MOBILE APP GUIDE
Welcome to Donegal Insurance Group’s Mobile App!

There when it matters most, our mobile application makes managing your insurance needs convenient & easy! Anytime, anywhere, you can make a payment, report a claim, view vehicle ID cards, review your policy data or contact your agent. 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”
“POLICY and BILLING”

After logging in, select “My Account”

Select “Policy and Billing”

Select policy to view details
Select account to view billing
“MAKE A PAYMENT”

As of January 25, 2017, all Android & iOS users who have an active web account and have successfully downloaded version 2.3.0 and logged into our mobile app, will begin receiving payment reminder notifications on their device. (iOS device requires allowing notifications.)

Select “My Account”

Enter User ID & password
Select “Login”

Select “Make a Payment”

Select from your list of policies available for payment

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

After logging in, select “My Account”

Select “ID Card”

Select vehicle from list to view ID card

• “CERTIFICATE OF INSURANCE” (COMMERCIAL LINES)

After logging in, select “My Account”

Select “Certificate of Insurance”

Select policy from list to view or print Certificate of Insurance
• “MY AGENT”

After logging in, select “My Account”
Select “Agency”
Add to Contacts or Get Directions

• CLAIMS CENTER — “WHAT DO I DO”?

Select “Claims Center”
Select “I Had a Loss, What Do I Do”?
Select type of loss for details
**“REPORT A CLAIM”**

After logging in, select “Claims Center”

Select “Report a Claim”

Select policy

Select vehicle or Select “Vehicle Not Listed” & enter details

Select Driver or Select “Driver Not Listed” & enter details

Select “Use My Location” or Enter occurrence address

Click “Continue” to complete claim report
• **ATTACH A PHOTO**

Select “Add Photo”

Take photo
Enter description
Click “Update”

Select “Add Photo” to attach additional pictures

• **“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
**FIND AN AGENT**

Select “Find an Agent”

Select “Use Current Location” or enter location data

Click “Search” to display agents

Select agency from list to view details & get directions

If you have any questions regarding our newly enhanced mobile app, please contact mobile@donegalgroup.com.