

# ONSTAD'S CLIENT PORTAL

## HOW TO CREATE AN ACCOUNT

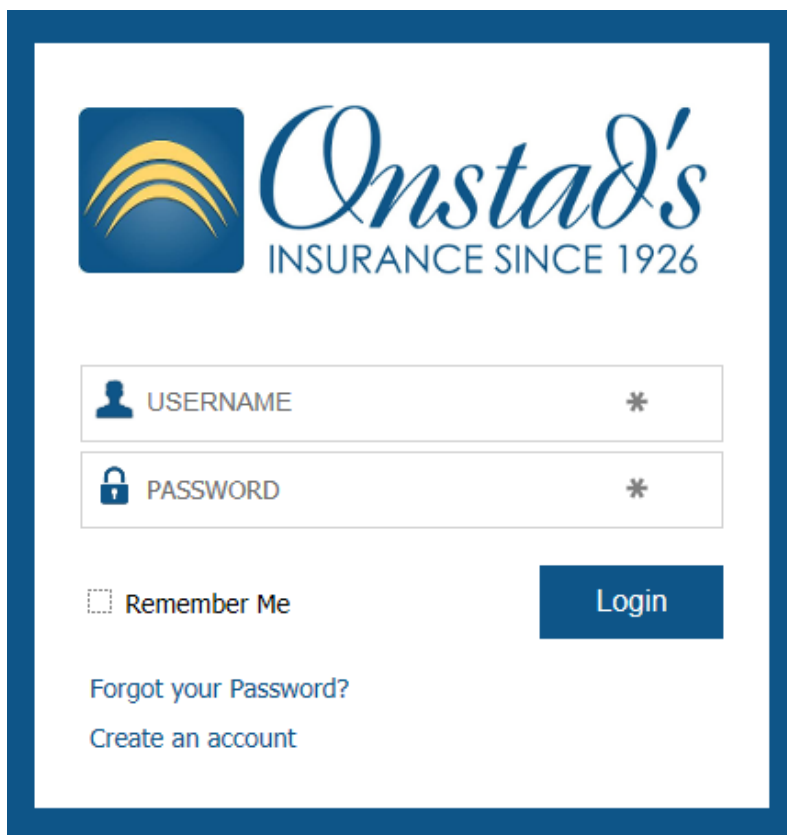
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Onstad's Insurance Agency has been serving our customers since 1926. We are excited to be able to offer our insureds access to their information through a robust client self-service portal 24/7.

Some of the options you have in the portal are viewing your policy details, create auto ID cards, pay a bill or file a claim. We hope you will take advantage of this powerful tool we are offering to you.

Call us to activate your online portal or follow these instructions to get setup immediately!

1. Access the Login page for Onstad's Client Portal – <https://portal.csr24.com/mvc/2427782>
2. At the bottom of the screen click on "Create an account"



 **Onstad's**  
INSURANCE SINCE 1926

USERNAME \*

PASSWORD \*

Remember Me

[Forgot your Password?](#)

[Create an account](#)

## Sign Me Up

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1. This will take you to the Sign Me Up screen

The screenshot shows a registration form titled "Sign Me Up" with the instruction "Register below to begin the account creation process." It includes a "Required Field" legend and three input fields: "First Name \*", "Last Name \*", and "Email Address \*". Below the fields are two buttons: "Create Account Now" and "Clear Form". A copyright notice "© 2015 All Rights Reserved." is at the bottom.

2. Enter your name and email address.
3. All three fields are required.
  - a. If the name and email address already exist in Onstad's Client Portal it will not create a new account.
4. Click on "Create Account Now"

## Validation Screen

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1. You are now taken to a validation screen. The validation screen is required to keep your information secure. You will need to complete all three fields in order to create a login.
2. If you do not know all three pieces of information, you can click on "Submit Anyway" and an email will be sent to the Agency notifying us to create a login for you.

The screenshot shows a validation form titled "Create Account" with the instruction "Please enter the information below so we can validate you in our database. If you don't have this information, click the Submit Anyway button and someone will manually verify your information and email you access information." It includes three input fields: "The Phone Number We Have on File for You (999-999-9999):" with the value "510-999-9999", "Your Policy Number" with the value "12345678", and "Policy Expiration Date (mm/dd/yyyy)" with the value "06/01/2016". Below the fields are three buttons: "Submit Anyway", "Create Account Now", and "Clear Form". A copyright notice "© 2015 All Rights Reserved." is at the bottom.

- a. Phone number is your primary contact phone number
- b. Policy number –
  - i. Do not include any spaces or dashes in the policy number
  - ii. Exception is for Progressive, First Compensation and State Compensation Insurance Fund. You will enter dashes with these policies.

- c. Policy Expiration Date for the policy number you entered
3. Once all three fields have been completed – “Create Account Now”
4. You will now see a blank screen after you click on “Create Account Now”. You’ll need to be patient to wait for the system to confirm/validate the information you have entered. There is nothing that indicates the system is verify the information (thinking as I like to call it). Once it has confirmed the Phone number, Policy number and Effective Date it will take you to the next step – creating your username and password.
5. If you are not taken to the Create Account Screen, click on “Submit anyway” and we will be notified that you are requesting a Client Login and will assist you in completing the process.

## Create Account Screen

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**Create Account**  
Congratulations, please select a username and password.

Username :

Password :

Password (again):

1. Username - You will enter a user name of your choosing and password. Emails are an easy username to remember.
2. Password Requirements –
  - a. Minimum of 8 characters
  - b. At least 1 upper case letter
  - c. At least 1 lower case letter
  - d. At least 1 number
2. Click on “Create Account Now”
3. Congratulations! If you ever need assistance, please call us at (925) 866-1444.