Mobile App & Customer Portal

Last Modified on 05/20/2025 11:29 am EDT

Overview

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If the named insured or any driver on the policy has an International License, it will block their portal access.

The Online Portal and App is a great way for customers to view their information and to manage their auto insurance policy entirely online. The portal can be accessed by logging into our website, and the App can be downloaded on GooglePlay and the App Store.

⬜ Error when attempting to log into the portal/app

⬜ Portal never activated

⬜ Online access says cancelled or outdated information

What can be done on the Portal & App?

Portal vs. Mobile App

Updates will be made to this chart over time.

Key	
	Available Feature
	Unavailable
	Will be added in a future release

Feature	Portal	Mobile App	Notes
Multi-factor authentication			
Biometrics (Face ID)			
Offline ID Cards			
Forgot/Reset password			Link to reset password email
Update Email			
Opt into SMS			
Update Phone Number			

Change garaging/mailing address	🟩	🟩	Can now be done on App!
Account deletion	🟥	🟩	Link to call Customer Care
Update account/email association (from prior cancelled policy)	🟥	🟥	Need to chat or call to do. If a new policy is started it will automatically be disassociated.
Download/fax/email ID cards + policy docs	🟩	🟩	
Upload policy or UW documents	🟥	🟥	Needs to be emailed to Care/UW
View UW Documents	🟩	🟩	*Banner will be shown UW needs something.
Request POC or LOE	🟩	🟥	
Add ID cards to Apple/Google Wallet	🟥	🟩	ID cards can be saved to Apple + Google Wallets from the app.
Process a Payment and Download the Receipt	🟩	🟩	Receipts can be downloaded on the portal in the payments section.
Reschedule a Payment	🟩	🟩	
Add/update a new card or ACH/EFT	🟩	🟩	
Switch to Bill Me	🟥	🟥	Need to chat or call in
Scan to add credit/debit card	🟥	🟩	
One-time use card (without saving to account)	🟩	🟩	
Apple/Google Pay	🟩	🟩	
Call Emergency Roadside	🟩	🟩	Link to call ERS
Track ERS Status	🟥	🟥	
Add/Change/Remove Coverage	🟩	🟩	
Add/Replace Vehicle	🟩	🟩	
Remove Vehicle	🟩	🟩	
Add Driver	🟩	🟩	
Remove Driver	🟥	🟥	Need to chat or call in
Add/Update Lienholder	🟩	🟩	Can now be done on App!
Sign Waivers (PIP/UM)	🟩	🟩	
Add/Update/Remove financial responsibility (SR22, FR44, FR19)	🟥	🟥	Need to chat or call in
Cancel Policy	🟥	🟥	Need to chat or call in
Reinstate recently cancelled policy (within the grace period)	🟩	🟩	
Reactivate cancelled policy (rewrite new term)	🟥	🟥	Need to call in
View saved quote draft	🟩	🟨	

Chat			
File a new claim (ENOL)			
View active claims			
Enter Claims Portal (use current features)			
Same Day Changes			New as of 1/9/2025

Claims Portal

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Claims Portal

</div>

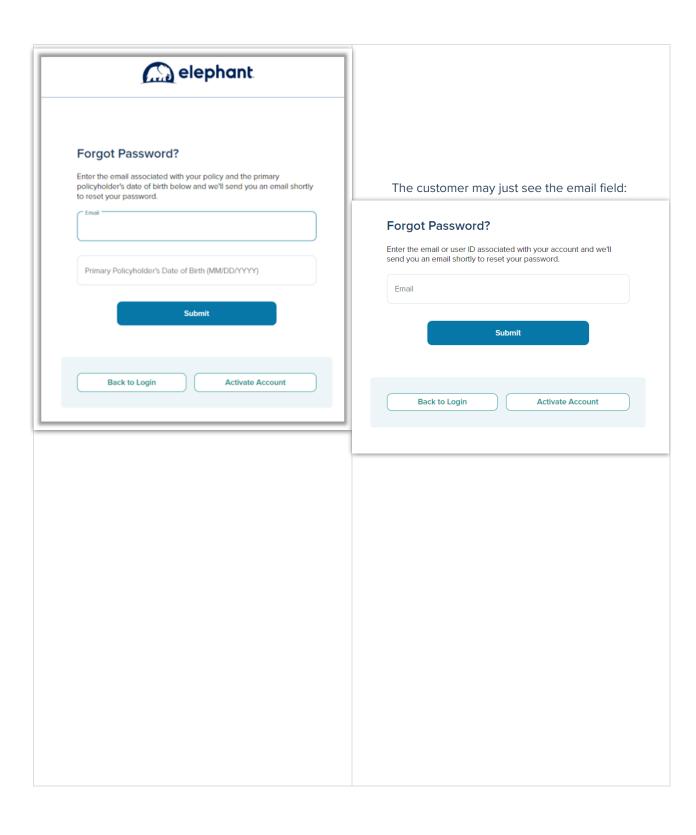Policyholders may now manage their claims online! The following services will be available:

- Send and receive notes/documents
  - Adjusters will receive an activity notifying when customers send them notes or upload documents
- View claim status
- View relevant adjusters
- View Payments

Click here to view how the claims portal looks!

Password Resets

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Password Resets

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When customers need to reset their passwords on the portal, we require the email associated with the policy and the policyholder's date of birth. Passwords must be at least 8 characters and include one lowercase letter, uppercase letter and digit.

Forgot Password?

Enter the email associated with your policy and the primary policyholder's date of birth below and we'll send you an email shortly to reset your password.

Email

Primary Policyholder's Date of Birth (MM/DD/YYYY)

Submit

Back to Login   Activate Account

The customer may just see the email field:

Forgot Password?

Enter the email or user ID associated with your account and we'll send you an email shortly to reset your password.

Email

Submit

Back to Login   Activate Account

Nadia,

We received a request to reset your password for your online account. We're here to help!

Reset Password

If you didn't ask to change your password, don't worry! Your password is still safe and you can delete this email.

Thank you for being a valued member of the Herd!

Reset your password!

Password

Confirm Password

Password must be at least 8 characters and include one lowercase letter, uppercase letter and digit.

Submit

Portal Walkthrough Screenshots

Portal Walkthrough Screenshots

 Adding a Driver

 Adding and Replacing a Vehicle

 Adding/Changing Coverage

 Removing Coverage that generates a waiver

 Making Payments/Update Payment Method

 Postponing Payments

 Downloading Payment Receipts/Confirmation

 Sending Policy Documents

 Updating the Lienholder

 Updating Personal Information

Mobile App Walkthroughs

Mobile App Walkthroughs

 Getting the Mobile App

 New Account Activation

 Login

 What happens if the customer forgets their password or login credentials?

 Can they reset their password in the app? What does that look like?

 Call ERS

 View Offline ID Cards

Will customers be able to add their ID cards to their Apple/Google Wallet on their devices?

Home Screen

Documents

Opt-in to SMS/Account Deletion

Account Deletion

Make a one-time payment

Add a New Bank Account (ACH/EFT)

Add a New Credit/Debit Card

Updating Primary Payment Method

Remove a Payment Method

Reschedule Upcoming Auto-Payment

Past Due Payments

Viewing Vehicle-Level Coverages

Add/Edit/Remove Coverage

File a Claim

View Open Claims

View Closed and Past Claims

Add Vehicle

Swap a Vehicle

Remove a Vehicle

Adding a Driver

Updating Contact Information

App FAQs

 If the customer mentions an app issue on a call or is experiencing a system issue, where should this information be directed?

 If a customer returns to elephant, do they need to do anything different in the app?

 If a customer's policy cancels, can they still access the app?

 What are the direct links to the app in the Apple App Store and Google Play Store?

 What sets us apart from other insurance apps?

 How many people can be logged in at once?