with a label "E-mail Address" and a red arrow pointing to a text input field. Above the input field is a red arrow and the text "Required Fields". A blue "Submit" button is located at the bottom right of the form.

To reset your password – Enter the user name and email address associated with your PHL Y.com account – Click **Submit**

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## PASSWORD RESET REQUEST

To reset your password, please enter your username and the e-mail address associated with your Phly.com account. If the information you entered matches that of an account in our system, we will send an e-mail message containing instructions on how to reset your password.

▶ Required Fields

Username ▶

E-mail Address ▶

[Submit](#)

## REGISTRATION

Select the radio button next to **Insured** (Purchases insurance products) to begin.

### REGISTRATION

! This website has been created for Philadelphia Insurance Companies producers and policy holders. Unauthorized access to this website is prohibited. Only you may use the User Name you created. You are responsible for all activities using your User Name ID.

Producers - By creating and using an ID you verify that you are authorized from your employer to access the information on this web site.

Choose the type of account you will need to create.

Insured (Purchases insurance products)

Producer (Sells insurance products)

Complete the required fields

### Insured Registration

▶ Required Fields

Account Number ▶   
(If you do not know your account number - click here)

Policy Number ▶

User Name ▶

First Name ▶

Last Name ▶

E-Mail Address ▶

Mobile Phone

Password ▶  Strength

(About Passwords)

Confirm Password ▶

\*Please note that if the above information is validated, you will be required to select and answer a password reset question.

[Continue](#)

1. Enter the Account Number listed on the most recent invoice. If you do not know the Account Number, click the **blue hyperlink** and complete the information.
2. Enter the Policy Number.
3. Create your own user name.
4. Enter your First Name/Last Name/Email Address/Mobile Number.
5. Create your own Password. Click the hyperlink **About Passwords** for password criteria.
6. Confirm the password – Click **Continue**.

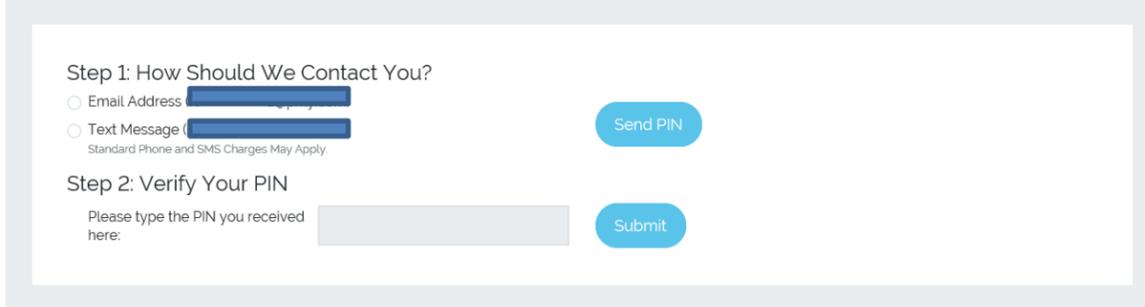
## VERIFY YOUR ACCOUNT

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You will be required to verify the account by having a PIN sent to either your email address or mobile phone number. Please note that email can get blocked by firewalls or marked as spam. Receiving the PIN via text is more reliable.

### Verify Your Account

For added security, we need to verify your account. To verify your account, select a method to receive your PIN. Once you receive it, please enter it in the box below and click submit.



Step 1: How Should We Contact You?

Email Address [Redacted]

Text Message ([Redacted])  
Standard Phone and SMS Charges May Apply.

Send PIN

Step 2: Verify Your PIN

Please type the PIN you received here: [Redacted]

Submit

### PASSWORD RESET QUESTION

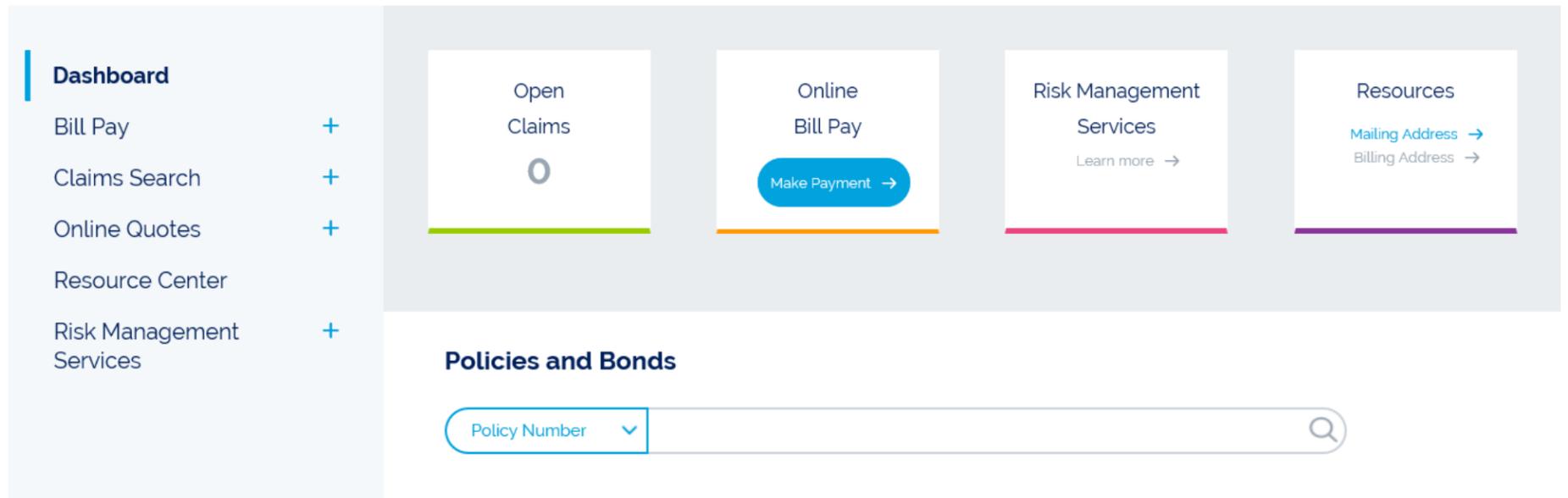
After the PIN has been verified, the password reset page will be presented. Please re-enter the password you just created and set up a password reset question. If you forget your password, we will ask you this security question and you will enter the answer you have selected. Please note that your answer is case sensitive.

When registration has been completed, you will be directed to **Continue to My PHL Y**.

✓ Your question and answer were successfully saved.

[Continue to MyPhly](#)

The Home Page of My PHL Y is the Dashboard. From the Dashboard, the user can click any of the links on the top menu – [Open Claims](#), [Online Bill Pay](#), [Risk Management Services](#), [Resources](#) or any of the links from the side menu – [Bill Pay](#), [Claims Search](#), [Online Quotes](#), [Resource Center](#), and [Risk Management Services](#).



**Dashboard**

- Bill Pay +
- Claims Search +
- Online Quotes +
- Resource Center
- Risk Management Services +

Open Claims: 0

Online Bill Pay: [Make Payment →](#)

Risk Management Services: [Learn more →](#)

Resources: [Mailing Address →](#), [Billing Address →](#)

**Policies and Bonds**

Policy Number [Dropdown] [Search]

### POLICIES AND BONDS

Under **Policies and Bonds** will be a list of all Active and Expired policies. Click the blue Policy Number to access the policy summary page.

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Policy PHPK [REDACTED]		Welcome, [REDACTED]   Resources ▾		
Name	Account Number	Address	Phone Number	Status
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Active
Billing Plan	Bill To	Product Description	Effective Date	Expiration Date
25% Down & 5 Monthly Installments	Direct Bill	Non Profit Package	3/28/2020	3/28/2021

The Policy Summary page will contain:

- Policy documents that can be downloaded
- Policy Coverages
- Billing and Payment History
- Policy Installment plan information

Click **Dashboard** to return to the main menu

From the Dashboard, click the + sign next to **Bill Pay** to open the menu

<b>Dashboard</b>
Bill Pay —
eBill Instructions
Online Bill Pay
Recurring Payment
Sign Up for eBill

- **eBill Instructions** – Click this link to receive instructions on how to sign up for eBill.
- **Online Bill Pay** – Click this link to launch into the webpage to make a payment, view current invoice, sign up for eBill, or sign up for recurring payments. Online payments can only be made via ACH.
- **Recurring Payment** – Click this link for instructions on how to sign up for recurring payments
- **Sign up for eBill** – Click the Go Paperless banner to fill out a DocuSign document as an alternate method to sign up for eBill.

### CLAIMS SEARCH – REPORT CLAIMS

From the **Dashboard**, click **Claims Search**. If any claims had previously been filed, the claim would be listed on this page. Click the + sign next to **Claim Search** to open the menu

Claims Search —
Report a Claim

Click **Report a Claim** to open the sub menu – Click the line of business needed to open the form. Complete the required fields and click Next to continue. Complete all pages and click **Submit**.

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### Auto

General Liability

Property

Mgmt and Prof Liability

Restoration/Reconstruction Contractors

Surety

### QUICK QUOTES

From the Dashboard click **Quick Quotes**. Use any of the links to quickly apply for a quote or policy.

#### Online Quotes

Fitness Instructors & Personal Trainers

Fitness Studios

Mental Health Counselors

Antique Collector Car

National Flood Insurance

PHLYXS - Small Accounts

### RESOURCE CENTER

From the Dashboard click **Resource Center**. Use the links below to quickly access information or perform specific actions.

#### Quick Links

[New invoice design for PHL Y Policyholders](#)

[eBill Instructions](#)

[Recurring Payment Instructions](#)

[Request Address Change](#)

[Auto Rental add/delete](#)

[View my policy documents](#)

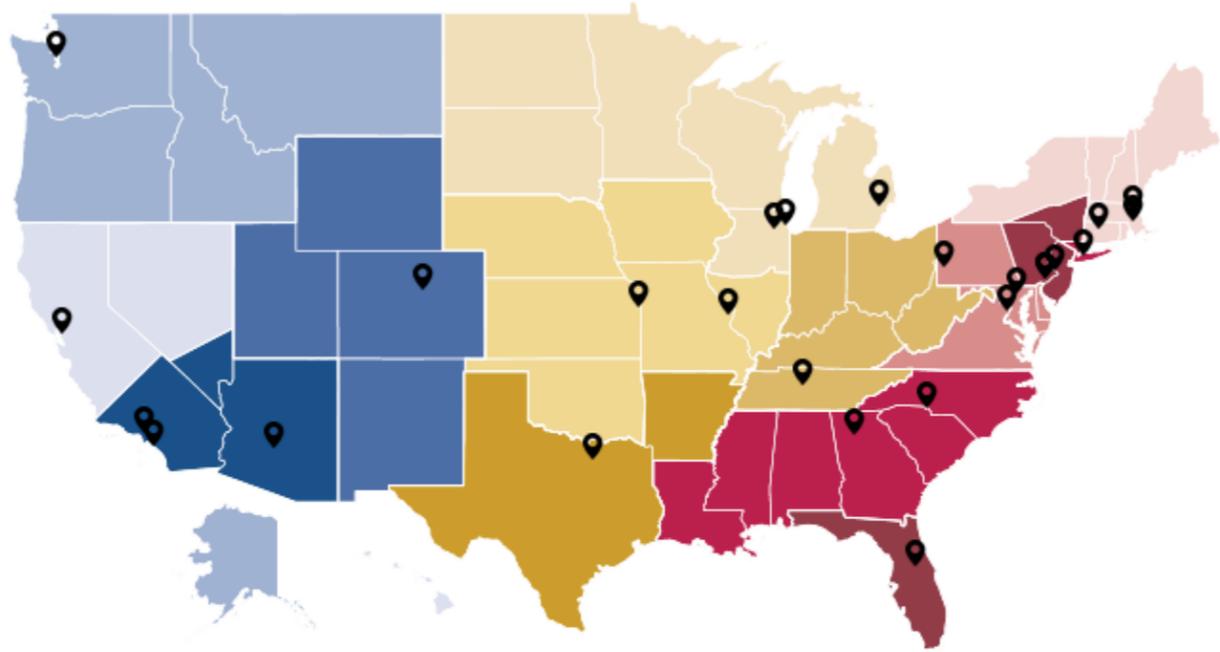
### RISK MANAGEMENT SERVICES

From the Dashboard click **Risk Management Services** to view all of the services available to Insureds. A variety of risk management services can be utilized to reduce business losses. Offerings include access to Risk Management Programs, educational e-Flyers, and information on large claim loss lessons learned.

Click **Meet the Risk Management Team** to view the Risk Management offices and contact information.

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**Meet the Risk Management Team** Welcome, [Name] Resour



**NORTHWEST**  
Seattle, WA

**ROCKY MOUNTAIN**  
Engelwood, CO

**SUNBELT**  
Pasadena, CA  
Mission Viejo, CA  
Phoenix, AZ

**WESTERN**  
Walnut Creek, CA

**NORTH CENTRAL**  
Troy, MI  
Chicago, IL

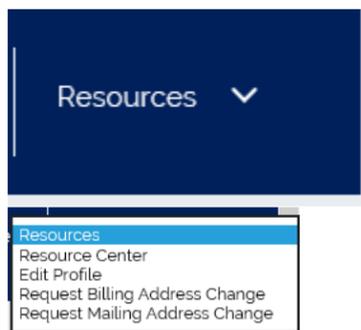
**CENTRAL**  
Clayton, MO  
Leawood, KS

**OHIO VALLEY**  
Franklin, TN

**SOUTHWEST**  
Plano, TX

## RESOURCES

In the upper right-hand corner select the drop down next to Resources. This will open a sub menu that will allow you to access the Resource Center, edit information in your profile, request a billing address change or request a mailing address change.



## EDIT PROFILE

By clicking Edit Profile you will have access to many functions that can be performed by using the drop down next to – I would like to.

