

# Creating an Account in MyProfile

1. Go to the login screen for MyProfile at <https://dice.fldfs.com>

**Welcome to the *\*New\** MyProfile.**

MyProfile is the online portal for the Florida Department of Financial Services'

To enter the system, you must e  
If you do not have a username, then click **Create Account**.  
If you have forgotten your username, then click **Forgot Username?**  
If you have forgotten your password, then click **Forgot Password?**

MyProfile allows you to:

- View your license(s), appointment(s), continuing education information, and deficiencies on a pending application for a license.
- Make a name and address change.
- Apply for an agent or adjuster examination. This allows an applicant to take the examination prior to applying for the license. When you have passed the examination, you must submit the application for the license. The passing score will expire within one year if the

2. This will take you to the first page of creating a new account.

Select the type of account you wish to create.

**Please Select Your Account Type** Individual

**Individual Applicants**

**Social Security Number:**

**Verify Social Security Number:**

OR

**Last 4 Digits of Social Security Number:**

**License Number:**

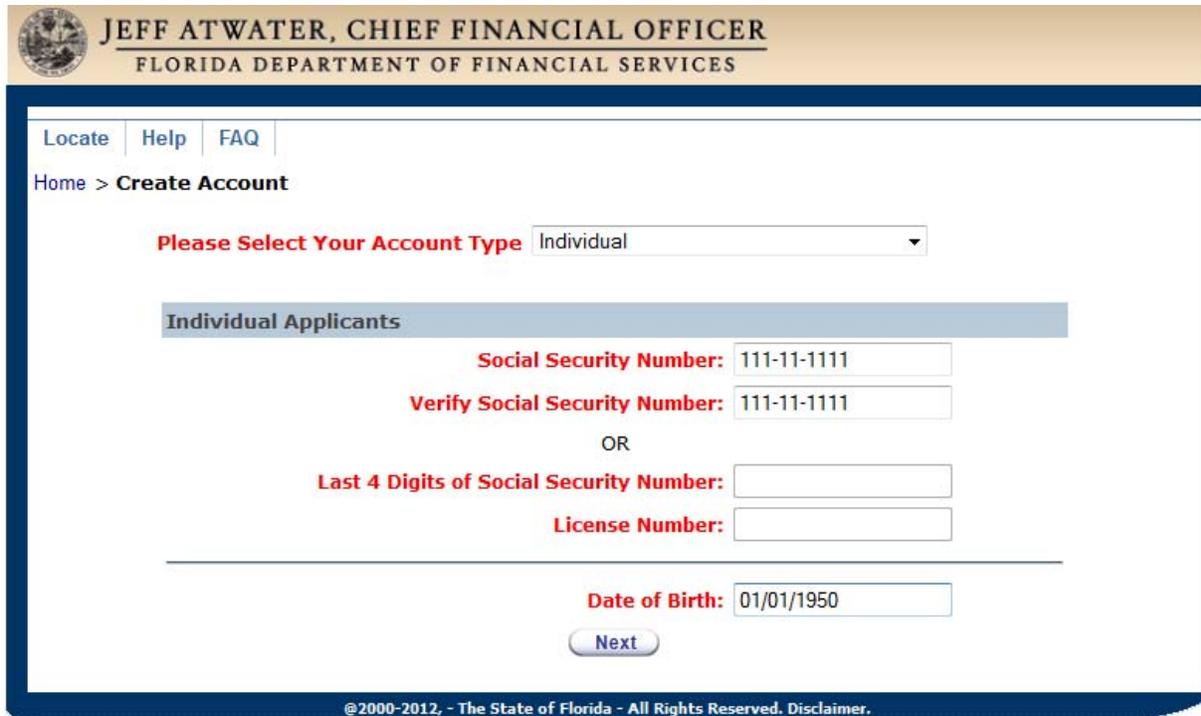
**Date of Birth:**

**Next**

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**PLEASE NOTE:** If you wish to create an account to access multiple MyProfile accounts from just one login, then select Third Party to create. Your third party account will need to be given permissions from each MyProfile account you wish to access. For more information on third party accounts and using them, go to: <http://www.myfloridacfo.com/Division/Agents/Licensure/myProfileHelp/documents/ThirdPartyAccess.pdf>

### 3. Fill in the fields appropriately – in this case, Social Security Number and Date of Birth.



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Locate | Help | FAQ

Home > Create Account

Please Select Your Account Type Individual

Individual Applicants

Social Security Number: 111-11-1111

Verify Social Security Number: 111-11-1111

OR

Last 4 Digits of Social Security Number:

License Number:

---

Date of Birth: 01/01/1950

Next

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### 4. Then click **Next**.

5. This will take you to the next page where all demographic data is entered. Note that home address area is already expanded.

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[Locate](#) | [Help](#) | [FAQ](#)

Home > **Account Profile**

**Demographic Information**

**First Name:** FIRST  
Middle Name:   
**Last Name:** LAST  
Suffix:  (Jr., Sr., III.)

**Email**

**Email:** test@test.com  
**Verify Email:** test@test.com

**Home Address**

**Street Address:** 123 Main Street  
  
**City:** Tallahassee  
**Country:** United States  
**State/Province/Region:** Florida  
**County:** Leon  
**Zip Code:** 32399

**Business Address**

Different from Home Address

**Mailing Address**

Same As Home  Same As Business  New Address

**Phone**

**Home Phone:** 850-413-0000  
**Work Phone:** 850-413-0000 Ext.

- All items in red are required.
- It is very important that you input your email address to ensure you receive important information from us. If you wish to grant access to your account to someone else or have copies of emails we send to you go to someone else, you can do that by assigning privileges to a third party account user after your account has been created.

- If Business Address is different from Home Address, click the box to fill out the business information. If mailing address is different from Home and Business, click New Address to fill out the mailing address info.

6. After everything is completely filled in, click **Continue**.

7. This will take you to the next screen where you will choose a user name, password, and three security questions:

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Locate | Help | FAQ

Home > **Add User**

**New User Registration**

User name must be at least six characters long. The password must be at least six characters long and contain at least one UPPER case letter, at least one lower case letter, and at least one number.

**User Name:** testuser5 Available

**Password:** ●●●●●●

**Confirm Password:** ●●●●●●

**Security Question 1:** In what city did you meet your spouse/significant other?

**Answer:**

**Security Question 2:** What is the name of your favorite childhood friend?

**Answer:**

**Security Question 3:** What was your childhood nickname?

**Answer:**

**Create User**

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**Notice how it will let you know if the username is available. Passwords must be at least six characters long and contain at least one lower case letter, one UPPER case letter and at least one number.**

- If the passwords does not match, a red \* will appear:

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FLORIDA DEPARTMENT OF FINANCIAL SERVICES

Locate | Help | FAQ

Home > Add User

### New User Registration

User name must be at least six characters long. The password must be at least six characters long and must contain the following: at least one UPPER case letter, at least one lower case letter, and at least one number.

**User Name:** testuser5 Available

**Password:** ●●●●●●

**Confirm Password:** ●●●●●● \*

**Security Question 1:** In what city did you meet your spouse/significant other? ▾

**Answer**

**Security Question 2:** What is the name of your favorite childhood friend? ▾

**Answer**

**Security Question 3:** What was your childhood nickname? ▾

**Answer**

Create User

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- It is very important that you do not share your username or password with anyone due to security reasons. If you wish to grant access to your account to someone else or have copies of emails we send to you go to someone else, you can do that by assigning privileges to a third party account user after you have created your account.

8. After you have completely filled in everything, then click **Create User**.

The screenshot shows the 'New User Registration' page. At the top, it identifies Jeff Atwater as the Chief Financial Officer of the Florida Department of Financial Services. The page includes navigation links for 'Locate', 'Help', and 'FAQ', and a breadcrumb trail 'Home > Add User'. The registration form contains the following fields and instructions:

- User Name:** testuser5 (Available)
- Password:** [Redacted]
- Confirm Password:** [Redacted]
- Security Question 1:** In what city did you meet your spouse/significant other? (Answer: password)
- Security Question 2:** What is the name of your favorite childhood friend? (Answer: password)
- Security Question 3:** What was your childhood nickname? (Answer: password)

A yellow 'Create User' button is located at the bottom of the form. A footer at the bottom of the page reads: '@2000-2012, - The State of Florida - All Rights Reserved. Disclaimer.'

The screenshot shows the 'Account Creation Confirmation' page. It features the same header and navigation as the previous page. The main content area displays the message: 'Your account has been created/updated successfully. Please click Continue.' Below this message is a blue 'Continue' button. The footer at the bottom of the page reads: '@2000-2012, - The State of Florida - All Rights Reserved. Disclaimer.'

9. Your new account has been created successfully. Click **Continue** to go to your account's In-Box.



[Locate](#) | [Help](#) | [FAQ](#)

[Logout](#)

[Licensee]

Home > **In-Box**

**USER:** FIRST LAST

[Click here to View Accepted Applications](#)

#### LICENSES

No pending or active licenses on file with the department.

#### Current Contact Information

123 MAIN STREET  
TALLAHASSEE, FL 32399  
TEST@TEST.COM  
UserName: TESTUSER10  
[Click here to view Complete Information](#)

#### Apply

- ▶ [New Agent License](#)
- ▶ [New Adjuster License](#)
- ▶ [Exam Authorization](#)
- ▶ [Address Change](#)
- ▶ [Login Information Change](#)
- ▶ [Email Address Change](#)
- ▶ [Third Party Privileges](#)

#### Links of Interest

- ▶ [Our Home Page](#)

10. Click on the [Click here to view Complete Information](#) and it will take you to the Profile page with all the demographic information.



[Locate](#) | [Help](#) | [FAQ](#)

[Logout](#)

[Licensee]

Home > In-Box > Licensee Profile

USER: FIRST LAST

### Demographic Information

**First Name:** FIRST  
Middle Name:   
**Last Name:** LAST  
Suffix:  (Jr., Sr., III.)

### Email

**Email:** test@test.COM  
**Verify Email:** test@test.com

### Home Address

**Street Address:** 123 Main Street  
  
**City:** TALLAHASSEE  
**Country:** United States  
**State/Province/Region:** Florida  
**County:** Leon  
**Zip Code:** 32399

### Business Address

Different from Home Address

### Mailing Address

Same As Home  Same As Business  New Address

### Phone

**Home Phone:** 850-413-0000  
**Work Phone:** 850-413-0000 Ext.

[Back](#)

[Save](#)

- Here you can make changes to any of the information except your name. To change a name, the person will need to submit the appropriate documentation to the Department's Division of Agent and Agency Services (e.g. marriage certificate).

- If you make any changes, you must click [Save](#) for the changes to be saved. You will be taken back to your MyProfile In-Box.

The screenshot shows the MyProfile In-Box interface for Jeff Atwater, Chief Financial Officer, at the Florida Department of Financial Services. The page includes navigation links (Locate, Help, FAQ), a Logout button, and a user profile section with contact information. A 'LICENSES' section indicates no pending or active licenses. An 'Apply' section lists various options, with 'Login Information Change' highlighted by a red box. A 'Links of Interest' section includes 'Our Home Page'. The footer contains copyright information: ©2000-2012, - The State of Florida - All Rights Reserved. Disclaimer.

- If you wish to change your password or security questions, you can do so by clicking [Login Information Change](#) at the MyProfile In-Box. This will take you to the screen to change login information such as username, password, or your security questions and answers.



[Locate](#) | [Help](#) | [FAQ](#)

[Logout](#)

[Licensee]

[Home](#) > [In-Box](#) > **Login Update**

**USER:** FIRST LAST

Login Information

User Name:

Old Password:

New Password:

Confirm New Password:

**Security Question 1:**

In what city did you meet your spouse/significant other? ▾

**Answer**

**Security Question 2:**

What is the name of your favorite childhood friend? ▾

**Answer**

**Security Question 3:**

What was your childhood nickname? ▾

**Answer**

[Save](#)

[Back](#)

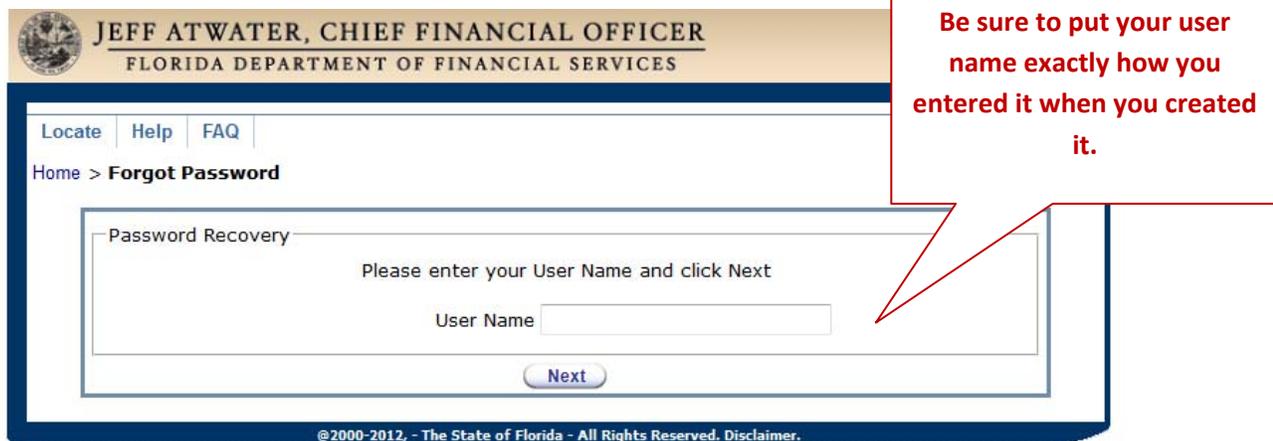
- If you make any changes to your login information, be sure to click **Save** at the bottom so they are saved.

# Retrieving a Forgotten Password in MyProfile

1. Go to the MyProfile login screen at <https://dice.fldfs.com> and click on **Forgot Password?** on the right.



2. This will take you to the screen to enter your user name:



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[Locate](#) | [Help](#) | [FAQ](#)

Home > **Forgot Password**

Password Recovery

Please enter your User Name and click Next

User Name

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3. Click **Next**.

4. Now you will be taken to a screen asking you one of your security questions:

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[Locate](#) | [Help](#) | [FAQ](#)

Home > **Forgot Password**

Password Recovery

Please enter your User Name and click Next

User Name

Security Question

Please answer to the security question

What was your childhood nickname?

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- If you do not answer the question correctly, it will give you an error message in red:

The screenshot shows the Florida Department of Financial Services website header with the name of the Chief Financial Officer, Jeff Atwater. Below the header are navigation links for 'Locate', 'Help', and 'FAQ'. The main content area is titled 'Home > Forgot Password'. It contains two sections: 'Password Recovery' and 'Security Question'. The 'Password Recovery' section has a prompt 'Please enter your User Name and click Next' and a text input field containing 'testuser5'. The 'Security Question' section has a prompt 'Please answer to the security question' and a text input field containing 'testy'. Below the input fields is a 'Next' button. At the bottom of the form, a red error message reads: 'Question and answer do not match. Please try again.' The footer of the page contains the text: '@2000-2012, - The State of Florida - All Rights Reserved. Disclaimer.'

5. Be sure to read the question correctly and enter the answer as you did when you created the account:

This screenshot is identical to the one above, showing the same password recovery form. However, the 'Security Question' section now has a different prompt: 'Please answer to the security question' and a text input field containing 'password'. The 'Next' button is still visible below the input fields. The footer text remains the same: '@2000-2012, - The State of Florida - All Rights Reserved. Disclaimer.'

6. Then click **Next**.

7. You will be taken to a page where you have two options:  
**Reset Password** or **Email Password**.



- If you chose **Email Password**, the password will be emailed to the address that was indicated on the previous screen. You will have the following confirmation screen letting you know it was sent.



- If you chose **Reset Password**, you will be taken to the screen below to reset your password:

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[Locate](#) | [Help](#) | [FAQ](#)

Home > **Password Change**

Login Information

User Name:

New Password:

Confirm New Password:

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- Enter your new password and click **Save**.

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[Locate](#) | [Help](#) | [FAQ](#)

Home > **Password Change**

Login Information

User Name:

New Password:

Confirm New Password:

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- If the two passwords do not match, you will get the following error:

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Locate | Help | FAQ

Home > Password Change

Please correct the following.

- Passwords do not match

Login Information

User Name: TESTUSER5

New Password: ●●●●●●

Confirm New Password: ●●●●●● \*

Save Back

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- If the two passwords do properly match, you will get the following update:

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Locate | Help | FAQ

Home > Password Change

Login information change was successful.

Login

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8. Your password has been reset to the one you just created. Click [Login](#) to go back to the MyProfile login page.



[Locate](#) | [Help](#) | [FAQ](#)

## Welcome to the **\*New\*** MyProfile.

MyProfile is the online portal for the Florida Department of Financial Services' Bureau of Licensing.

To enter the system, you must enter your username and password.  
If you do not have a username, then click **Create Account** on the right.  
If you have forgotten your username, then click **Forgot Username?**  
If you have forgotten your password, then click **Forgot Password?**

MyProfile allows you to:

- View your license(s), appointment(s), continuing education information, and deficiencies on a pending application for a license.
- Make a name and address change.
- Apply for an agent or adjuster examination. This allows an applicant to take the examination prior to applying for the license. When you have passed the examination, you must submit the application for the license. The passing score will expire within one year if the application is not submitted.

Login

User Name

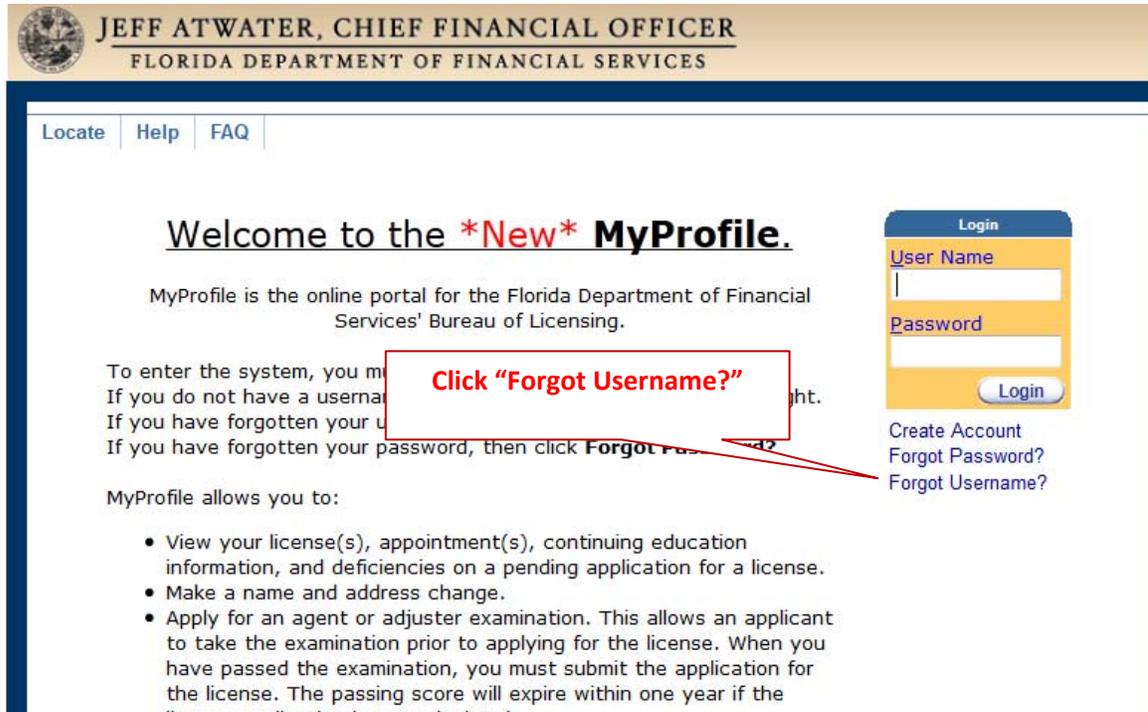
Password

Login

[Create Account](#)  
[Forgot Password?](#)  
[Forgot Username?](#)

# Retrieving a Forgotten Username in MyProfile

1. Go to the MyProfile login screen at <https://dice.fldfs.com> and click on **Forgot Username?** on the right.



2. You will be asked for specific information depending on the **Account Type** you select. For **Individual**, you will need the last five (5) digits of the SSN, the last name, and Date of Birth. Enter those in the appropriate field and click **Next**.

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Locate | Help | FAQ

Home > **Forgot Username**

**Account Type** Individual

**Individual Entities**

UserName Recovery

Please enter your information and click Next

**Last 5 Digits of Social Security Number:** 34444

**Last Name:** LAST

**Date of Birth:** 01/01/1950

Next

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3. You will be asked to answer one of your security questions. Fill in the correct answer and click **Next**.

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Locate | Help | FAQ

Home > **Forgot Username**

**Account Type** Individual

**Individual Entities**

UserName Recovery

Please enter your information and click Next

**Last 5 Digits of Social Security Number:** 21212

**Last Name:** last

**Date of Birth:** 04/03/1986

**Secret Question**

Please answer to the secret question

In what city did you meet your spouse/significant other?

Next

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4. If you answered the question correctly, you will be given your username.

Locate | Help | FAQ

Home > **Forgot Username**

**Account Type** Individual

**Individual Entities**

UserName Recovery

Please enter your information and click Next

**Last 5 Digits of Social Security Number:** 21212

**Last Name:** last

**Date of Birth:** 04/03/1986

Secret Question

Please answer to the secret question

In what city did you meet your spouse/significant other? password

UserNames List

Click Next to Login

UserName: TESTUSER

Next

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5. Click **Next** to go to the MyProfile login page and login to your account.

Locate | Help | FAQ

**Welcome to the \*New\* MyProfile.**

MyProfile is the online portal for the Florida Department of Financial Services' Bureau of Licensing.

To enter the system, you must enter your username and password.  
If you do not have a username, then click **Create Account** on the right.  
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MyProfile allows you to:

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**Login**

User Name

Password

Login

Create Account  
Forgot Password?  
Forgot Username?