



# **e-Storm Navigation Quick Reference Guide**

**Instructions for using  
e-Storm Disaster Response Website**

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## I. Getting access

- If you have previously used e-Storm, your existing username and password are still available.
- If you have not previously used e-Storm, you will need to contact our department to get a login username and password. Please contact us at [CCRS\\_Admin@MyFloridaCFO.com](mailto:CCRS_Admin@MyFloridaCFO.com) to get your company set up. Our team will respond to your request by the end of the next business day.

## II. Logging In

- When the site is accessed, the first page that appears is the Login page shown in Figure #1.

The screenshot shows the login page for the Florida Department of Financial Services, Division of Consumer Services, Company Complaint Response System. At the top, there is a dark blue header with the text "JEFF ATWATER FLORIDA'S CHIEF FINANCIAL OFFICER" and a navigation menu with links for "Login", "SR List", "View Tutorial", "Contact Us", and "CFO Home". On the left side, there is a "Navigation Tools" sidebar with links for "Service Request List", "Archived Records List", "Company Data Update", "FAQs", "View Tutorial", "eStorm", "eStorm Manual", "eStorm Codes", and "Log Off". The main content area features the system title and four input fields: "Username:", "Password:", "Florida Company Code:", and "NAIC Company Code:". Below these fields is a "Remember Me" checkbox and three buttons: "Submit", "Reset", and "Forgot Password?". A disclaimer at the bottom states: "By entering your username and password you agree the consumer files you are about to access are to be held in confidence and will only be used for the purpose of processing requests for assistance." The footer includes "Department of Financial Services Copyright 2009 Division of Consumer Services".

**Figure #1.**

- Enter your username, password, Florida Company Code and NAIC Company Code; either press the Enter key or click on the Submit button.
- If the Save Entered Data checkbox is checked, your username, Florida Company Code and NAIC Company Code information will be stored. Cookies must be enabled for this feature to work.
- If you have forgotten your password please click the "Forgot Password?" button as shown in Figure #2. If you do not know the required information, contact your administrator.
- If you have entered everything correctly you will be redirected to the welcome page as shown below in Figure #3. If this is the first time you have logged into the system and your password has not been changed, then you will be redirected to the change password page. Enter your new password in both text boxes and press the Submit New Password button. If both passwords are entered correctly you will be redirected to the Complaints page as shown in Figure #4.



Figure #2.

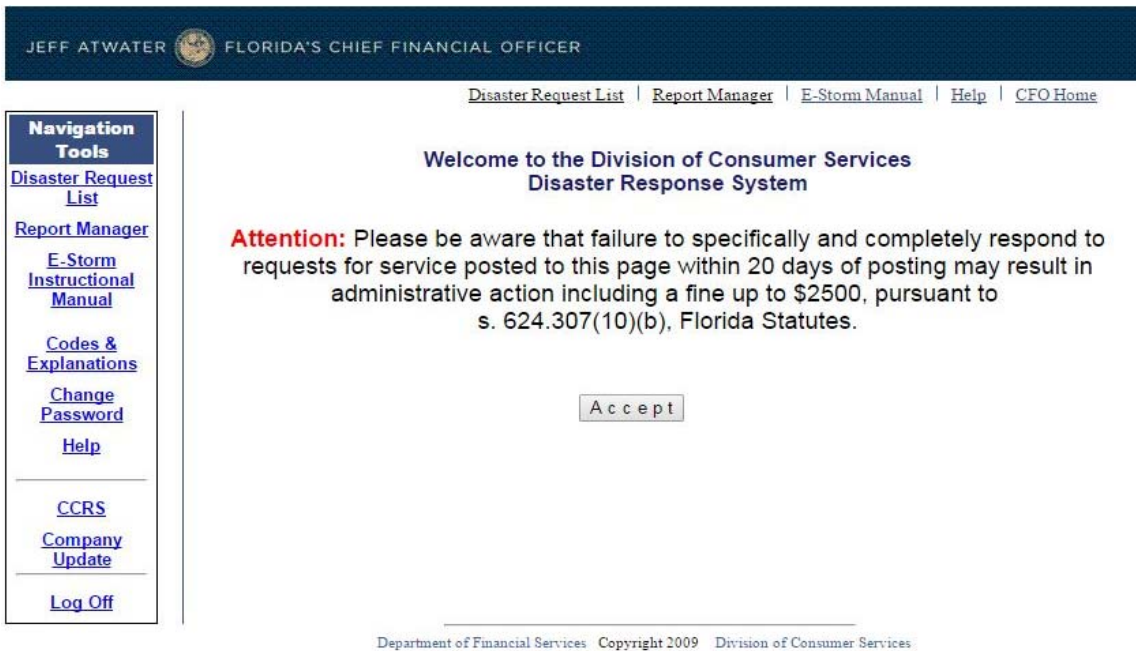


Figure #3.

- Please read the note displayed at least once and then either press the Enter key or click on the “Accept” button. You will be redirected to the Complaints page, a sample of which is shown in Figure #4.

### III. Navigation Tools

- **Disaster Request List**
  - o The Disaster Request List selection redirects you to the page containing the list of issues.

o This is the page that you will use most frequently.

- **Report Manager**

- o The Report Manager allows you to select records for downloading to a spreadsheet. See Figure #4.
- o You can download Open or All issues from this page.
- o When you press either button, a new window will appear and a dialog box will open asking whether to Open or Save the document. Selecting Open will display the spreadsheet in the new window. Selecting Save will display a Save File dialog. Select the folder in which you want the file saved and press the Save button to store the file in that folder.



**Figure #4.**

- **e-Storm Instructional Manual**

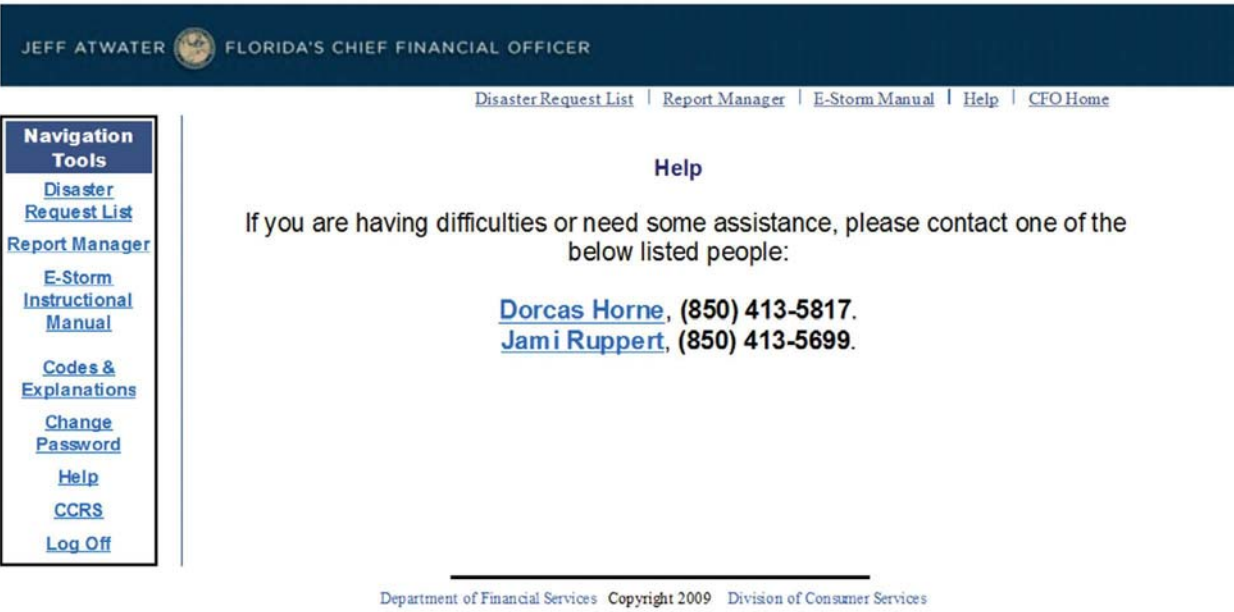
- o When this link is pressed, the document you are reading is displayed in a new window.

- **Codes & Explanations**

- o When this link is pressed, a document explaining the Department's codes is displayed in a new window.

- **Help**

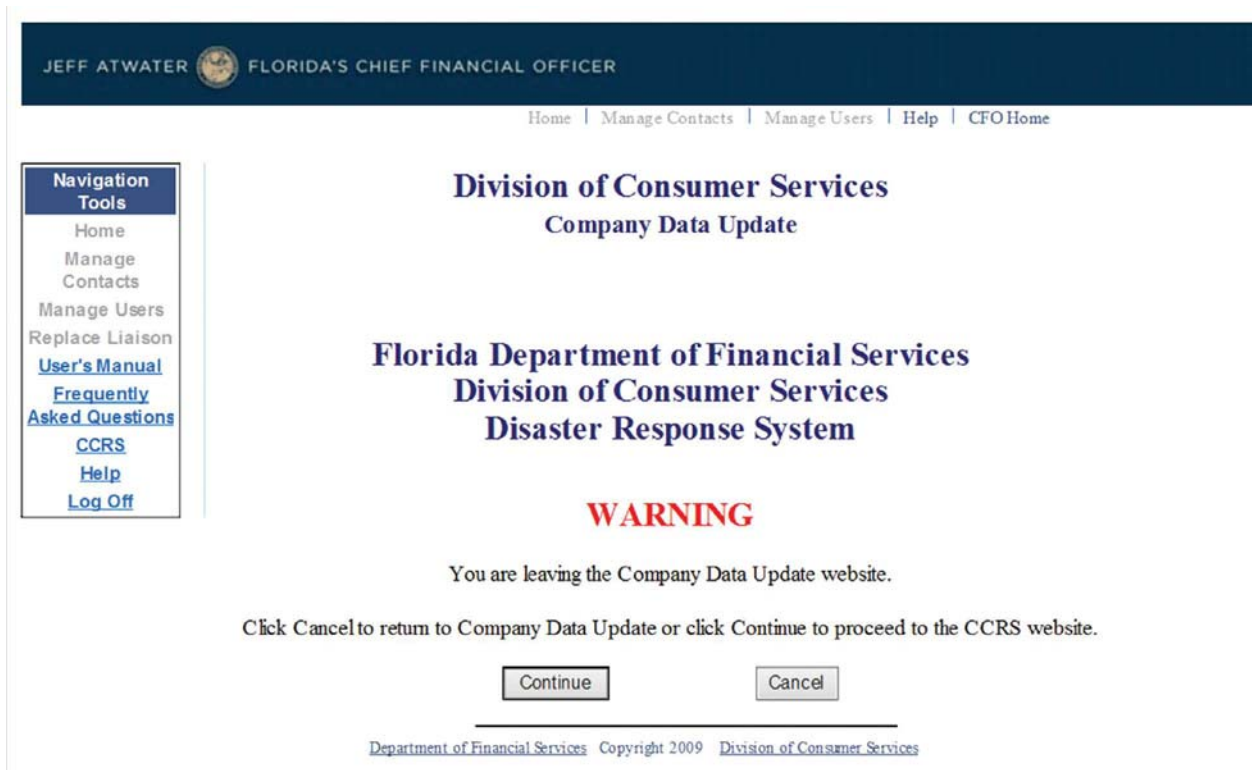
- o When this link is clicked you are redirected to the Help page shown below in Figure #5.



**Figure #5.**

- **CCRS**

- o This link will transfer you to the CCRS website. CCRS (Company Complaint Response System) is the portal used to respond to regular, non-disaster Service Requests. You will be able to access the CCRS website by clicking the Continue button. Otherwise, click Cancel to return to the e-Storm website. Figure #6.




**Figure #6.**

- **Log Off**

- o This link will log you out of the e-Storm system and you will be returned to the Central Point Login Page or to this application's login page.



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**Navigation Tools**

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**Disaster Request List**  
**CITIZENS PROPERTY INSURANCE CORPORATION - 99042**

Search Criteria: Issue Number Search String:

Open Issues   
  Closed Issues   
  All Issues

**Step 1: Press the View button to respond to the selected issue.**

Issues List									
	Issue #	Issue	Consumer Name	Opened Date	Response Due	Days Open	Issue Count	Overdue?	Status
<a href="#">View</a>	1-256928699	Adjuster Issues	BOBBY LONG	05/14/2013	05/28/2013	688	10		OPEN
<a href="#">View</a>	1-256928711	Business Interruption	BOBBY LONG	05/14/2013	05/14/2013	688	10		OPEN
<a href="#">View</a>	1-259463109	Adjuster Issues	BOBBY LONG	04/28/2014	05/12/2014	339	10		OPEN
<a href="#">View</a>	1-259463111	Additional Living Expense	BOBBY LONG	04/28/2014	04/28/2014	339	10		OPEN
<a href="#">View</a>	1-259484110	Adjuster Issues	STEVEN MORRISSEY	04/29/2014	05/13/2014	338	10		OPEN
<a href="#">View</a>	1-259484112	Contents Damage Claims	STEVEN MORRISSEY	04/29/2014	04/29/2014	338	10		OPEN

**Figure #7.**


### III. Complaints Page

- This is the main page of the application. There are several buttons and other controls here that can be used to assist you with your task. Figure #7.
  - o **Search Criteria.** Select the type of information you wish to search from the available options. This is used in conjunction with the Search String textbox and the Search button.
  - o **Search String.** Enter the text you wish to search for in the data. You may enter all or part of the information to perform the search. This is used in conjunction with the Search Criteria dropdown and the Search button.
  - o **Option Radio Buttons.** There are three radio buttons, Open, Closed, and All Issues buttons. The default is Open Issues because it is presumed that most of your work will be to resolve issues that are not already resolved. The others are self-explanatory and may be used as necessary. Clicking on any one of them will reload the grid with the selected issues.
  - o **Search Button.** Once you have selected your criteria and entered text for the search string, press the Search button. This is used in conjunction with the Search String textbox and the Search Criteria dropdown.
  - o **Issues List.** This is the heart of the program, the section you will use most frequently.
  - o **Log Off link.** When selected you are returned to this application's login page.

### IV. Processing Issues

- To process an issue, press the View link next to the Issue Number on the grid. The display will change as shown in Figure #8.



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### Disaster Request List

#### CITIZENS PROPERTY INSURANCE CORPORATION - 99042

Search Criteria:  Search String:

Open Issues   
  Closed Issues   
  All Issues

**Step 1:** Press the View button to respond to the selected Issue.

Issues List									
	Issue #	Issue	Consumer Name	Opened Date	Response Due	Days Open	Issue Count	Overdue?	Status
<a href="#">View</a>	1-262035065	Loss of Use Claims	HULK GREEN	04/03/2015	04/03/2015	46	5		OPEN

**Step 2:** Use the instructions below to complete your response to this issue.

Issue Details

Issue: \_\_\_\_\_ Open Date: \_\_\_\_\_  
 Sub-Issue: \_\_\_\_\_ Days Open: [Cur Day - Open Day]  
 Issue Updated: \_\_\_\_\_ Response: \_\_\_\_\_  
 Response Due: \_\_\_\_\_ Date Claim Reported: \_\_\_\_\_  
 Reason: \_\_\_\_\_

Insurance Company Response Below:

- 1: In the Response field, please select a reply from the list of choices.
- 2: Provide the requested information concerning dates and payments as required.
- 3: In the Comments field, type in the appropriate date, dollar amount and/or a complete explanation as requested from the "Response" field.  
Optional: The Claim and Policy number fields above are editable, if necessary.
- 4: Click the "Save Changes" button when finished.

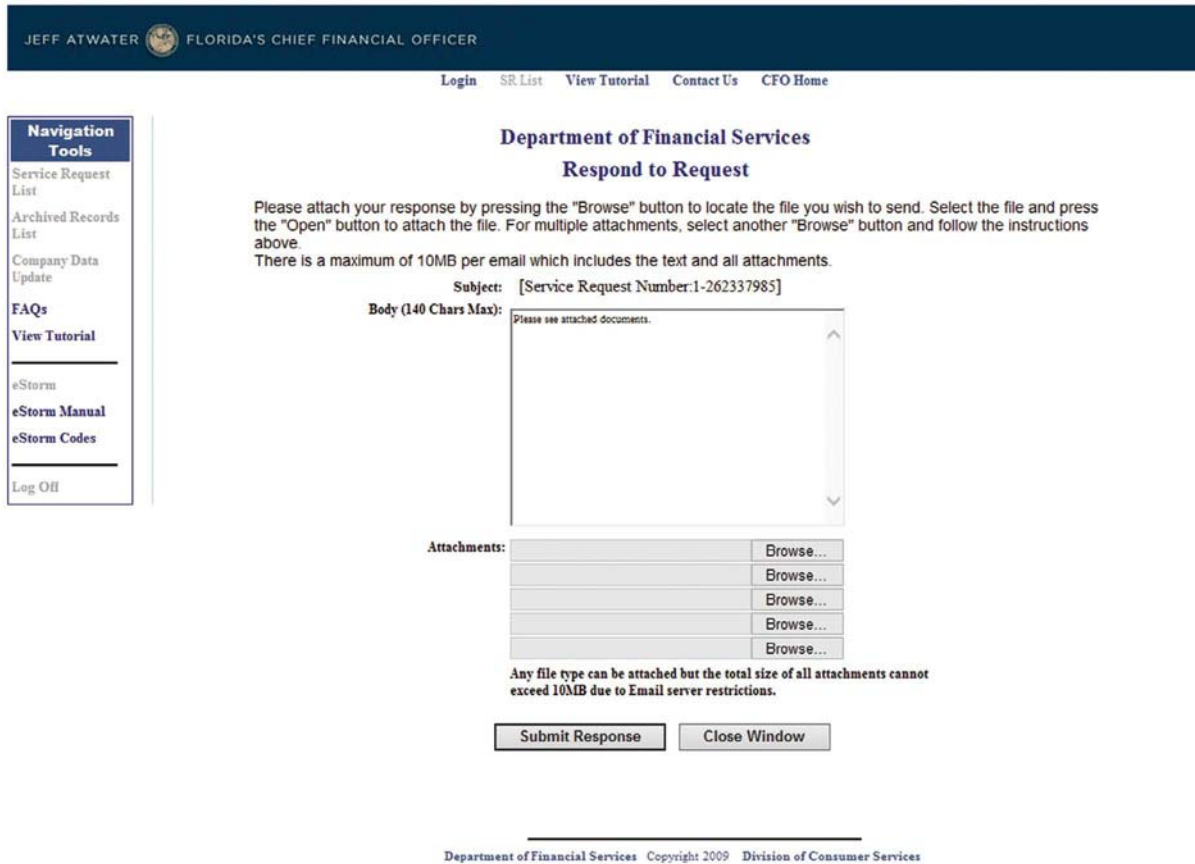
Response:    
(Items with an asterisk (\*) will close the issue.)

Please complete these fields if not already completed (Required when closing this issue)

**Figure #8.**

- Here you will see the consumer's Service Request and the Issue details. This information will assist in formulating your response.
- To enter your response, use the available fields located under the "Insurance Company Response Below" title. The **Response Dropdown** contains all available options for responding to the issue. You must select one of these options. Responses that contain an asterisk will close the issue. When issues are closed a letter is sent to the consumer indicating that the issue is closed. Please do not close an issue unless you have fully resolved it with the insured.
- **Company Comments** are not required unless you select a Response that contains blanks to indicate missing information. In that case you will need to provide as comments the information required to fill the blanks. However comments should be entered so to provide information that would justify or explain your position. If you wish to add company comments but do not want to change your response, then select the blank response from the Response dropdown, enter your comments and press the Save Changes button.

- Once you have selected a response and entered your comments, press the **Save Changes** button. This will return you to the main Issues List. When viewing “Open” issues, those issues you have closed should not reappear.
- Selecting **Discard & Return** will return you to the Issues List without saving any changes.
- **Attach Documents.** The Attach Documents field is used to submit additional documentation using email. Selecting the Attach Documents button redirects you to the page shown below in Figure #9.



**Figure #9.**

- Enter your explanatory text in the Body textbox. Use the Browse button to navigate to the file you wish to attach. Press the Send Mail button to send the email which will be attached to the record on our computer system.
- Selecting the Cancel button will return you to the previous page without sending any messages.

## VI. Conclusion

- If you have any questions this document does not address, please contact Dorcas Horne at [Dorcas.Horne@MyFloridaCFO.com](mailto:Dorcas.Horne@MyFloridaCFO.com) or Jami Ruppert at [Jami.Ruppert@MyFloridaCFO.com](mailto:Jami.Ruppert@MyFloridaCFO.com). We will respond by the end of the next business day.