



**JIMMY PATRONIS**  
FLORIDA'S CHIEF FINANCIAL OFFICER

# **eStorm Navigation Quick Reference Guide**

**Instructions for using  
eStorm Disaster Response Website**

**Revised: July 2018**

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## I. Getting Access

If you have a CCRS login or have previously used eStorm, use your existing username and password.

If you have not previously used CCRS or eStorm, 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 site can be accessed through CCRS using the Navigation Tools or by using the following link: <https://apps.fldfs.com/estorm/Login.aspx>

The screenshot shows the login interface for the Florida Department of Financial Services, Division of Consumer Services, Disaster Response System. At the top, a dark blue banner features the state seal and the text "JIMMY PATRONIS FLORIDA'S CHIEF FINANCIAL OFFICER". Below this, a navigation bar includes links for "Disaster Request List", "Report Manager", "E-Storm Manual", "Help", and "CFO Home". On the left, a "Navigation Tools" sidebar lists options: "Disaster Request List", "Report Manager", "E-Storm Instructional Manual", "Codes & Explanations", "Change Password", "Help", "CCRS Company Update", and "Log Off". The main content area contains the system title and four input fields: "User Name:", "Password:", "Florida Company Code:", and "NAIC Company Code:". Below these fields is a "Save Entered Data" checkbox and "Submit" and "Reset" buttons. A "Forgot Password?" button is located at the bottom of the form. A disclaimer 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 verifying your company's involvement and responding to requests for assistance." A note below reads: "Verifying involvement is not an admission of wrong doing on the part of your company." The footer includes "Department of Financial Services Copyright 2017 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 more than one company, you will have a user login for each company so may decide not to use this feature.

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 site administrator. When

the Forgot Password feature is used, an email is sent directly to the email address located in that user's account. The email will provide the password on file. If you would like a password reset, you would need to send an email to [CCRS\\_Admin@MyFloridaCFO.com](mailto:CCRS_Admin@MyFloridaCFO.com).

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[Disaster Request List](#) | [Report Manager](#) | [E-Storm Manual](#) | [Help](#) | [CFO Home](#)

**Navigation Tools**

- Disaster Request List
- Report Manager
- [E-Storm Instructional Manual](#)
- [Codes & Explanations](#)
- Change Password
- [Help](#)
- [CCRS Company Update](#)
- Log Off

**Forgot Password Page**

\* Denotes required information

User Name \*

FL Company Code \*

NAIC Code \*

Pressing the Forgot Password button below will send an email with the password to the user associated with the User Name listed above. You may call or **contact us via email** ([CCRS\\_Admin@myfloridacfo.com](mailto:CCRS_Admin@myfloridacfo.com)) for immediate assistance.

Department of Financial Services Copyright 2017 Division of Consumer Services

**Figure #2**

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, 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.





**Navigation  
Tools**

[Disaster  
Request List](#)  
[Report Manager](#)  
[E-Storm  
Instructional  
Manual](#)  
[Codes &  
Explanations](#)  
[Change  
Password](#)  
[Help](#)  
  
[CCRS](#)  
[Company  
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[Log Off](#)

**Welcome to the Division of Consumer Services  
Disaster Response System**

**Attention:** Please be aware that failure to specifically and completely respond to requests for service posted to this page within 20 days of posting may result in administrative action including a fine up to \$2500, pursuant to [Section 624.307\(10\)\(b\), Florida Statutes](#).

Accept

**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.



**Navigation  
Tools**

[Disaster  
Request List](#)  
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[Log Off](#)

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

Search Criteria:  Search String:

☒ Open Issues ☐ Closed Issues ☐ All Issues

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>	1-255166104	Adjuster Issues	RUDOLPH DEERE	09/24/2012	06/26/2017	1963	4		OPEN
<a href="#">View</a>	1-255166101	Structural Damage Claim	RUDOLPH DEERE	09/24/2012	06/26/2017	1963	4		OPEN
<a href="#">View</a>	1-259484136	Additional Living Expense	NORMA LEE	04/29/2014	04/29/2014	1381	12		OPEN
<a href="#">View</a>	1-259484140	Adjuster Issues	NORMA LEE	04/29/2014	05/13/2014	1381	12		OPEN
<a href="#">View</a>	1-259484189	Additional Living Expense	ROBERT SMITH	04/30/2014	04/30/2014	1380	9		OPEN
<a href="#">View</a>	1-259484191	Contents Damage Claims	ROBERT SMITH	04/30/2014	04/30/2014	1380	9		OPEN
<a href="#">View</a>	1-259484193	Contents Damage Claims	ROBERT SMITH	04/30/2014	04/30/2014	1380	9		OPEN

**Figure #4**

### III. Navigation Tools

- **Disaster Request List**

The Disaster Request List selection redirects you to the page containing the list of issues. This is the page that you will use most frequently.

- **Report Manager**

The Report Manager allows you to select records for downloading to a spreadsheet. See Figure #5.

You can download Open Issues or All Issues from this page. When you press either button, a new window will appear and a dialog box, Figure #6 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.

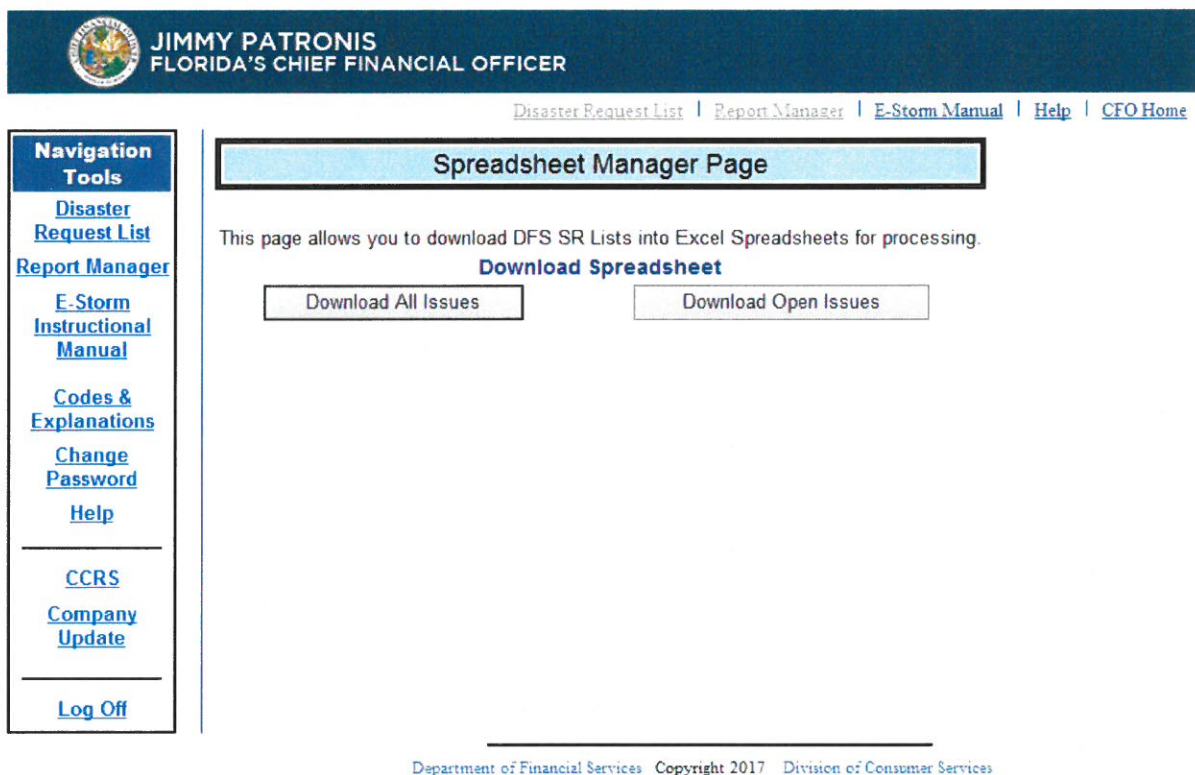


Figure #5



Figure #6

- **eStorm Instructional Manual**

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

- **Codes & Explanations**

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

- **Help**

When this link is selected you are redirected to the Help page shown below in Figure #7.

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[Disaster Request List](#) | [Report Manager](#) | [E-Storm Manual](#) | [Help](#) | [CFO Home](#)

**Navigation Tools**

- [Disaster Request List](#)
- [Report Manager](#)
- [E-Storm Instructional Manual](#)
- [Codes & Explanations](#)
- [Change Password](#)
- [Help](#)
- [CCRS](#)
- [Company Update](#)
- [Log Off](#)

**Help**

If you are having difficulties or need some assistance, please contact one of the below listed people:

[Dorcas Horne](#), (850) 413-5817.  
[James Riggs](#), (850) 413-2539.

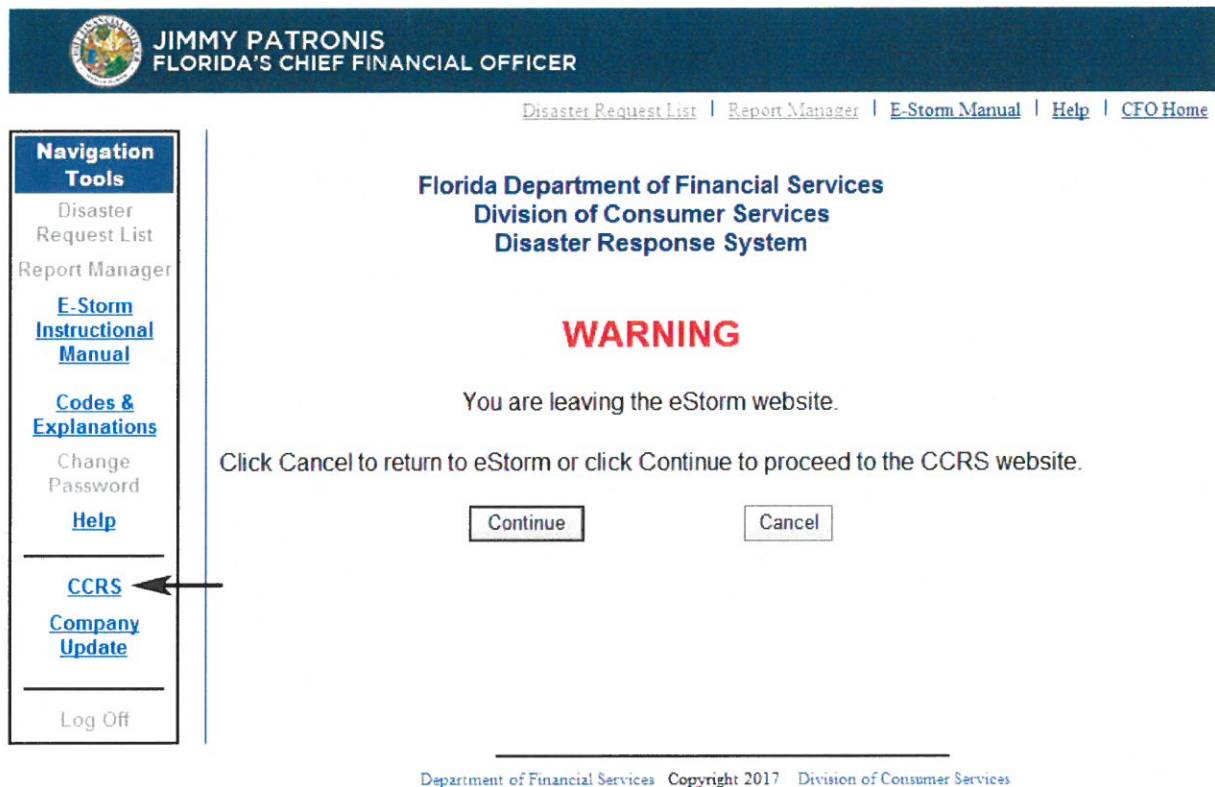
Department of Financial Services Copyright 2017 Division of Consumer Services

**Figure #7**



- **CCRS**

This link will transfer you to the Company Complaint Response System (CCRS) website. CCRS is the portal used to respond to regular, non-disaster Service Requests. You can access the CCRS website by clicking the “Continue” button. Otherwise, click “Cancel” to return to the eStorm website. Figure #8.



**Figure #8**

- **Log Off**

This link will log you out of the eStorm system and you will be returned to the Central Point Login Page or to this application's login page. See Figure 9.





**Navigation Tools**

[Disaster Request List](#)

[Report Manager](#)

[E-Storm Instructional Manual](#)

[Codes & Explanations](#)

[Change Password](#)

[Help](#)

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[CCRS](#)

[Company Update](#)

---

[Log Off](#)

**Disaster Request List**

Your Insurance Company Name and Florida Company Code will display here.

Search Criteria:  Search String:

☒ Open Issues ☐ Closed Issues ☐ All Issues

Press the View button to respond to the selected Issue.

	Issue #	Issue	Consumer Name	Opened Date	Response Due	Days Open	Issue Count	Overdue?	Status
<a href="#">View</a>	1-255166104	Adjuster Issues	RUDOLPH DEERE	09/24/2012	06/26/2017	1963	4		OPEN
<a href="#">View</a>	1-255166101	Structural Damage Claim	RUDOLPH DEERE	09/24/2012	06/26/2017	1963	4		OPEN
<a href="#">View</a>	1-259484136	Additional Living Expense	NORMA LEE	04/29/2014	04/29/2014	1381	12		OPEN
<a href="#">View</a>	1-259484140	Adjuster Issues	NORMA LEE	04/29/2014	05/13/2014	1381	12		OPEN
<a href="#">View</a>	1-259484189	Additional Living Expense	ROBERT SMITH	04/30/2014	04/30/2014	1380	9		OPEN
<a href="#">View</a>	1-259484191	Contents Damage Claims	ROBERT SMITH	04/30/2014	04/30/2014	1380	9		OPEN

Figure #9

### 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 #10.

**Disaster Request List**

Your Insurance Company Name and Florida Company Code will display here.

Search Criteria:  Search String:

☒ Open Issues ☐ Closed Issues ☐ All Issues

Press the View button to respond to the selected Issue.

	Issue #	Issue	Consumer Name	Opened Date	Response Due	Days Open	Issue Count	Overdue?	Status
<a href="#">View</a>	1-255166104	Adjuster Issues	RUDOLPH DEERE	09/24/2012	06/26/2017	1963	4		OPEN
<a href="#">View</a>	1-255166101	Structural Damage Claim	RUDOLPH DEERE	09/24/2012	06/26/2017	1963	4		OPEN
<a href="#">View</a>	1-259484136	Additional Living Expense	NORMA LEE	04/29/2014	04/29/2014	1381	12		OPEN
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<a href="#">View</a>	1-259484189	Additional Living Expense	ROBERT SMITH	04/30/2014	04/30/2014	1380	9		OPEN
<a href="#">View</a>	1-259484191	Contents Damage Claims	ROBERT SMITH	04/30/2014	04/30/2014	1380	9		OPEN

Figure #10

**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.

**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.

**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.

**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.

**Issues List.** This is the heart of the program, the section you will use most frequently.

**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 #11.



Navigation Tools
<a href="#">Disaster Request List</a>
<a href="#">Report Manager</a>
<a href="#">E-Storm Instructional Manual</a>
<a href="#">Codes &amp; Explanations</a>
<a href="#">Change Password</a>
<a href="#">Help</a>
<a href="#">CCRS</a>
<a href="#">Company Update</a>
<a href="#">Log Off</a>

## Disaster Request List

Your Insurance Company Name and Florida Company Code will display here.

### Service Request Details

Service Request #: 1-255164111  
Issue Number: 1-255166104  
Priority: 3-Medium  
Disaster Name: Active Trend  
Coverage Type: Other Commercial P&C  
Name: DEERE, RUDOLPH  
Address: 200 EAST GAINES STREET  
Address2:  
City, State, Zip: TALLAHASSEE FL 32309  
Home Phone: (850) 111-2222  
Work Phone: (850) 111-2222  
Other Phone:  
Email Address: dorcas.horne@myfloridacfo.com  
Policy Number: 32105  
Claim Number: 360987635  
Insured Name: DEERE, RUDOLPH  
Property Address: 200 EAST GAINES STREET  
Property Address 2:  
Property City, State, Zip: TALLAHASSEE, FL 32309

### Issue Details

Issue: Adjuster Issues  
Open Date: 09/24/2012  
Sub-Issue: Adjuster No Show  
Days Open: 1963 Days  
Issue Updated: 09/24/2012  
Response:  
Response Due: 06/26/2017  
Date Claim Reported: 03/14/2017

Reason:  
No adjuster has inspected our damage-8/4/2017 - From Company 8/4/2017:  
Testing in eStorm. jlb

Use the instructions below to complete your response to this issue.

### Insurance Company Response Below

1. Provide the requested information concerning dates and payments as required. Once these values are entered they are not editable.

Date Claim Received (mm/dd/yyyy): 07/07/2017  
Date Claim Acknowledged (mm/dd/yyyy): 07/07/2017  
Date Claim Paid (mm/dd/yyyy): 07/31/2017  
Amount Paid: 0

2. Select a response from the drop-down list.

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

3. Type the appropriate date, dollar amount and/or a complete explanation in the Additional Comments field based on the Response filed selected

Additional Comments (250 Characters Max):

Save Changes

Cancel

Attach Documents

Printer Friendly Version

Figure #11



In Figure #11 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** shown in Step 2 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, the Division of Consumer Services will send a letter to the consumer indicating 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 "**Cancel**" will return you to the Issues List without saving any changes.

**Attach Documents.** The "Attach Documents" button is used to submit additional documentation using email. Selecting the Attach Documents button redirects you to the page shown below in Figure #12.

The screenshot shows a web interface for sending an email to the Department of Financial Services. At the top, there is a header for Jimmy Patronis, Florida's Chief Financial Officer, with navigation links: Disaster Request List, Report Manager, E-Storm Manual, Help, and CFO Home. On the left is a 'Navigation Tools' sidebar with links to Disaster Request List, Report Manager, E-Storm Instructional Manual, Codes & Explanations, Change Password, Help, CCRS, Company Update, and Log Off. The main content area is titled 'Send e-Mail to Department of Financial Services' and contains a form with the following fields: 'To: ServicePoint@MyFloridaCFO.com', 'From: Your email address will prepopulate here.', 'Subject: [Service Request Number: 1-255164111]', and 'Body: Please see attached documents.' Below the body field is an 'Attachment:' section with a 'Browse...' button. At the bottom of the form are 'SendMail' and 'Cancel' buttons.

Figure #12



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.

Pressing the "**Generate PDF**" button will generate a copy of the response/email for your records. Selecting the "**Cancel**" button will return you to the previous page without sending any messages.

## **VI. Conclusion**

If you have any questions, please contact Dorcas Horne at [Dorcas.Horne@MyFloridaCFO.com](mailto:Dorcas.Horne@MyFloridaCFO.com) or James Riggs at [James.Riggs@MyFloridaCFO.com](mailto:James.Riggs@MyFloridaCFO.com). You will receive a response by the end of the next business day.