

Signing On to the System

A quick reference guide for first-time users

The first time you log in to the system, you will be required to change your password and set up password security questions. The following instructions show you how to access the system and guide you through the password/security process.

Login

1. On the **NFIP Services** home page (<https://www.nfipservices.com/>), the left side of the page contains the Portal Login area (as shown at right).

You should already have received your user ID and password from the System Administrator.

2. Type your **User ID**.
3. Type your **Password**. For security, the characters you type will display as asterisks (*) in the field.
4. Click the **sign-in** link. The system will check your entries and indicate if any information is missing or incomplete. Errors display in red text underneath the login area (below the I Forgot My Password link).

After a successful login, you'll be taken directly to the **Change Password** page to set up your security questions and change your password. **Note:** This will only happen the very first time you sign in.

Set Up Your Security Questions

Your security questions will be used if you forget your password. The system will prompt you to answer them in order to verify your identity before it will e-mail you a new password.

5. Enter a question that you can easily answer in **Question 1**. Make sure it is a question with a **one-word** answer that you won't forget and that only you would know.
6. Enter the one-word answer to the question in **Answer 1**. (must be longer than three characters)

Please enter two questions and answers to be used for security verification. You will be prompted to provide the answers to verify your identity if you lose your password or would like to change it. They should be questions that only you would know the answers to and not forget.

Your security questions and answers must be entered.

Your Security Questions should not exceed 50 characters with one word answers not exceeding 20 characters.

Question 1: Answer 1:

Question 2: Answer 2:

And/Or

Please create a new password (Leave blank if you are only changing your Security Question or Answer). Passwords are six to eight characters long and contain at least one numeric character. Do not use spaces or tabs in your entry.

New Password:

Confirm New Password:

Be aware that if you ever need to answer your security questions, they must be entered exactly as you entered them here (for example, in all lower-case letters).

7. Enter a second question that you can answer in **Question 2**.
8. Enter the one-word answer to this second question in **Answer 2**.

Once you have your security questions completed, you'll need to enter a new password. Continue with step 9.

Change Your Password

This new password will be the one you use when you log in to the system from this point on.

9. Enter the new password that you want to use in **New Password**. The characters you type will display as asterisks in the field. Make sure it meets the following criteria:

- Passwords must be six to eight characters long.
- Passwords must contain at least one numeric character.
- Passwords must not include spaces or tabs.

Tip: *Make sure the Caps Lock key on your keyboard is off before entering your new password.*

10. Re-enter the new password in **Confirm New Password**. You need to make sure that it matches the way you entered it in Step 9.
11. If the system does not have an e-mail address on file for you, you will see the **Email Address** field. You must enter your e-mail address in order to continue. (If you do not see this field, then the system already has an address for you.) This e-mail address is used to send you a new password in the event you have forgotten yours. Please make sure you have entered it correctly.
12. Click **Save**. If no errors, you will go to the **Main Portal** page of the system (shown below).



Congratulations! You've successfully logged in for the first time. From the Main Portal page, you can access all the areas of the system (as allowed by your established user authorities) and begin processing your flood business using NFIPServices.com.