Welcome to Donegal Insurance Group’s
New 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 PASSWORD”**

Select “My Account”

Select “Reset Password”

Enter username & email
Select “Submit”

• **“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
• “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
**REPORT A CLAIM**

After logging in, select “My Account”

**ATTACH A PHOTO**

Select “Add Photo”

Select “Add Photo” to attach additional pictures

Take photo
Enter description
Click “Update”

Click “Continue” when all photos have been added
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.

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.*