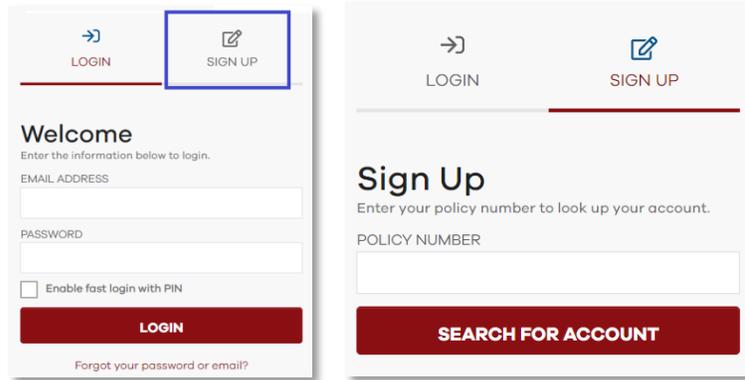
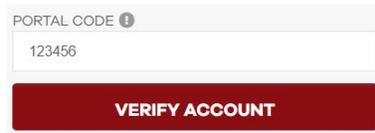


## BriteApps (AKA My Policy) New Account Creation

1. From <https://www.loudounmutual.com>, click My Policy
2. Click Sign Up:



3. Enter Policy #, hit Search for Account
4. It will ask for the last 4 digits of their Social Security Number (SSN), Date of Birth (DoB), or a “Portal Code”
  - a. **SSN:** if they are entering the correct last 4 digits of their SSN and get an error, we have the wrong SSN on file. Send the call to LMIC so we can update their contact.
  - b. **DoB:** if they are entering their valid DoB and get an error, we have the wrong DoB on file. Send the call to LMIC so we can update their contact.
  - c. **Portal Code:** If the insured asks how to obtain their “Portal Enrollment Code”, send the call to LMIC so we can give them the code and/or update their DoB and SSN so they can create the account with those.



5. The insured will be sent an email with a verification code that they must enter to activate the account. This is to ensure we have a valid email for eDelivery and other account notifications. Make sure they don't close the open BriteApps window, and have them check their email. If they don't see something from [webservices@loudounmutual.com](mailto:webservices@loudounmutual.com) in their inbox, have them check junk/spam. Once they enter that verification code, they will be logged in and taken to the Dashboard.

### Things to Note:

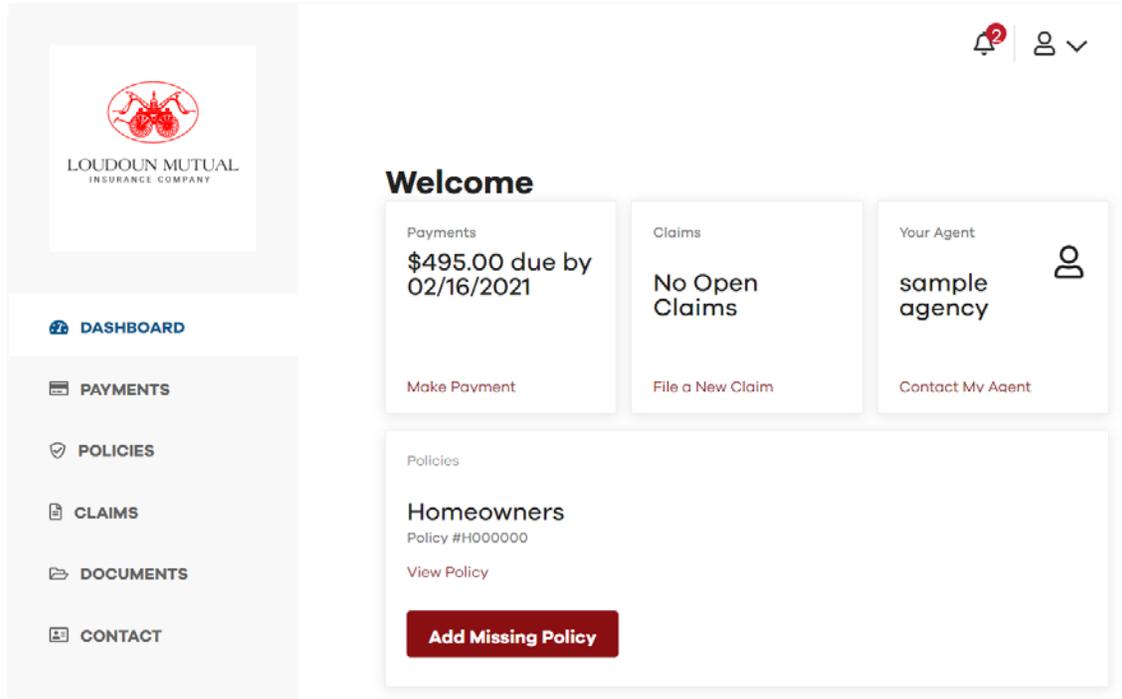
- The maximum # of accounts for one policy # is the total # of named insureds; if there is only one contact on the policy, they can only register one email address. If they have reached the max # of accounts, the message below will pop up telling them to log in instead of signing up:



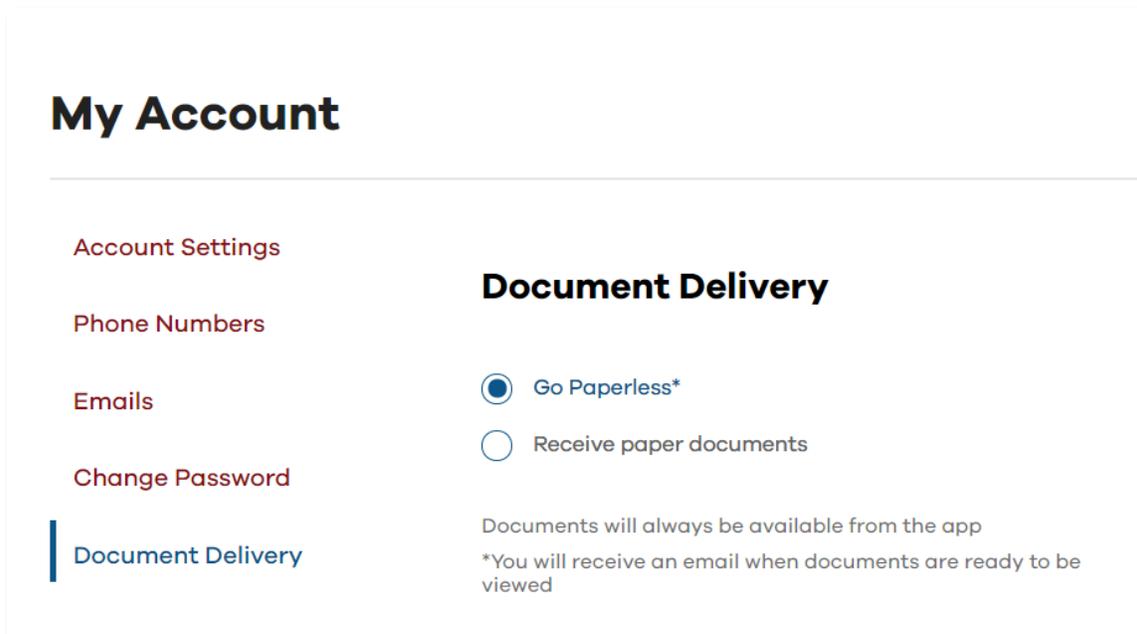
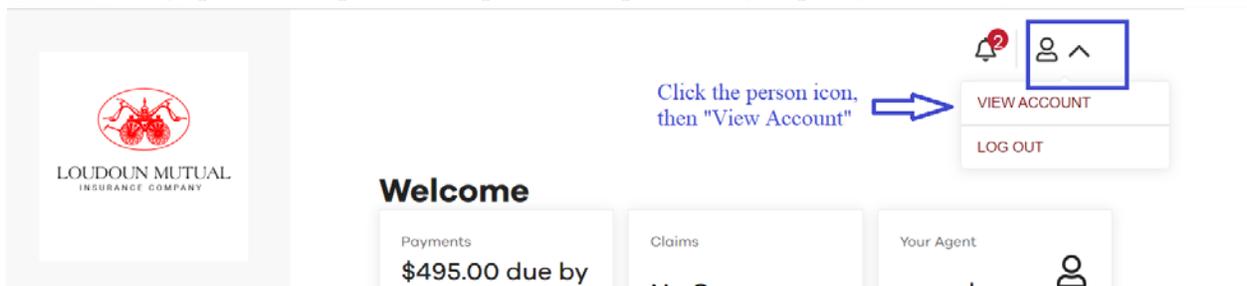
- If an insured has forgotten their password, instruct them to click “Forgot Password or Email”
- If an insured cannot remember the email they registered or they get an error attempting to use the Forgot Password button, send them to IT via phone or [support@loudounmutual.com](mailto:support@loudounmutual.com); we can look up the registered email

## BriteApps Site Interface

**Dashboard** (first screen the insured sees when logging in; contains shortcuts to pay bill, file claim, view agent/LMIC contact information, and add policies to their account):



**View Account** (change password, update email/phone, set up eDelivery of policy documents):



**Payments** (pay bill, add/remove payment methods, change payment plan, and see receipts):



LOUDOUN MUTUAL  
INSURANCE COMPANY

 DASHBOARD

 **PAYMENTS**

 POLICIES

 CLAIMS

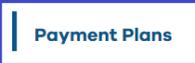
 DOCUMENTS

 CONTACT

## Payments

[Make Payments](#)

[Payment Methods](#)

 **Payment Plans**

[Payment History](#)

### Payment Plans

🏠 123 Main St  
Policy #H000000

CURRENT TERM  
01/11/2021 - 01/11/2022

Annual Payments ▾

AUTOMATIC BILL PAY  
OFF  ON

**Policies** (view/add policies, see more details on policy information):



LOUDOUN MUTUAL  
INSURANCE COMPANY

 DASHBOARD

 PAYMENTS

 **POLICIES**

 CLAIMS

 DOCUMENTS

 CONTACT

## Policies

[Add Missing Policy](#)

Active

🏠 123 Main St  
H000000

### Homeowners - H000000, 123 Main St, Stephens City, VA

Policy #H000000 01/11/2021 - 01/11/2022

Make Payment (\$495.00 due)

NAMED INSUREDS  
SAMPLE

#### Location Details

📍 Address

123 Main St  
Stephens City, VA  
22655



📷 Upload Photos  
Drop file here or click to upload

## Claims (view/submit claims):

LOUDOUN MUTUAL  
INSURANCE COMPANY

- DASHBOARD
- PAYMENTS
- POLICIES
- CLAIMS**
- DOCUMENTS
- CONTACT

### Claims

 Your account doesn't have any claims yet. Use the form to the right to file your first claim.

#### File a Claim

We are here to help you through a loss with a simple and convenient claims process. You can file a claim below.

POLICY NUMBER \*  
Policy # H000000 (Active) ▾

LOCATION \*  
123 Main St null, Stephens City, VA, ▾

LOSS DATE \*  
02/03/2021

CONTACT PHONE NUMBER

LOSS DESCRIPTION \*

 Upload Photos  
Drop file here or click to upload

**SUBMIT CLAIM**

## Claims

**File a New Claim**

### Open Claims

**20-2021-3**  
2/03/2021

### Claim #20-2021-3

02/03/2021

Policy #H000000

Location  
123 Main St  
Stephens City, VA, 22655

Loss Description  
TEST CLAIM

Contact Phone Number  
(123) 456-7890

### Photos

Loss Photos



 Upload Photos  
Drop file here or click to upload

### Adjusters (1)

 **Roanoke Valley  
Claims**  
(540) 265-0502

MAILING/BILLING ADDRESS  
89 Summers Way Suite 201  
Roanoke, VA  
24019-8291

**Documents** (displays all attachments an insured has access to; the “Paperless Delivery” folder contains everything that was sent via eDelivery):

LOUDOUN MUTUAL  
INSURANCE COMPANY

**Documents**

Active

123 Main St  
H000000

Upload File Sort Documents ↓

Declaration  
Initial Billing Statement  
Paperless Delivery

Uses a folder/subfolder drill down menu like BriteCore

Shows PDFs of anything that was sent via eDelivery

DASHBOARD  
PAYMENTS  
POLICIES  
CLAIMS  
**DOCUMENTS**  
CONTACT

**Contact** (shows contact information for the insured’s agency and LMIC):

LOUDOUN MUTUAL  
INSURANCE COMPANY

**Contact**

**Loudoun Mutual Insurance Company**

Contact Phone Number  
(800) 752-3458  
(540) 882-3232  
(540) 882-4785

Email Address  
todd.robertson@loudounmutual.com

Home Office Address  
15609 High Street  
P.O. Box 58  
Waterford, VA  
20197

Billing/Payments Address  
PO Box 645804  
Pittsburgh, PA  
15264-5256

Website  
www.loudounmutual.com

**Agent Info**

sample agency Policy #H000000

Phone Numbers Mailing/Billing Address  
page street  
Berryville, VA  
22611

DASHBOARD  
PAYMENTS  
POLICIES  
CLAIMS  
DOCUMENTS  
**CONTACT**