



DONEGAL[®]

INSURANCE GROUP



AGENT'S MOBILE APP GUIDE

Welcome to Donegal Insurance Group's Agent's Mobile App Guide!

There when it matters most, our mobile application makes servicing your clients convenient & easy! Anytime, anywhere, you can make a payment, report a claim, review policy & billing data or access agency & principal reports. This guide will show you how to use these features.

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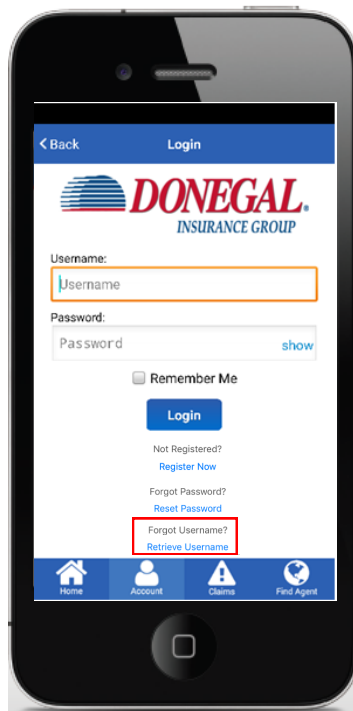


The Donegal Mobile App is available from the App Store (iOS version 9.0 or higher) and Google Play (Android version 2.3.3 or higher).

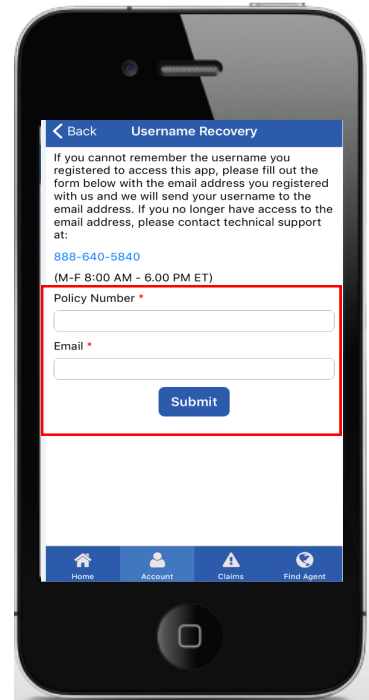
• **MY ACCOUNT — “RESET USER ID”**



Select “My Account”



Select “Retrieve Username”

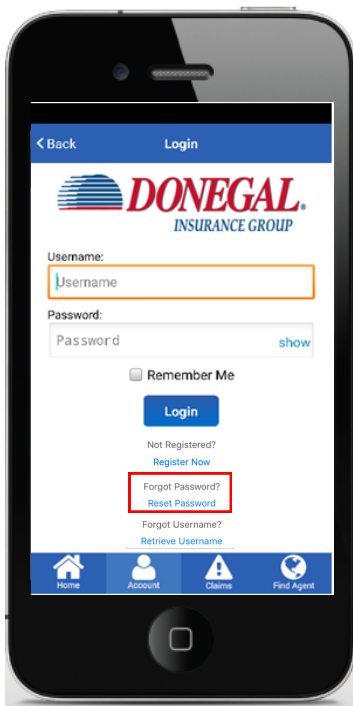


Enter policy number & email
Select “Submit”

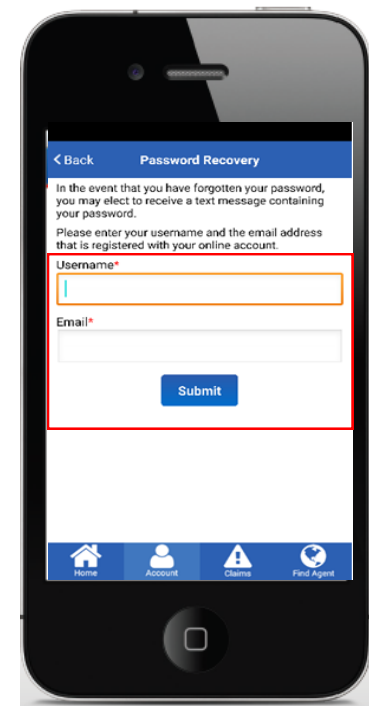
• **“RESET PASSWORD”**



Select “My Account”



Select “Reset Password”

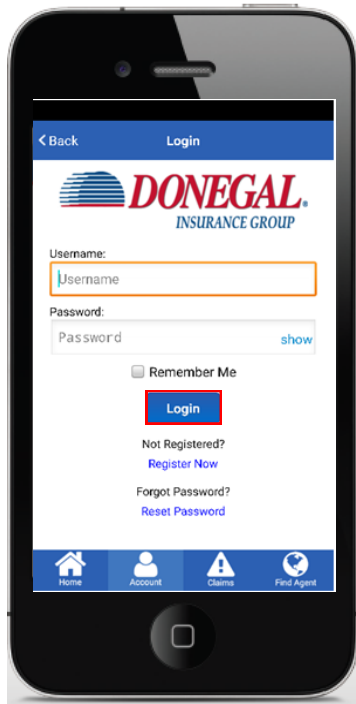


Enter username & email
Select “Submit”

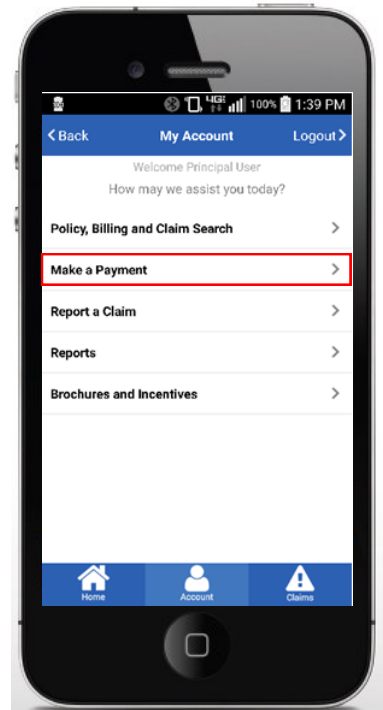
● ***“MAKE A PAYMENT”***



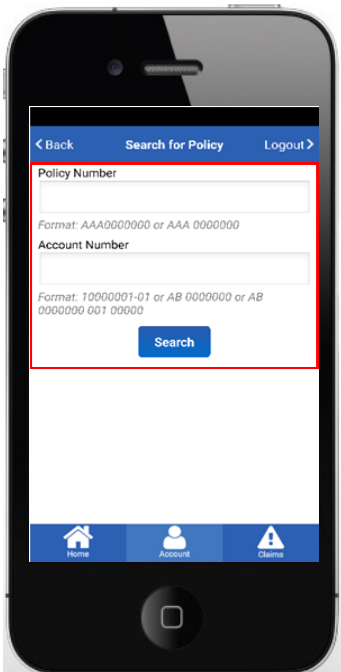
Select “My Account”



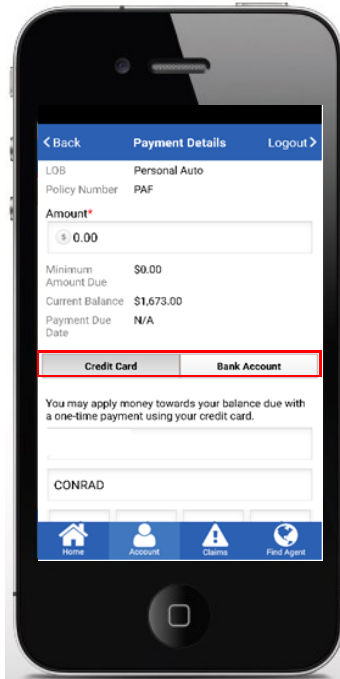
Enter User ID & password
Select “Login”



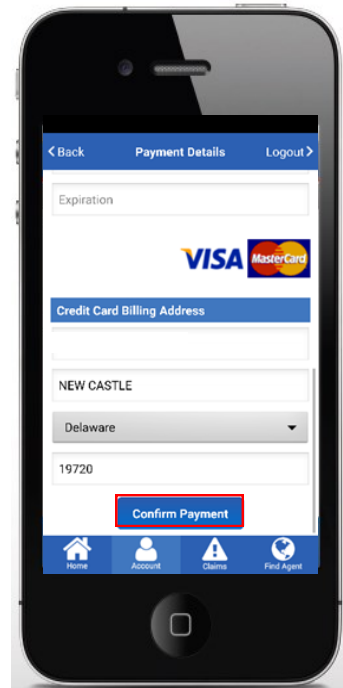
Select “Make a Payment”



Enter client’s policy or account number and click “Search”



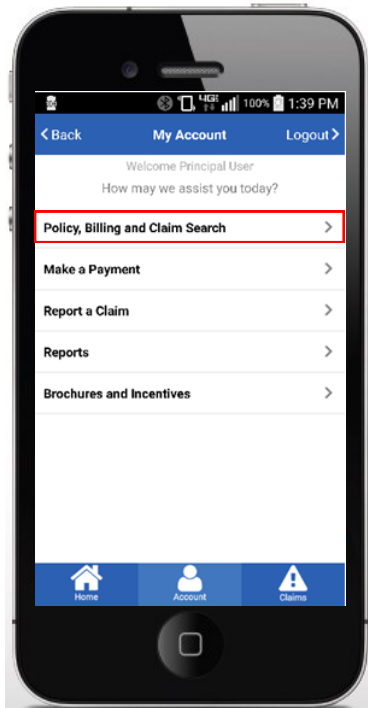
Choose “Credit Card” or “Bank Account”
Enter the required information
Select “Confirm Payment” when completed



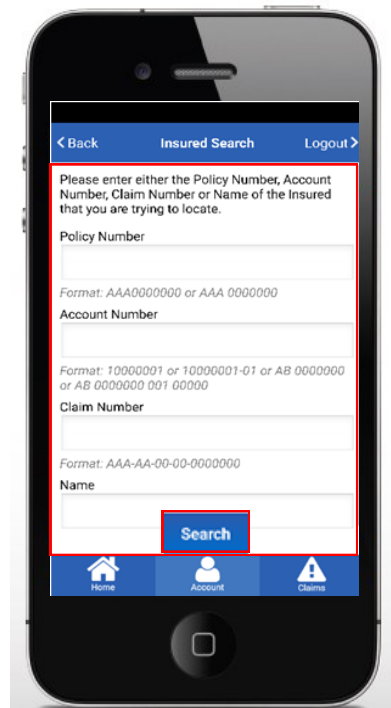
- ***“POLICY, BILLING and CLAIM SEARCH”***



After logging in, select “My Account”



Select “Policy, Billing & Claim Search”

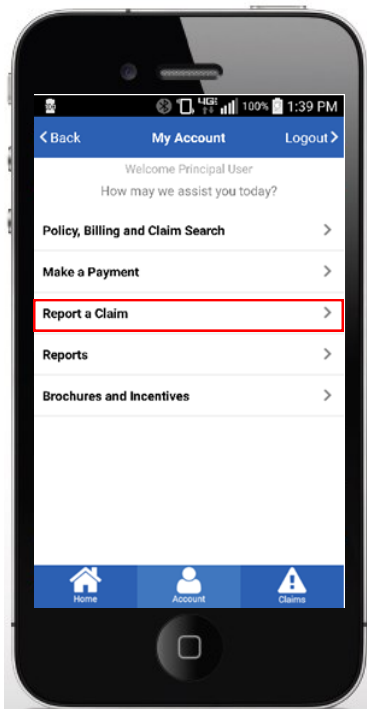


Enter policy, account or claim number & click “Search” to view

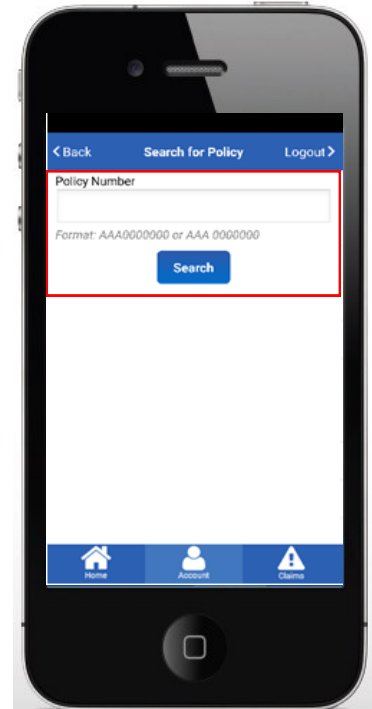
- ***REPORT A CLAIM***



After logging in, select “My Account”

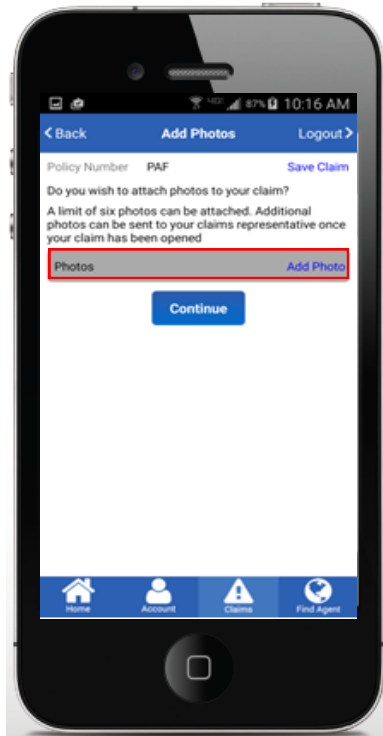


Select “Report a Claim”

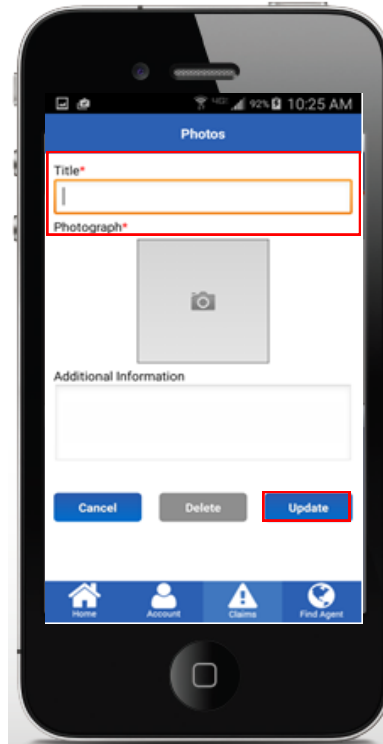


Enter client’s policy number
Click “Search” to complete claim entry

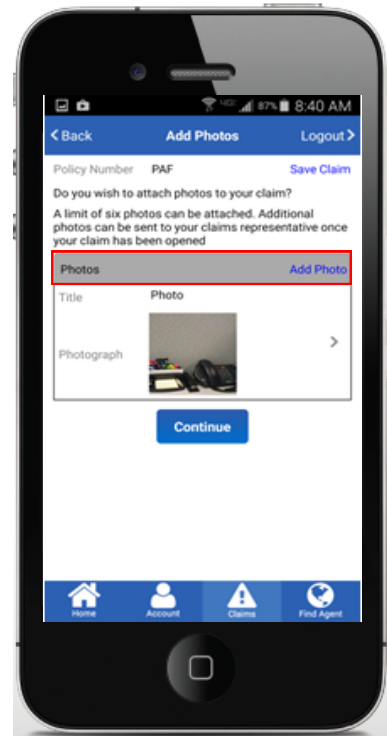
● ***"ATTACH A PHOTO"***



Select "Add Photo"

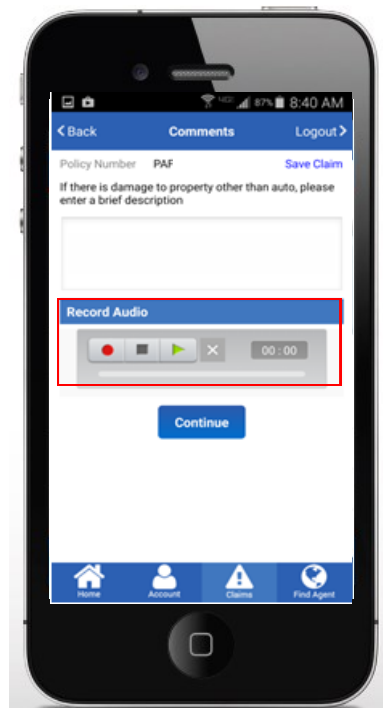


Take photo
Enter description
Click "Update"

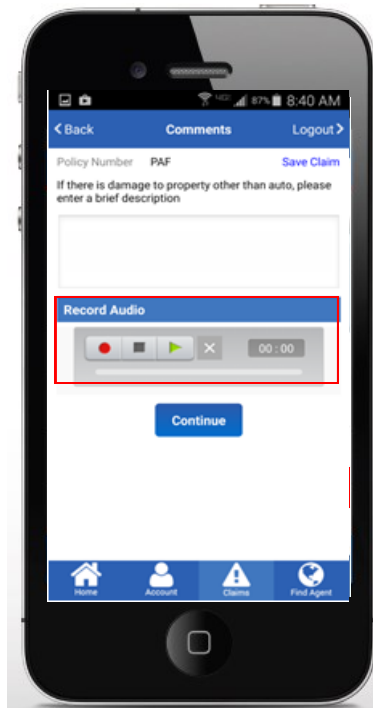


Select "Add Photo" to attach additional pictures
Click "Continue" when all photos have been added

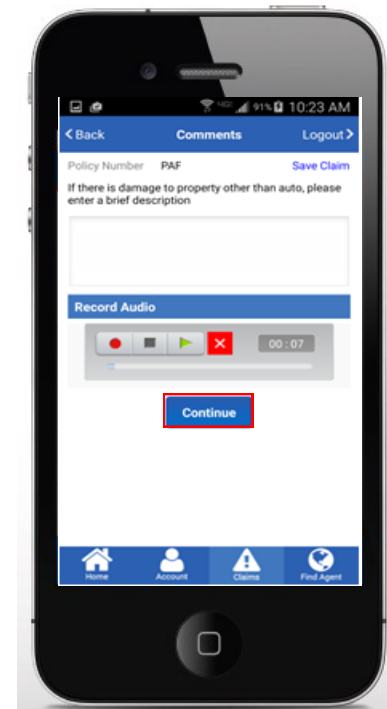
● ***"RECORD AUDIO"***



To begin audio recording, select the button with the red dot



To end recording, select the button with the gray square
Recording limit is 3 minutes

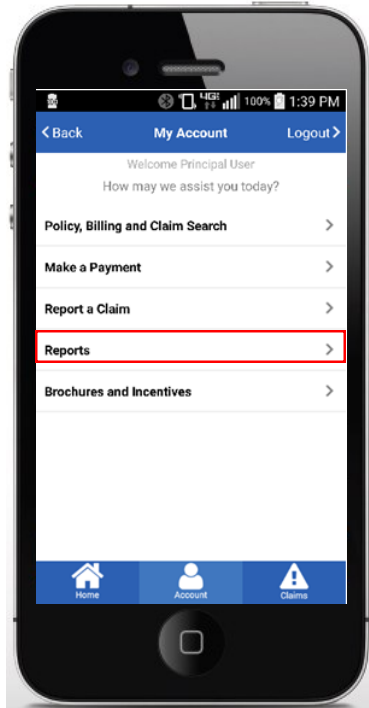


Select the green triangle to review the recording
Click "Continue" to complete claim submission

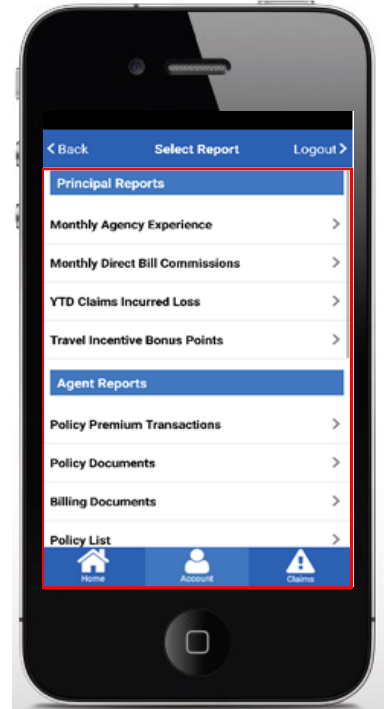
• **REPORTS**



After logging in, select "My Account"



Select "Reports"

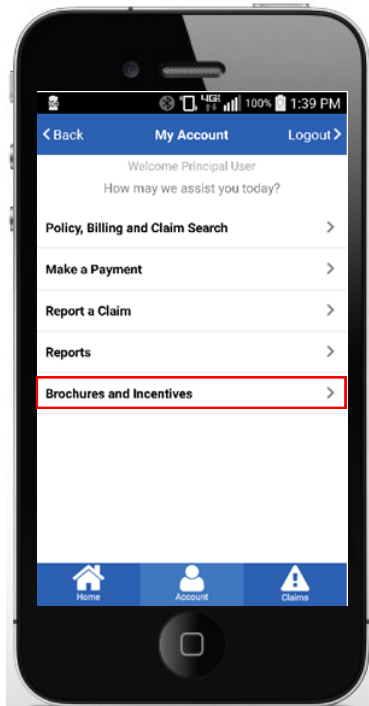


Report display is determined by user login. An Agency Principal will see all available reports; an agent will see only agent reports.

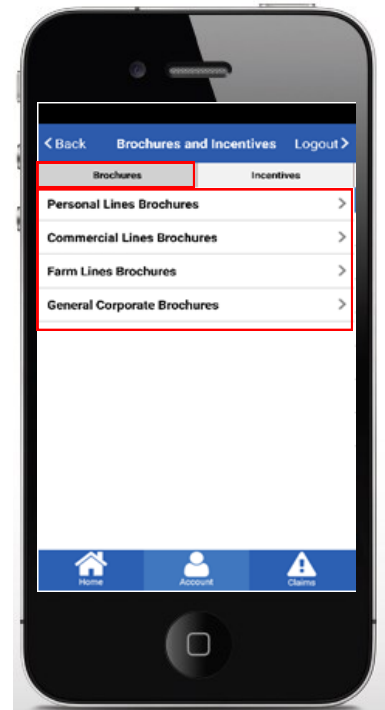
• **BROCHURES and INCENTIVES — "BROCHURES"**



After logging in, select "My Account"

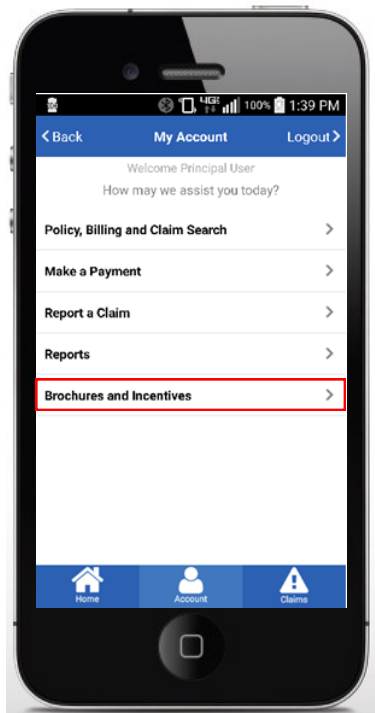


Select "Brochures and Incentives"

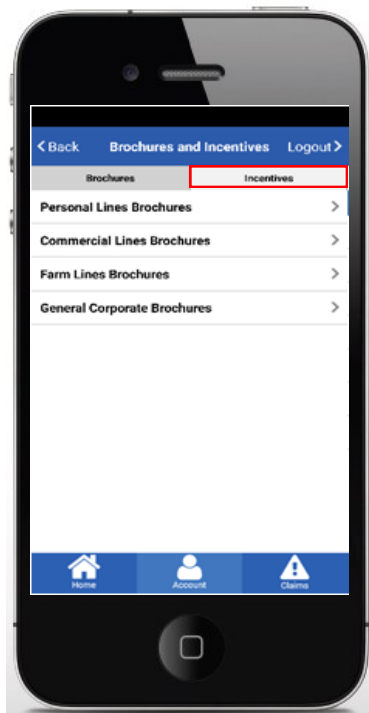


Brochures view defaults
Select desired option to view or print brochure

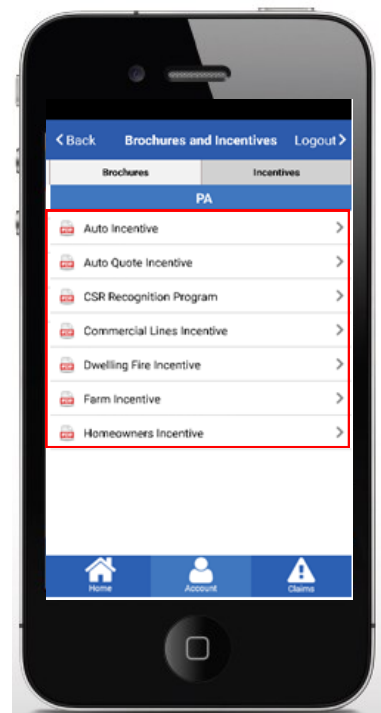
● ***“INCENTIVES”***



Select “Brochures and Incentives”



Select “Incentives” tab



Select desired option to view or print incentive details

*If you have any questions regarding the mobile app,
please contact mobile@donegalgroup.com.*