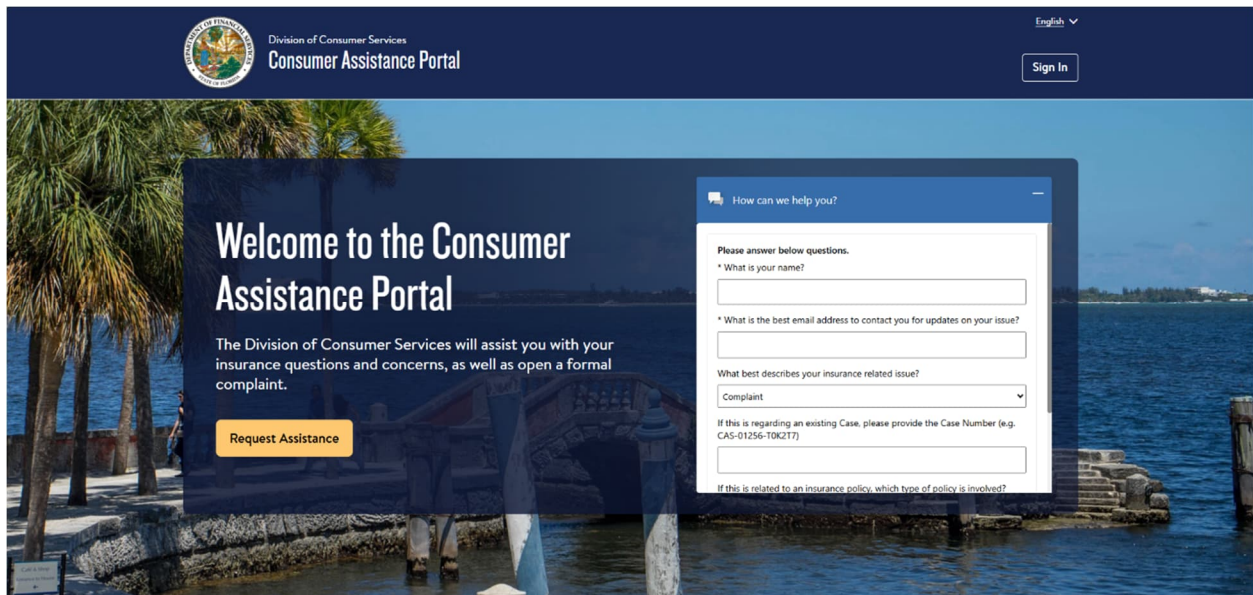


Florida Department of Financial Services
Division of Consumer Services
User Guide
Consumer Portal

Introduction

This guide is designed to help Consumers navigate the Consumer Portal—a secure and easy-to-use platform for submitting questions, reporting concerns, and managing cases with the Department of Consumer Services. Whether reaching out for support, tracking the progress of an existing case, or reviewing past communications, this guide will walk through each feature step-by-step to ensure a smooth and informed experience.

Signing In

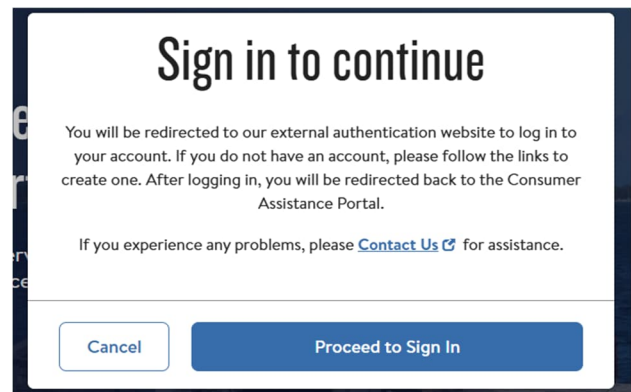


Whenever a new or existing Consumer navigates to the Consumer Assistance Portal, they will land on this homepage, where they will be able to sign in, sign up, or request assistance directly using the portal chat and form submission features.

If a Consumer visiting the Consumer Assistance Portal wishes to sign up, they can simply click on the “Sign In” button at the top right corner of their screen.

Upon clicking “Sign In”, Consumers will be informed that they will be navigated to an external authentication website where they will be able create an account if they do not have an existing one.

Click “Proceed to Sign In” to be navigated to the external authentication website and follow the links to create and account.



On the Sign in screen, Consumers will be asked if they do not have an account. If that is the case, **click** “Sign up now” at the bottom of the screen.



Sign in

Sign in with your email address

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

Once navigated to the Sign-up page, Consumers will be asked to verify their email using a verification code that will be sent to that email. Verify the code and provide basic information to create the account. Fill out the information and **click** "Create" to finish setting up your account

< Cancel



User Details

Please provide the following details.

Email Address is required.

Send verification code

Create

Once the account has been created, the Consumer will be prompted to verify their email address using a verification code sent to their email. **Verify** the code to sign in and access the **Consumer Assistance Portal**.

< Cancel



User Details

Verification is necessary. Please click Send button.
Email Address *

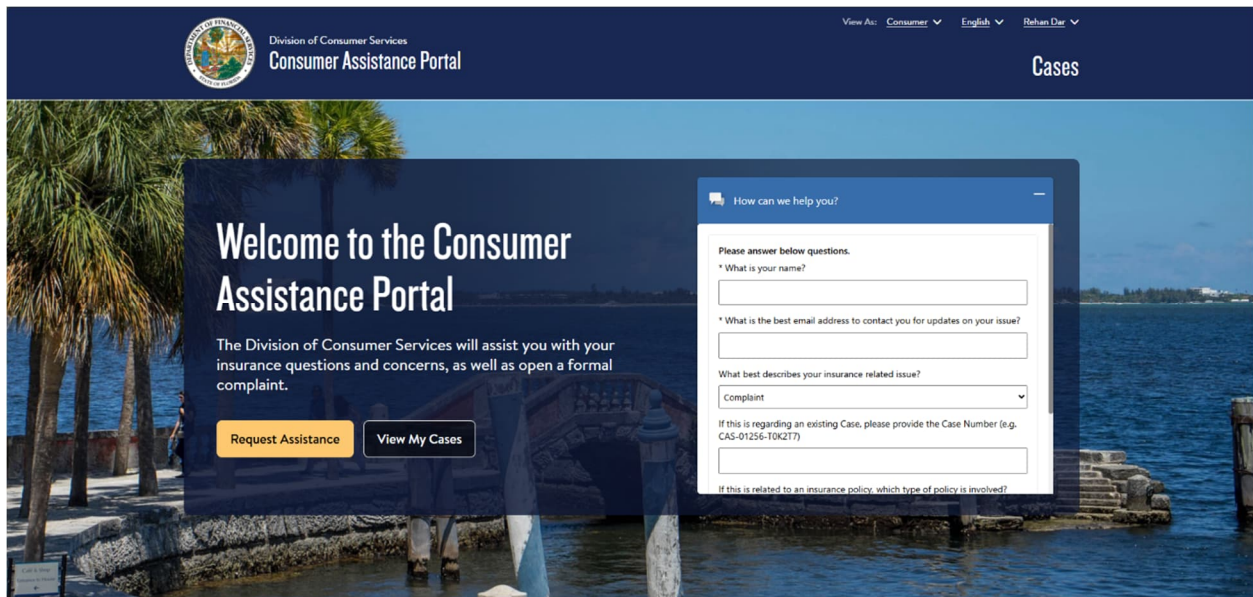
Send verification code

Continue

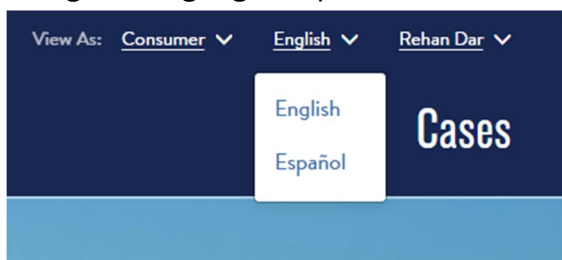
Upon verification, Consumers will be navigated back to the Consumer Assistance Portal homepage with their account logged in.

Consumer Portal

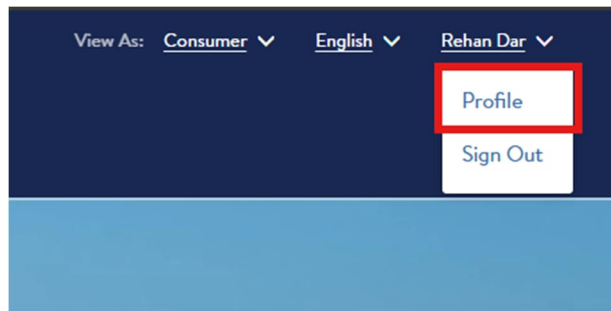
Homepage



Once logged in, Consumers will be able to change their preferred language to Spanish by using the language dropdown menu at the top right corner of the screen



Consumers will also be able to modify their information within their **Profile**. To navigate to the profile, Consumers can click on their name in the top right corner and click on "Profile" from the dropdown menu



In their profile, Consumers will be able to modify their name, mailing address, and contact details.



Division of Consumer Services

Consumer Assistance Portal

View As: [Consumer](#) [English](#) [Rehan Dar](#)

Cases

[← Back](#)

Profile

Individual Details

First Name *

Rehan

Middle Name

Last Name *

Dar

Mailing Address

Address Line 1

Address Line 2

City

Zipcode

Please enter a 5-digit zipcode.

Address 1: State

Select



Address 1: County

Select



Contact Details

Email *

rehandar69@gmail.com

Phone Number (Primary)

(201) 555-0123

Mobile Phone Confirmed

☐ Yes ☒ No

Submit