

Florida Department of Financial Services  
Division of Consumer Services

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# **Consumer Assistance Portal Mediator User Guide**

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## INTRODUCTION

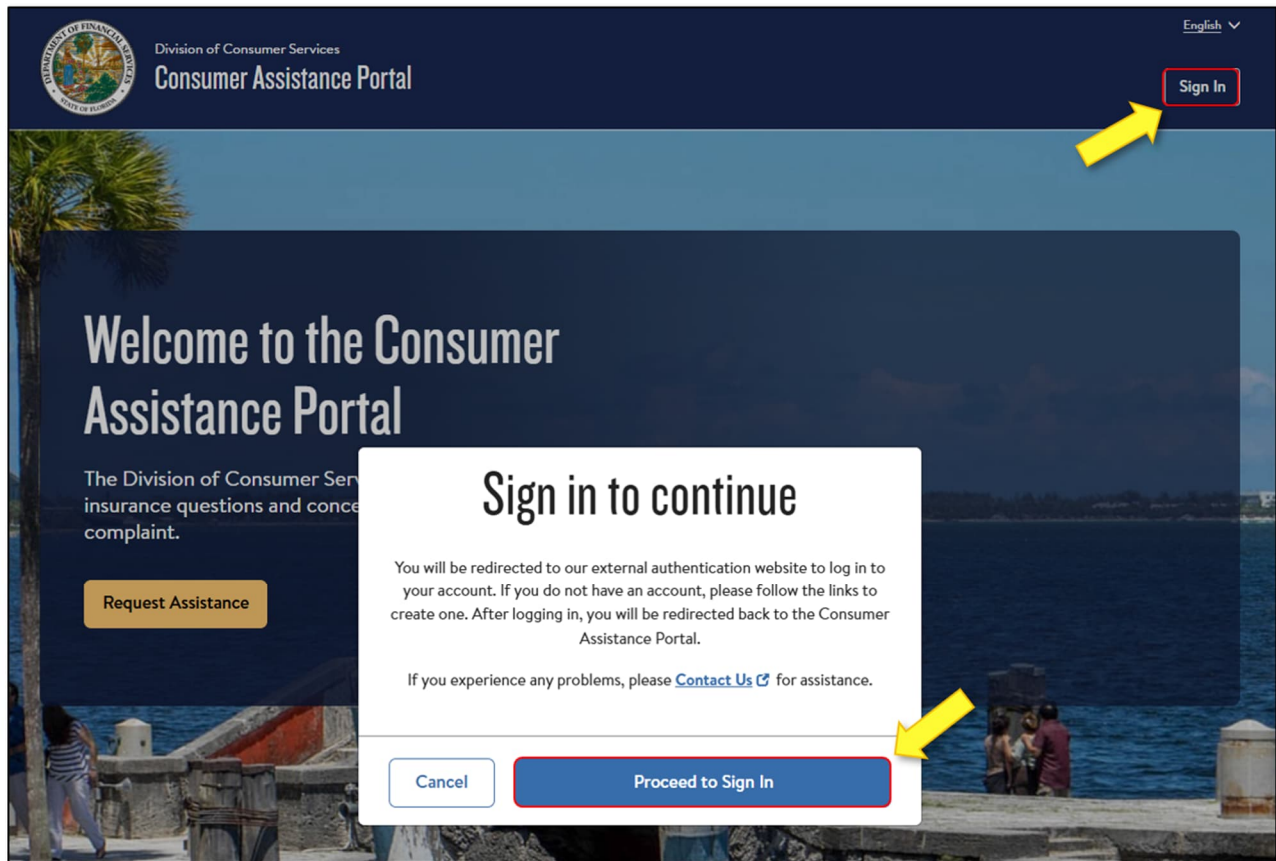
The purpose of this guide is to provide Mediators with the foundation to effectively use the New Mediator Portal which allows the Mediator to easily review and accept their assigned cases, take required actions, communicate with the case owner or parties, and monitor invoices after submitting the disposition. Designed to streamline communication and case management, the Portal ensures that all parties can efficiently track progress, meet deadlines, and fulfill their obligations throughout the Case.

## SIGNING IN TO THE CONSUMER ASSISTANCE PORTAL

1. To sign into your Mediator Portal, navigate to the website below.

<https://assistcon.myfloridacfo.gov/>

2. Selecting the 'Sign In' button at the top righthand corner of the page.
3. Select 'Proceed to Sign In'.



4. Enter your credentials into the appropriate field and select 'Sign In'.
5. Select 'Send verification code'.
  - This will send the verification code to your designated registered email and will display the field to enter the verification code.

**Sign in**

Sign in with your email address

mediator@outlook.com

.....

Forgot your password?

Sign in

Don't have an account? Sign up now

**User Details**

Verification is necessary. Please click Send button.

Email Address \*

c\*\*\*\*\*@outlook.com

Send verification code

Continue

6. Navigate to your personal email inbox to retrieve the verification code.
7. Populate the verification code in the appropriate field and select 'Verify Code'.
8. Select 'Continue' to take you to your Consumer Assistance Portal Homepage.

**User Details**

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address \*

c\*\*\*\*\*@outlook.com

Verification code

414505

Verify code Send new code

Continue

**User Details**

E-mail address verified. You can now continue.

Email Address \*

c\*\*\*\*\*@outlook.com

Continue

# PORTAL HOMEPAGE

## Consumer Portal

Your homepage will default to your 'Consumer' portal. Should you ever require the services of the Department for your own insurance concerns or disputes, you may submit those online from this portion of your portal.

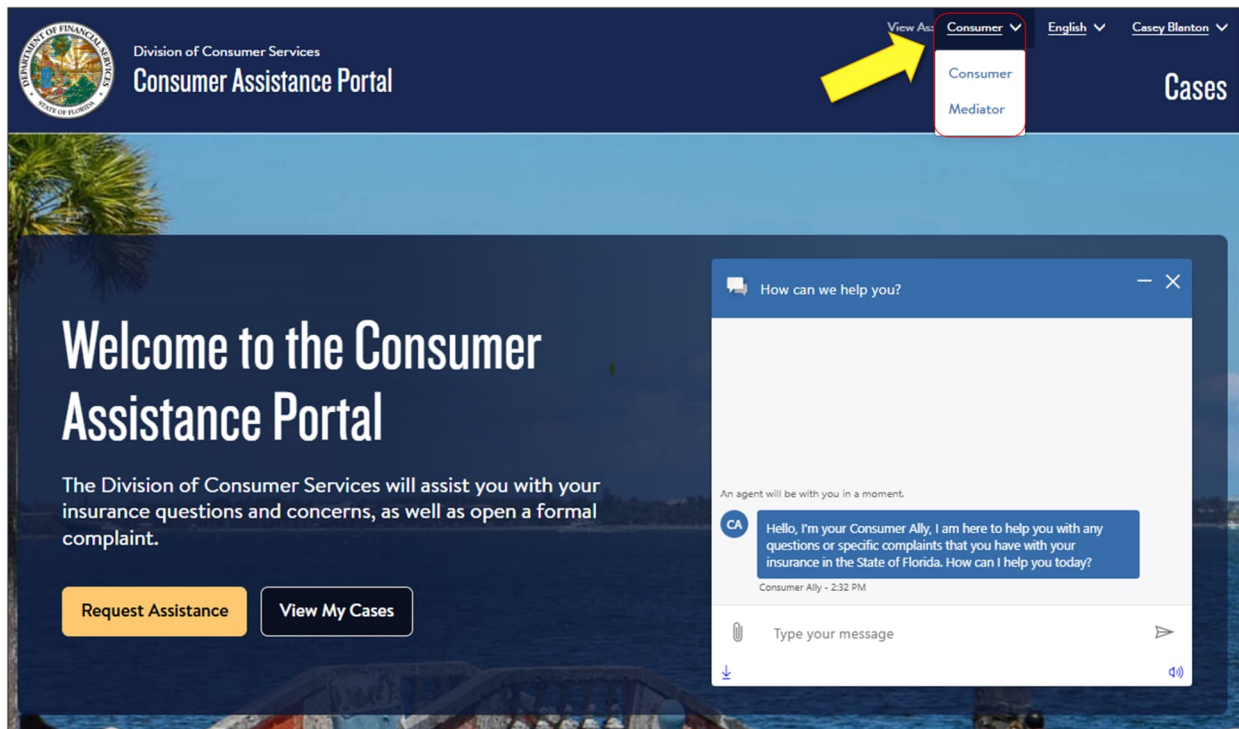
1. Select your preferred language or update your demographic information by choosing the appropriate drop-down menu.



2. Select 'Profile' under your name and update any desired information and select 'Submit'.

A screenshot of the "Profile" update form. The form is titled "Profile" and contains several sections: "Individual Details" with fields for First Name (Casey), Middle Name, and Last Name (Blanton), and a Preferred Language dropdown (Set to "Select"); "Mailing Address" with fields for Address Line 1 (200 E. Gaines St), Address Line 2, City (Tallahassee), Zipcode (32303), Address 1: State (Florida), and Address 1: County (Select); and "Contact Details" with fields for Email (scblanton.mediator@outlook.com), Phone Number (Primary) (201 555-0123), and a Mobile Phone Confirmed checkbox (Set to "No"). A yellow arrow points to the "Submit" button at the bottom right of the form.

3. To view your Mediator specific portal and assigned cases, navigate to the top righthand corner of the page and select 'Mediator' from the 'View As' drop-down menu.



## MEDIATOR PORTAL ASSIGNMENTS

### Requests

1. The mediator portal will default to 'Requests', which is located at the top righthand corner of the page.
2. Review all 'New' assignments and all 'Accepted' assignments.

The screenshot displays the 'Consumer Assistance Portal' interface. At the top, there is a navigation bar with the state seal, 'Division of Consumer Services', and 'Consumer Assistance Portal'. On the right, there are links for 'View As: Mediator', 'English', and 'Casey Blanton'. A yellow arrow points to the 'Requests' tab, which is highlighted. Next to it is the 'Conferences' tab. Below the navigation bar, the 'New Mediation Requests' section is shown. It contains a table with the following data:

| Mediation ID | Mediation Type       | Primary Insured | Respondent                           | Actions           |
|--------------|----------------------|-----------------|--------------------------------------|-------------------|
| ADR-251760   | Automobile Mediation | Shmide Price    | State Farm General Insurance Company | Review Assignment |

Below this, the 'Accepted Mediation Requests' section is shown. It includes a search bar and a status dropdown menu set to 'Active'. Below the search bar is a table with the following data:

| Mediation ID | Status Reason     | Mediation Type        | Primary Insured | Respondent                              |
|--------------|-------------------|-----------------------|-----------------|---|
| ADR-251782   | Mediator Assigned | Residential Mediation | Fred Cantpay    | Citizens Property Insurance Corporation |
| ADR-251727   | Mediator Assigned | Residential Mediation | Casey Blanton   | Tower Hill, Inc.                        |

3. To Accept or Decline a new request, select 'Review Assignment' in the 'Actions' column of the new assignment or you may also select the 'Mediation ID' starting with 'ADR'. (see above)
  - o This will open a pop-up with the assignment details.
4. Select 'Accept' or 'Decline'.



Division of Consumer Services

Consumer Assistance

New Mediation Request

Case ID

CAS-02390-B5V6W8

Case Type

Mediation

Submission Date

11/19/2025 10:22:12 PM

Policy #

68747

Area

Mediation

Sub-Area

Auto

Respondent Name

State Farm General Insurance Company

Primary Insured

Shmide Price

Insured Property County

Dade

Insured Property Address

700 NW 1ST AVE  
MIAMI, Florida, 33136

Description

-

Claims

| Claim # | Date of Loss | Due Date |
|---------|--------------|----------|
| 57457   | 11/1/2025    | -        |

Decline

Accept

Requests

Conferences

Mediator

English

Casey Blanton

Review Assignment

Search

Mediation ID

ADR-251760

Mediation

Automobile

Mediation ID

ADR-251782

Mediator Assigned

Automobile Mediation

Katherine Tello QA

Mediation ID

ADR-251727

Mediator Assigned

Residential Mediation

Josh Maldonado

Mediation ID

ADR-251633

Mediator Assigned

Residential Mediation

Josh Maldonado

Mediation ID

ADR-251615

Mediator Assigned

Residential Mediation

Josh Maldonado

Mediation ID

ADR-016665

Mediator Assigned

Residential Mediation

Josh Maldonado

Mediation ID

ADR-001156

Mediator Assigned

Residential Mediation

Josh Maldonado

Mediation ID

ADR-001113

Mediator Assigned

Residential Mediation

Josh Maldonado

5. Once accepted, select the 'Mediation ID' in blue under 'Accepted Mediation Requests'.

| Accepted Mediation Requests |                   |                       |                    |   |
|-----------------------------|-------------------|-----------------------|--------------------|---|
| Search                      |                   | Status                |                    |   |
| Search...                   |                   | Active                |                    |   |
| Search                      |                   |                       |                    |   |
| Mediation ID                | Status Reason     | Mediation Type        | Primary Insured    | Respondent                              |
| ADR-251799                  | Mediator Assigned | Residential Mediation | Bianca Roddenberry | Tower Hill, Inc.                        |
| ADR-251782                  | Mediator Assigned | Residential Mediation | Fred Cantpay       | Citizens Property Insurance Corporation |

9 | Page

Revised: 12/16/2025 1:26 PM

## MEDIATION CASE DETAILS, CONVERSATIONS, AND DOCUMENTS

The Case # has replaced the SR# and there is a new Mediation ID (to allow you to be assigned to multiple claims at once).

### Details Tab

When the Mediation ID is selected, you are directed to the Mediation 'Details' tab which provides specific information regarding your assignment, as well as access to various useful tools for managing your Mediation Cases. (see image below)

**ADR-251829**  
CAS-02580-J8J8V1 Mediator Assigned

**Details** Conversations Documents

**Overview**  
Mediation Number: ADR-251829  
Mediation Type: Residential Mediation  
Policy #: 09488094

**Claims**

| Claim #      | Submitted By | Status | Date of Loss | Due Date | Conference Date & Time | Type    | Actions                                   |
|--------------|--------------|--------|--------------|----------|------------------------|---------|---|
| 202510032879 |              | New    | 9/26/2025    | 1/2/2026 | -                      | Virtual | Schedule Conference<br>Submit Disposition |

**Involved Parties**

| Claim #      | Contact      | Role   | Email                   | Phone #           |
|--------------|--------------|--------|-------------------------|-------------------|
| 202510032879 | Luis Mendoza | PA-ADR | admin@admin.nothing.com | +1 (954) 758-1251 |

**Respondent Details**  
Name: Angie Figueroa  
Email Address: -  
Address: 2101 Maryland Circle  
Tallahassee, Florida 32303-1001

**Insured Details**  
Name: -  
Email Address (Primary): -  
Email Address (Secondary): -  
Phone: -  
Insured Property Address: 12345 26th St  
Orlando, Florida 12345

**Claim Details**

Claim #: 202510032879  
Submitted By: -  
Status: New  
Date of Loss: 9/26/2025  
Description: Water Damage to Kitchen  
Conference Date: -  
Conference Time: -  
Conference Type: Virtual  
Conference Link: -  
Disposition Comments: -  
Mediator Comments: -

**Invoice Details**  
Invoice Amount: -  
Invoice Status: -  
Invoice Payer: -  
Invoice Paid Date: -

Close Schedule Conference Submit Disposition

(see next page for additional information)

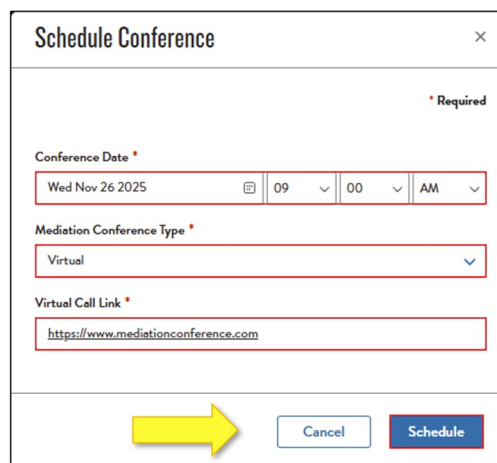
- As multiple claims may now be assigned under a single Mediation ID, this view will list all assigned claims (a *maximum of 4 per Mediation ID*), along with all pertinent information regarding the parties. (see image above)
- To view specific information for each claim, select the claim # to open a pop-up form displaying the information and allowing the mediator to schedule the conference. (see image above)

**Please Note:**

- The program is claim specific. If multiple claims are being mediated in the same conference, the scheduling feature **must** be used for each claim.
- You may also ‘Schedule the Conference’ directly from the ‘Details’ tab by selecting the ellipses (...) in the ‘Actions’ column next to the desired claim. (see image above)

**Scheduling/Rescheduling the Conference (when applicable)**

- Once ‘Schedule Conference’ is selected, a small pop-up form will appear allowing you to enter the conference date, time, and location (depending on the conference type - Virtual vs In-Person).
- Fill out the information and select ‘Schedule’. This will automatically take you to the ‘Conferences’ tab of your portal and notify the parties via email the conference has been scheduled, prompting them to log into *their* portal for more details.



**Schedule Conference** [X]

\* Required

Conference Date \*

Wed Nov 26 2025 09:00 AM

Mediation Conference Type \*

Virtual

Virtual Call Link \*

<https://www.mediationconference.com>

[Yellow Arrow] [Cancel] [Schedule]

- There are two methods to Reschedule a conference after navigating to the ‘Conferences’ tab.

- **Option 1:** Open the desired claim # by selecting it from the list. Then select 'Reschedule Conference' and follow the same steps as before, providing the reason for rescheduling.
- **Option 2:** Select 'Reschedule Conference' under the ellipses (...) in the 'Actions' column (this avoids having to fully open the claim as in option 1. Follow the same steps as before, providing the reason for rescheduling.

Division of Consumer Services  
Consumer Assistance Portal

View As: Mediator English Casey Blanton

Requests **Conferences**

## Conferences

Status:    Search:  Conference Type:

| Claim #      | Status               | Conf. Date            | Related Case #   | Insured            | Respondent       | Invoice Status | Disposition | Conf. Type | Location/Link | Actions |
|--------------|----------------------|-----------------------|------------------|--------------------|------------------|----------------|-------------|------------|---------------|---------|
| TESTCLAIM123 | Conference Scheduled | Nov 26, 2025, 9:00 AM | CAS-02488-H2C9T6 | Bianca Roddenberry | Tower Hill, Inc. | -              | -           | Virtual    | Call Link     | ...     |

### Reschedule Conference

\* Required

Conference Date \*

Mediation Conference Type \*

Please specify your reason(s) below

Virtual Call Link \*

## Conversations Tab

The system allows you to easily communicate with the Department and the Consumer involved with the mediation using the 'Conversations' tab.

1. Select the Conversations tab.
2. Select the desired recipient of the message.
3. Select 'Create Message'.

The screenshot shows the case page for ADR-251799 (CAS-02488-H2C9T6) with the status 'Mediator Assigned'. The 'Conversations' tab is selected. A yellow arrow points to the 'Create Message' button in the top right corner. Another yellow arrow points to the 'Analyst' selection option in the recipient dropdown menu on the left.

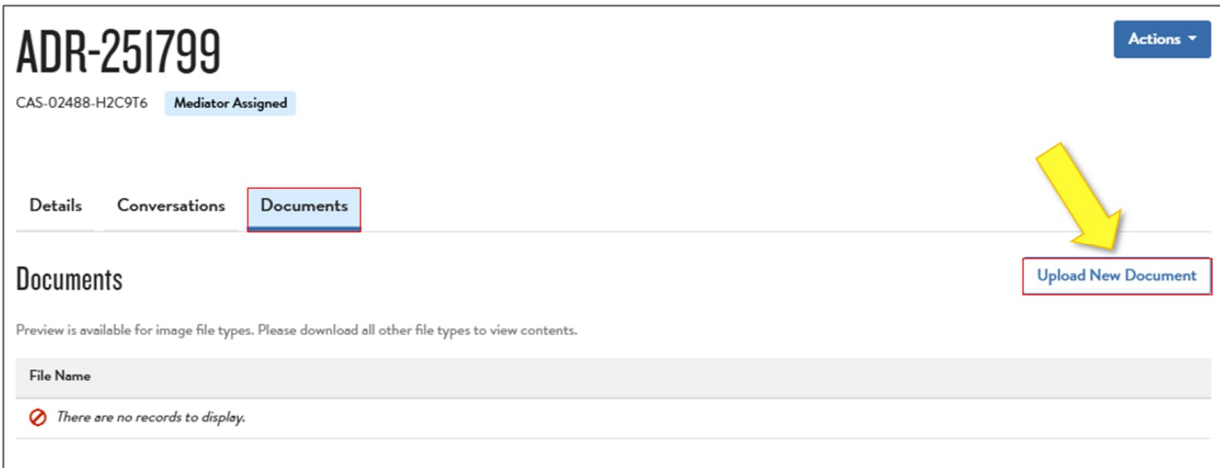
4. Enter your message and select 'Submit'.

☒ This will notify the recipient they have received a new portal comment and should log into their portal to review and respond.

The screenshot shows the 'Add Comment' modal form. A yellow arrow points to the 'Recipient' dropdown menu, which is set to 'Analyst'. Another yellow arrow points to the 'Comment' text area. A third yellow arrow points to the 'Submit' button at the bottom of the modal. The background shows the same case page as the previous screenshot.

## Documents Tab

1. The system allows you to easily upload documents to for the Department's review using the 'Documents' tab.
2. Select the 'Documents' tab.
3. Select 'Upload New Document'.



The screenshot shows a web interface for a case titled 'ADR-251799'. Below the title is the case number 'CAS-02488-H2C9T6' and a status 'Mediator Assigned'. There are three tabs: 'Details', 'Conversations', and 'Documents', with 'Documents' being the active tab. A yellow arrow points to the 'Upload New Document' button. Below the tabs, the 'Documents' section is displayed with a message: 'Preview is available for image file types. Please download all other file types to view contents.' A table with the header 'File Name' is shown, but it contains no records, with a message 'There are no records to display.'

4. Select 'Choose File'.
  5. Select the claim with which the document is associated.
  5. Select the file you desire to upload (it will appear within the 'Add Document' form) and select 'Submit'.
- ☒ This will notify the Case owner they have received a new document for review.

**Add Document**

\* Required

Select Claim

**Attach Documentation \***

Please upload any documents related to your case. Maximum file size per file is 50MB. Acceptable file types include .pdf, .jpeg, .png, and .gif. Documents that are encrypted or password-protected can not be processed.

| File Name  | Actions |
|--|---------|
| DFS-14-2169 - Residential Insurance Mediation Disposition Form.pdf |         |

**Note:** As can be seen in the image on **Page 10**, you can also upload documents by selecting 'Attach Document' from the 'Actions' button at the top righthand corner of the page from any tab. This will pop-up the same 'Add Document' form as appears under the 'Documents' tab above.

## SUBMITTING THE DISPOSITION

1. There are two methods to submit the Disposition.
  - **Option 1:** Open the desired claim # by selecting it from the list. Then select 'Submit Disposition' from the bottom of the 'Claim Details' pop-up form.
  - **Option 2:** Select 'Submit Disposition' under the ellipses (...) in the 'Actions' column (this avoids having to fully open the claim as in option 1).
2. Both options above produce the 'Disposition Details' pop-up form.

Disposition Details

×

Required \*

Resolution of Mediation \*

Select

▼

Disposition Comments

Enter Text Here...

Submit Disposition Document

Please upload any documents related to your case. Maximum file size per file is 50MB. Acceptable file types include .pdf, .jpeg, .png, and .gif. Documents that are encrypted or password-protected can not be processed.

Choose File


→

Cancel

Submit

1. Select the 'Resolution of Mediation'.
2. Add any pertinent 'Disposition Comments' regarding scheduling/non-scheduling, cancellation, or outcome.
3. Attach any documents you think are important to include by selecting the 'Choose File' function.
4. Select 'Submit'.





Division of Consumer Services

Consumer Assistance Portal

View As: Mediator English Casey Blanton

Requests Conferences

## Conferences

Status

Search

Conference Type

| Claim # ▼    | Status                | Conf. Date            | Related Case #   | Insured            | Respondent       | Invoice Status | Disposition | Conf. Type | Location/Link | Action |
|--------------|-----------------------|-----------------------|------------------|--------------------|------------------|----------------|-------------|------------|---------------|--------|
| TESTCLAIM123 | Disposition Submitted | Nov 26, 2025, 9:00 AM | CAS-02488-H2C9T6 | Bianca Roddenberry | Tower Hill, Inc. | -              | -           | Virtual    | Call Link     | ...    |

- The 'Status' will update to 'Disposition Submitted' and the Case Owner (Analyst) will be notified to review the disposition.

Should the Case Owner determine additional information is needed when reviewing a disposition, they will now be able to return the disposition to the mediator requesting that information.

That will prompt a notification to the Mediator notifying them to sign into their portal and review a new portal comment.

If the disposition is not returned and invoices are ready to generate, the Case owner will proceed with generating the invoices. Once generated, the invoice will populate in the Mediator and Respondent (Carrier) portals under the claim number.

Current payment timelines outline in 69J-166.031, Florida Administrative Code, still apply.

## Claim Details



|                      |   |
|----------------------|---|
| Claim #              | 202510032879  |
| Submitted By         | -   |
| Status               | Settled In Mediation                                    |
| Date of Loss         | 9/26/2025   |
| Description          | Water Damage to Kitchen                                 |
| Conference Date      | Dec 15, 2025  |
| Conference Time      | 9:00 AM   |
| Conference Type      | Virtual   |
| Conference Link      | <a href="https://www.zoom.com">https://www.zoom.com</a> |
| Disposition Comments | settled   |
| Mediator Comments    |   |

## Invoice Details

|                   |   |
|-------------------|---|
| Invoice Amount    | \$300.00                                |
| Invoice Status    | Invoiced                                |
| Invoice Payer     | Citizens Property Insurance Corporation |
| Invoice Paid Date | -                                       |

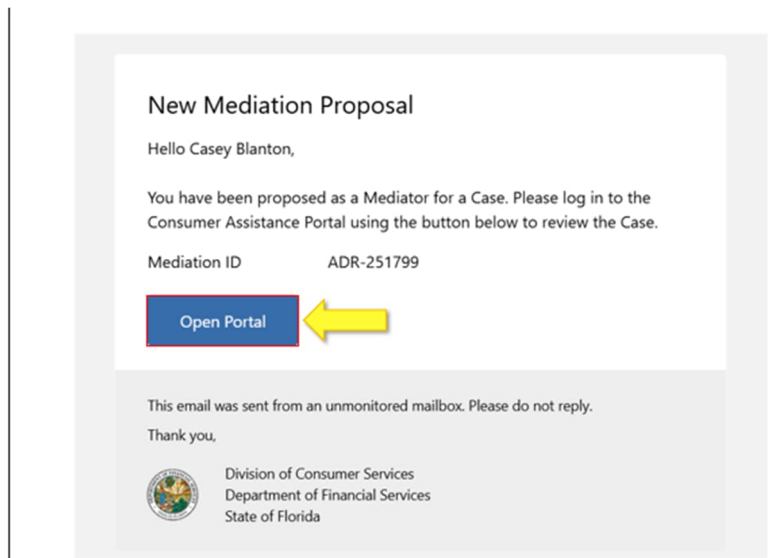
Close

## PORTAL RELATED NOTIFICATION EMAIL EXAMPLES

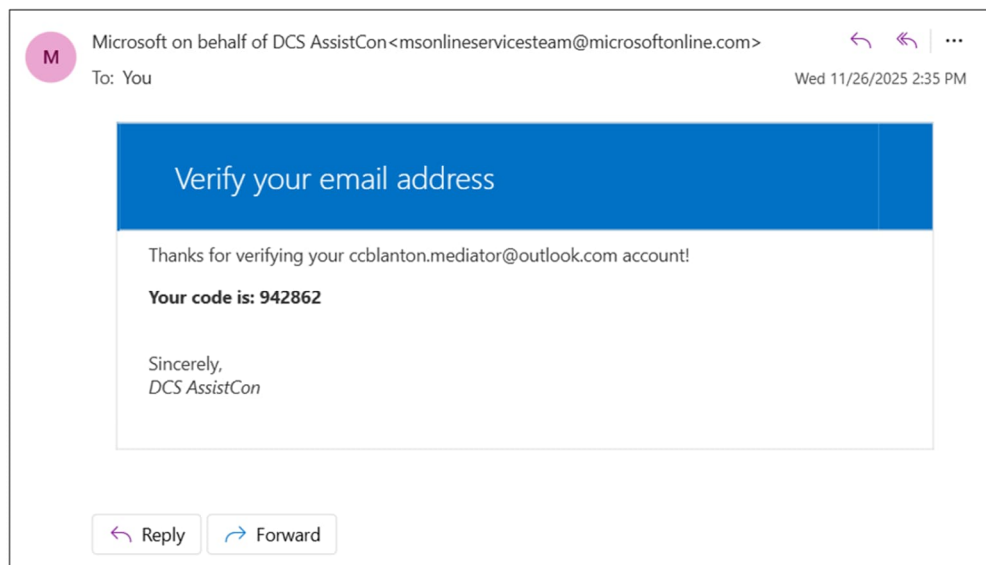
Below are examples of the various notification emails you will receive pertaining to the new Mediator Portal.

**Note:** Selecting the button within the email will navigate you to your portal to sign in and review the additional details regarding the subject of the notification.

### New Mediation (Assignment) Proposal



### Verification Code for Logging into Portal



### New Portal Comment (Message) Received

## New Comment

Hello ,

A new comment was made to a case. Please log in to the Consumer Assistance Portal using the button below to review the comment.

Case Title CAS-02411-H4B8X3

Case ID CAS-02411-H4B8X3

Open Case



This email was sent from an unmonitored mailbox. Please do not reply.

Thank you,



Division of Consumer Services  
Department of Financial Services  
State of Florida