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”

1. Select “My Account”
2. Enter User ID & password
3. Select “Login”
4. Select “Make a Payment”
5. Enter client’s policy or account number and click “Search”
6. Choose “Credit Card” or “Bank Account”
7. Enter the required information
8. 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.