Pioneer Infotech

FARMERS INSURANCE GROUP
Symbol of Superior Service

FARMERS®

getting started with your new
website user manual

your agent website user manual

FARMERS INSURANCE GROUP
Symbol of Superior Service
FARMERS

1. My Agency Info

2. Featured Content

3. Media

4. Community

your agent website
user manual

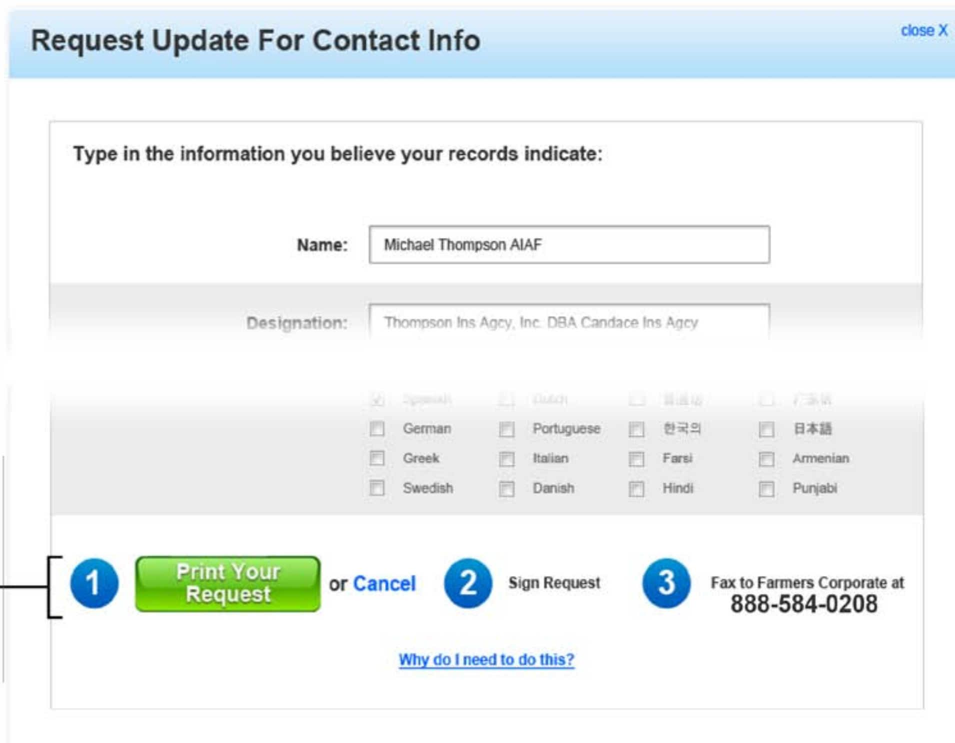
1. My Agency Info

A. Contact Change Request

Q. How do I change my contact information?

A. In order to change your contact information, fill out the contact change request form, print it, sign it and fax it to 888-584-0208. Once it's reviewed, the site will be updated with your new information.

This is how you can find your contact change request form:
Move your mouse cursor to the top blue navigational bar. Click on "My Website" > Under the "Overview" tab > click the [Edit] link next to "Contact Info".



Click here to save and print your request. You must then sign and fax the printed document to Farmers Corporate.

Q. Why do I have to do this?

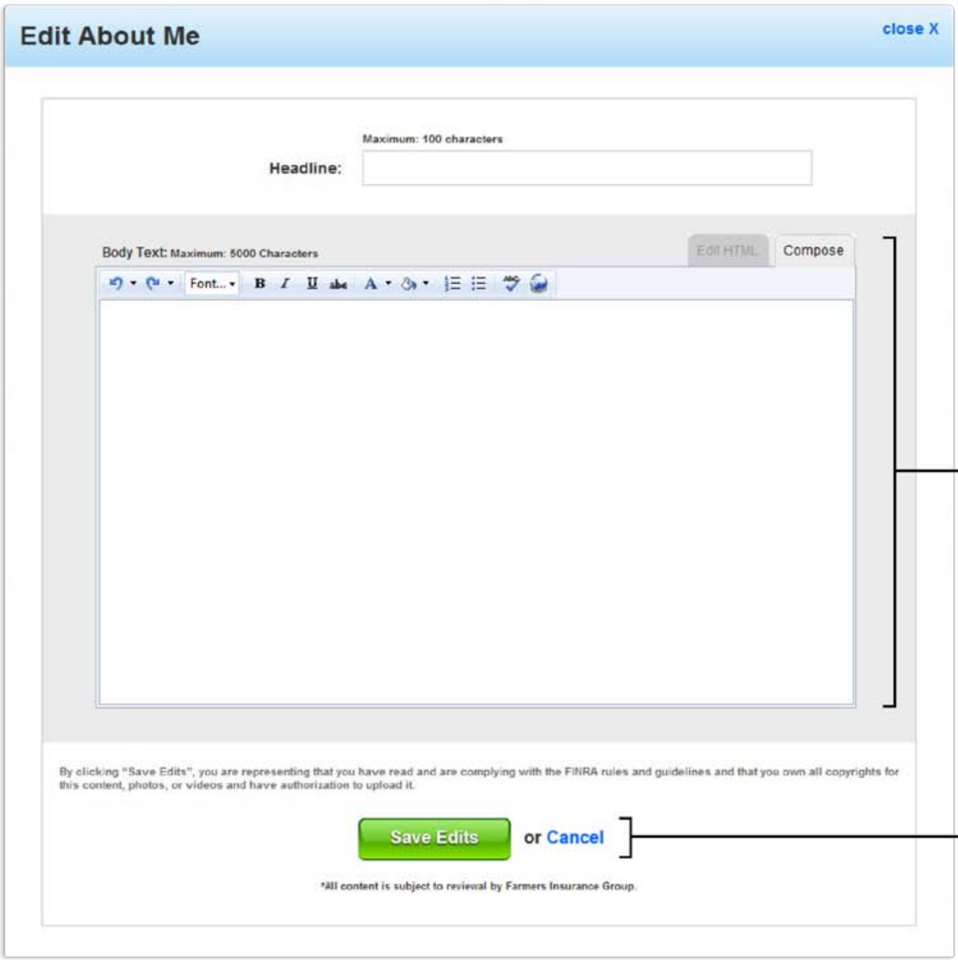
A. In order to request an update to Farmers Corporate, your submission must be signed by the Agent and faxed to Farmers Agency Services to be processed. This process helps Farmers keep Agents' information accurate.

B. About Me

Q. How do I update the About Me section?

A. To add content to the About Me section, click on the About Me link on the overview tab of your website editor. The About Me editor will pop up, and here you can add/edit a headline and body text. Once you've added/edited your headline and body text, click "Save Edits" which will produce a request visible in your dashboard.

This is how you can find the About Me editor:
Scroll to the top blue navigational bar. Click on "My Website" > Under the "Overview" tab > click the [Edit] or [Add Page] link next to "About Me".



Here is where you can enter your text. You can compose the text with our editor or through HTML.

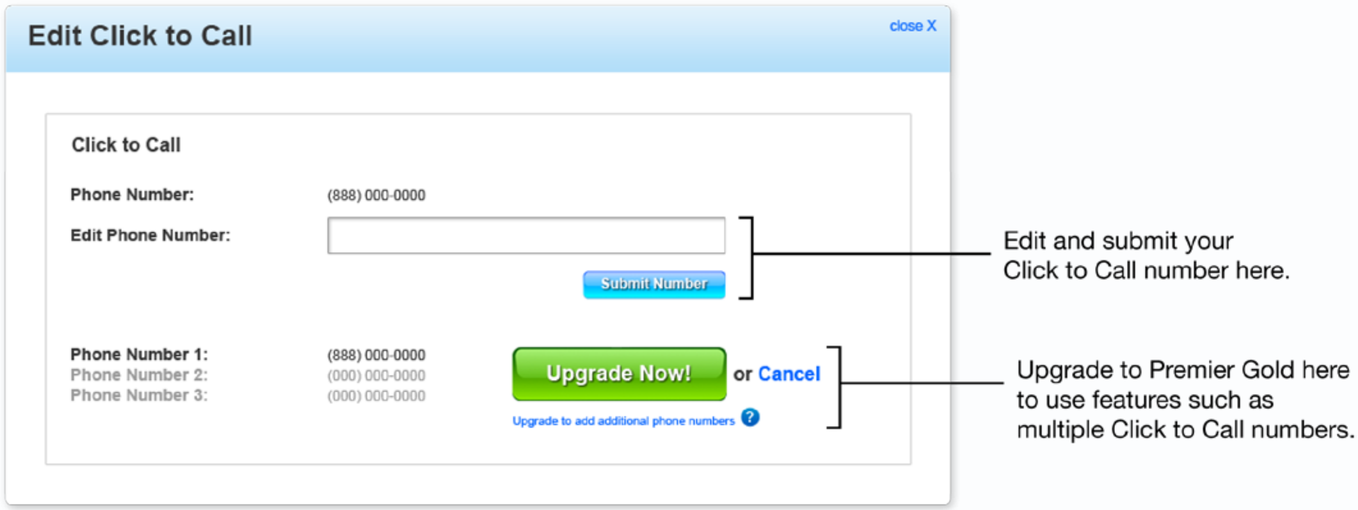
Click "Save Edits" to save.

C. Click to Call

Q. How do I change my Click to Call number?

A. To change your Click to Call number click on "Edit Click to Call" on your website editor page. The Click to Call editor will pop up, and here you can change your number and display name. Once you've added your number and display name, click "submit name" or "submit number" which will produce a request visible in your dashboard.

This is how you can find the Click to Call editor:
Scroll to the top blue navigational bar. Click on “My Website” > Under the “Edit My Website” tab > click the on the “Edit Click to Call” link.



Q. How do I add another Click to Call number?

A. If you are a Premium Gold subscriber, you have the ability to add additional Click to Call numbers. If you’d like to upgrade, you may do so either online or by calling 888-311-7161 to speak with a representative.

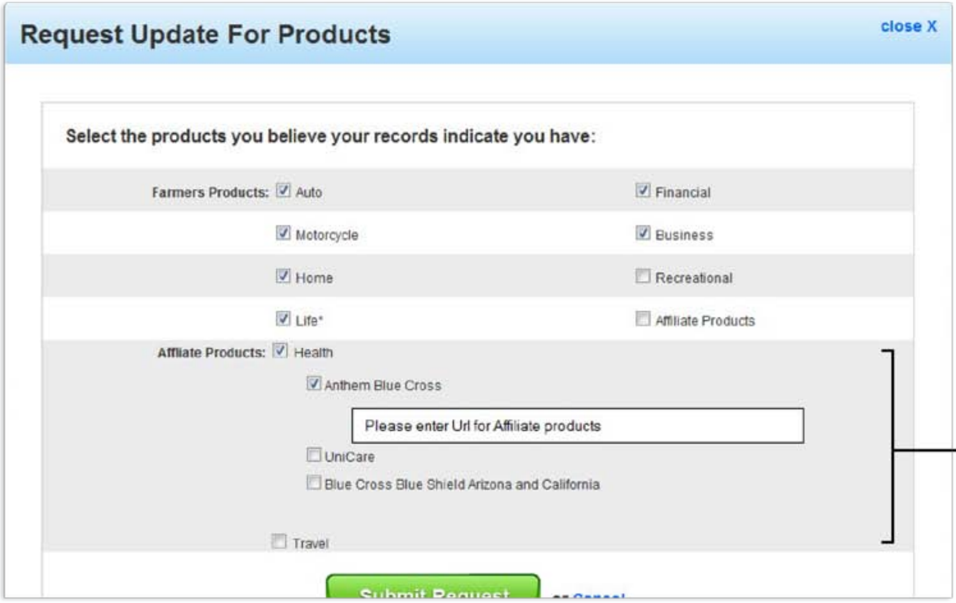
D. Products

Q. How do I add additional products to my offerings?

A. From the Overview tab of your website editor, click the Product link. The Product editor will pop up where you can click which products you offer. Some products are already pre-set by Farmers, and you are limited on the products that you can display. If you offer affiliate products like health and/or travel, click on the radio button and a text field will appear where you can add the corresponding url.

Your request will be sent to Farmers Corporate for approval, and you will be notified once it’s been reviewed.

This is how you can find the Products editor:
Scroll to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] link next to “Products”.



If you offer health or travel, click on the check box and a text field will appear where you can add the corresponding url.

E. Awards

Q. How do I change which awards appear on my site?

A. From the Overview tab of your website editor, click the Awards link. The Awards editor will pop up, here you can select which awards you would like to display. Once you have chosen your awards and clicked “Submit Request”, a request will be sent for approval and will be visible in your dashboard.

This is how you can find the Awards editor:
Scroll to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] link next to “Awards”.

Select the awards you believe your records indicate.

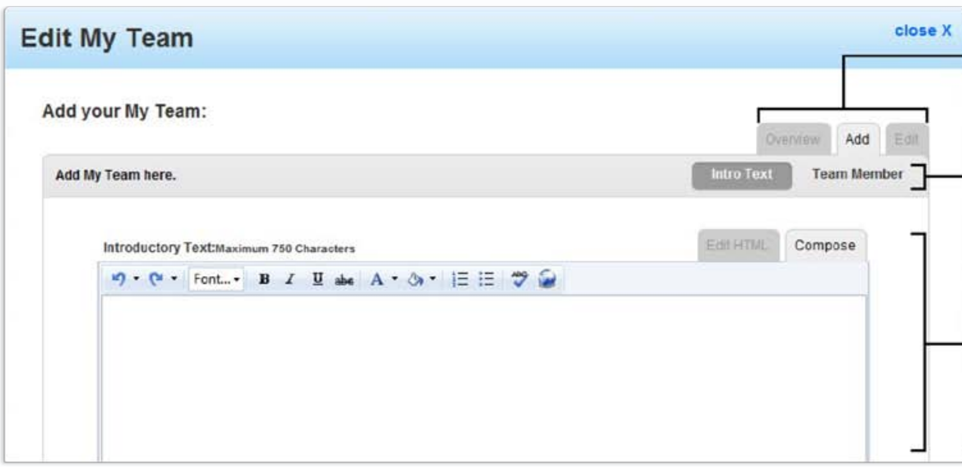
F. My Team

Q. How do I add team members to my site?

A. From the Overview tab of your website editor, click the My Team link. The My Team editor will pop up and enable you to add, edit and/or delete team members.

This is how you can find the My Team editor:
Scroll to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] or [Add Page] link next to “My Team”.

To Add:
1. Click the “Add” tab on the My Team editor pop-up.
2. Add the team member’s information, photo and description
3. Click “Save”.

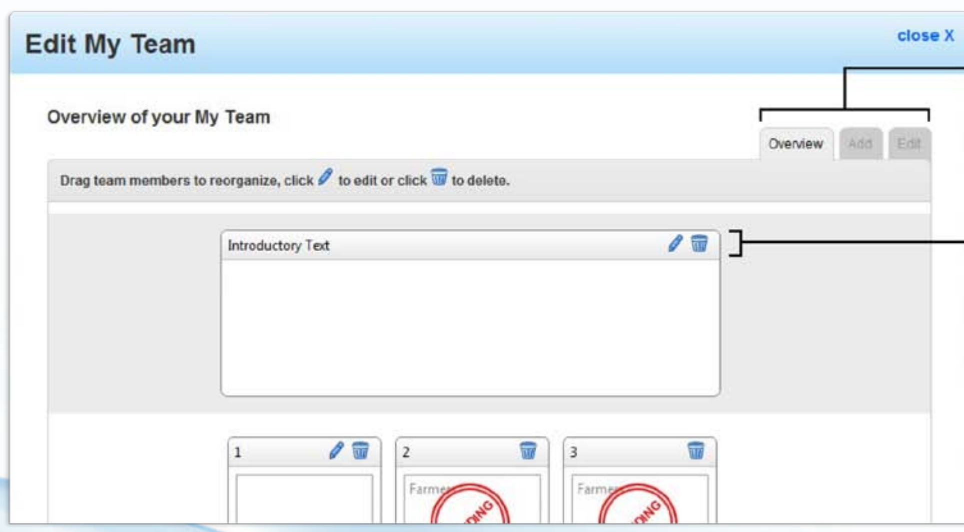


Select the following tabs to add, edit or delete team members.

You can select whether you wish to add a Team Member section or Introductory Text.

Here is where you can enter your text. You may format your text with our easy-to-use editor or format your text through HTML by clicking on the “Edit HTML” tab.

To Edit:
1. From the “Overview” tab click which team member you would like to edit.
2. Edit the team member’s information.
3. Click “Save”.

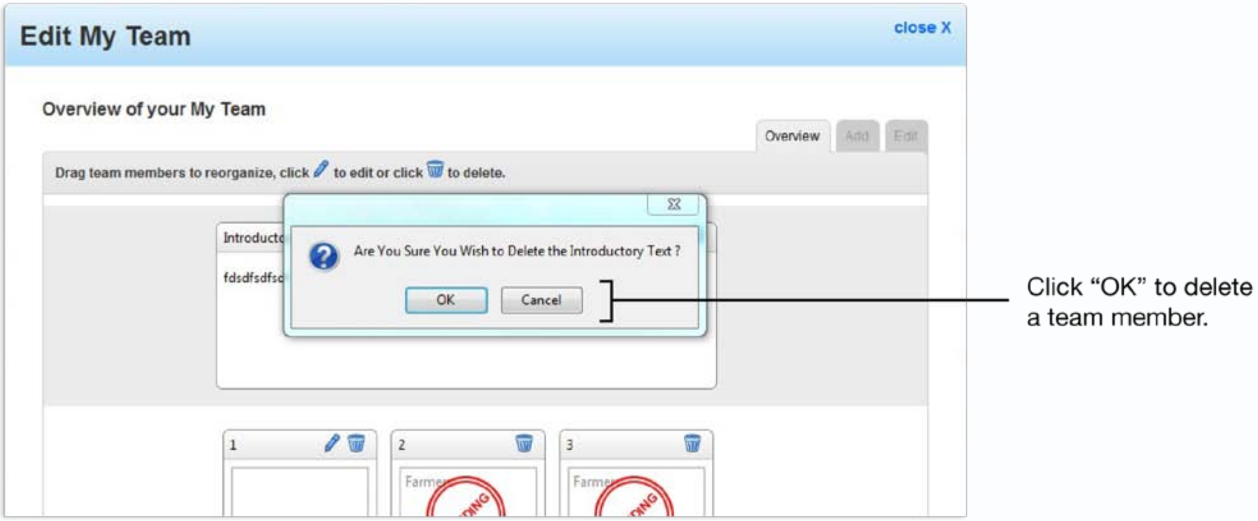


Here you can select the “Add”, “Edit” and “Overview” tabs.

*Click the trash or pencil icon to delete or edit content. You can also click and drag your content.

*Please note that you cannot edit your content while it is pending approval.

To Delete:
1. Click the “Overview” tab on the My Team editor pop-up.
2. Click on the trash can icon in the upper right-hand corner of the team member you wish to delete.
3. Click “OK” on the confirmation pop-up to delete.



Once you have added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.

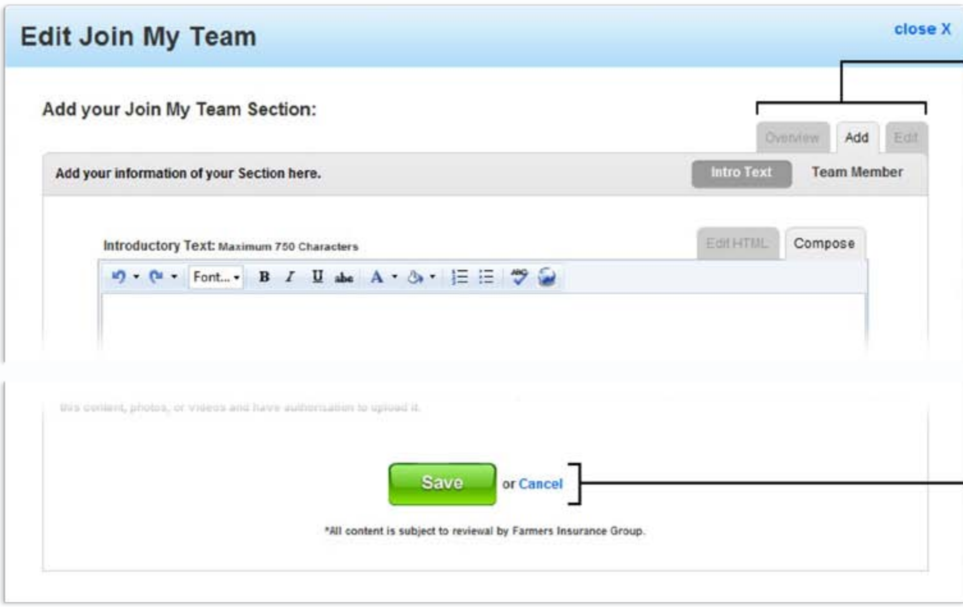
G. Join My Team

Q. How do I add information for prospects that want to join my team?

A. From the Overview tab of your website editor, click the Join My Team link. The Join My Team editor will pop up and enable you to add, edit and/or delete information.

This is how you can find the Join My Team editor:
Scroll to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] or [Add Page] link next to “Join My Team”.

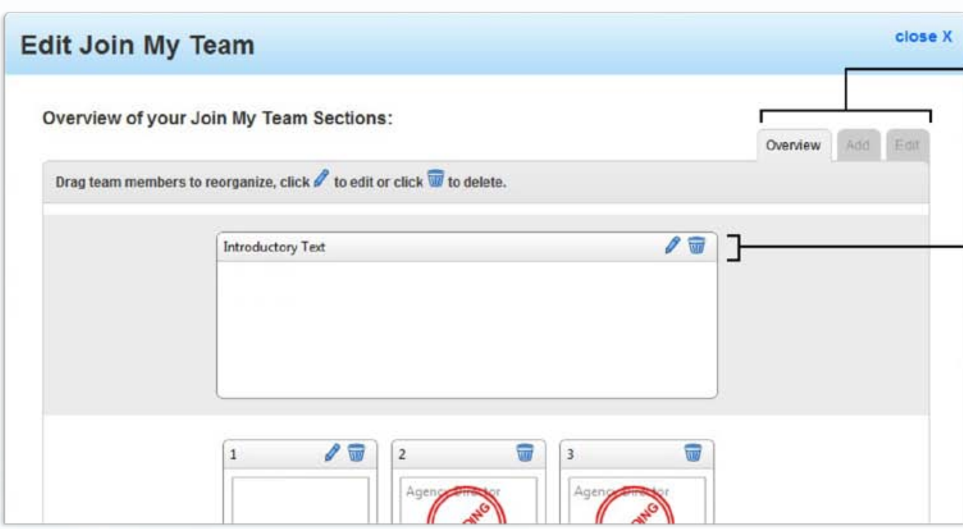
To Add:
1. Click the “Add” tab on the Join My Team editor pop-up.
2. Add the team member’s information, photo and description
3. Click “Save”.



Here you can select the “Add”, “Edit” and “Overview” tabs.

Click “Save” when done adding your Team member.

To Edit:
1. From the “Overview” tab click which element you’d like to edit.
2. Edit the team member’s information.
3. Click “Save”.



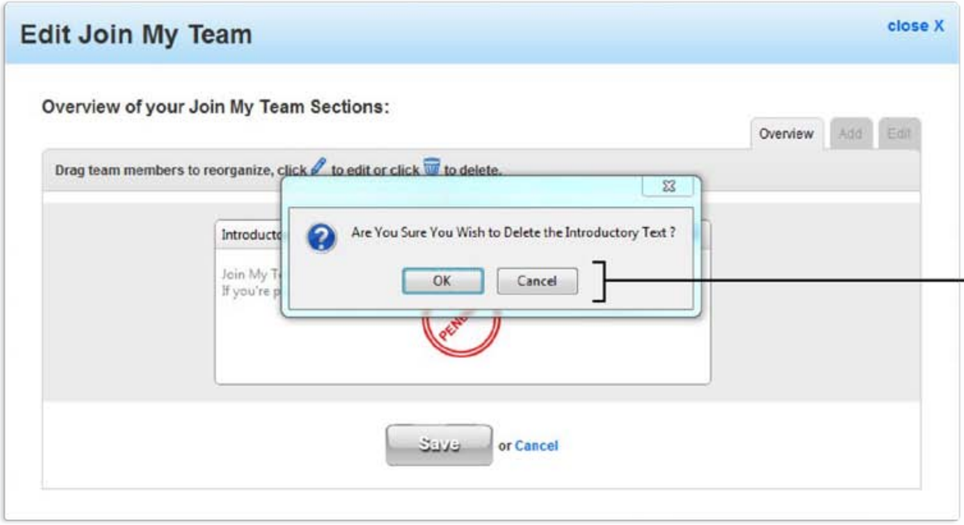
Here you can select the “Add”, “Edit” and “Overview” tabs.

*Click the trash or pencil icon to delete or edit content. You can also click and drag your content.

*Please note that you cannot edit your content while it is pending approval.

To Delete:

1. Click the “Overview” tab on the Join My Team editor pop-up.
2. Click on the trash can icon in the upper right-hand corner of the element you wish to delete.
3. Click “OK” on the confirmation pop-up to delete.



Click “OK” to delete a team member.

Once you’ve added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.

2. Featured Content

A. Featured

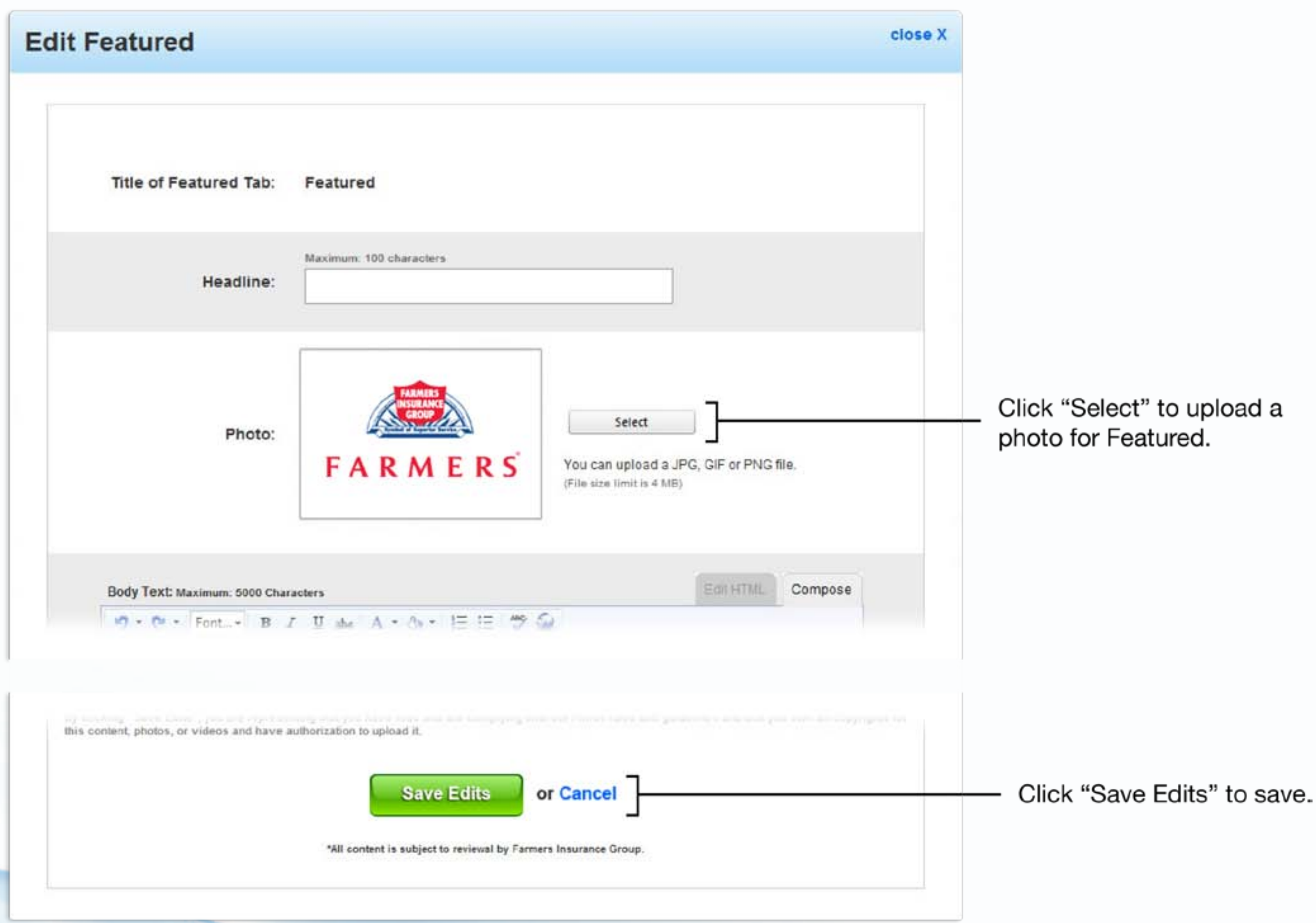
Q. How do I add or edit Featured?

A. From the “Overview” tab of your website editor, click the Edit Featured link. The Edit Featured will pop-up which will enable you to add or edit Featured tab.

This is how you can find the Featured editor:
Scroll to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] link next to “Featured”.

To Add:
1. Add Featured information and upload a photo on the Edit Featured pop-up.
2. Click the “Save Edits” button when done.

To Edit:
1. Edit Featured information or change photo on the Edit Featured pop-up.
2. Click “Save Edits” button



Once you’ve added or edited, a request will be sent for approval and can be viewed in your dashboard.

B. My Agency

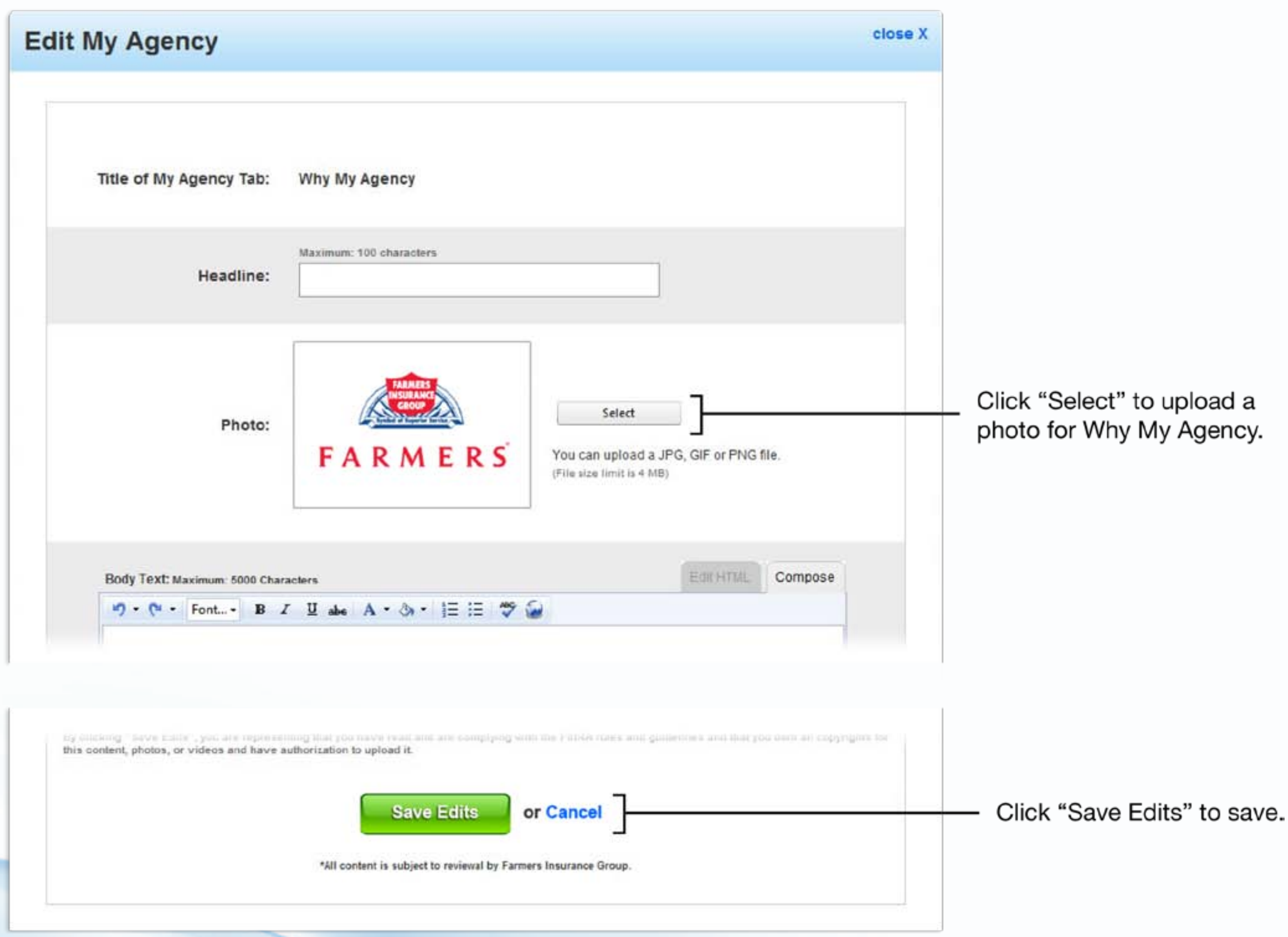
Q. How do I add or edit My Agency?

A. From the “Overview” tab of your website editor, click the Edit My Agency link. The Edit My Agency will pop up and enable you to add or edit My Agency tab.

This is how you can find the My Agency editor:
Scroll to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] link next to “Why My Agency?”.

To Add:
1. Add My Agency information and upload a photo on the Edit My Agency pop-up.
2. Click the “Save Edits” button when done.

To Edit:
1. Edit My Agency information or change photo on the Edit My Agency pop-up.
2. Click “Save Edits” button



Once you've added or edited, a request will be sent for approval and can be viewed in your dashboard.

C. From My Desk

Q. How do I add or edit From My Desk?

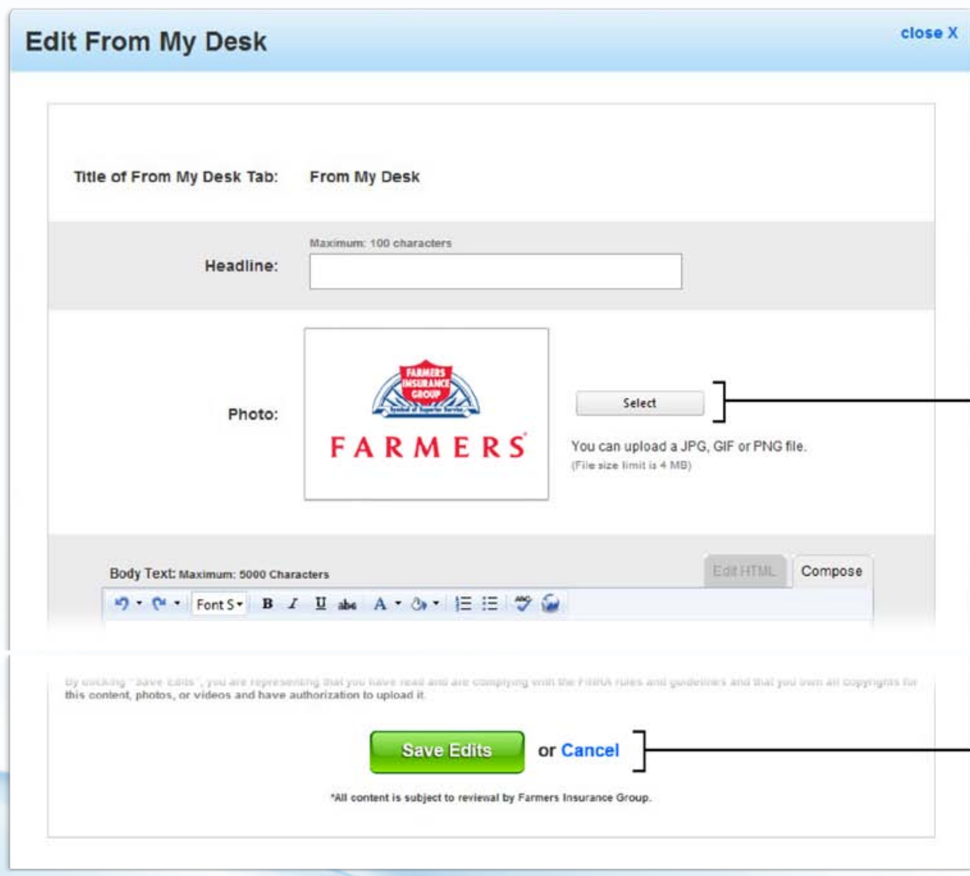
A. From the "Overview" tab of your website editor, click the Edit From My Desk link. The From My Desk editor will pop-up which will enable you to add or edit From My Desk.

This is how you can find the From My Desk editor:
Scroll to the top blue navigational bar. Click on "My Website" > Under the "Overview" tab > click the [Edit] link next to "From My Desk".

To Add:
1. Add From My Desk information and upload a photo on the Edit From My Desk popup.
2. Click the "Save Edits" button when done.

To Edit:
1. Edit From My Desk information or change photo on the Edit From My Desk popup.
2. Click "Save Edits" button

Once you've added or edited, a request will be sent for approval and can be viewed in your dashboard.



Click "Select" to upload a photo for From My Desk.

Click "Save Edits" to save.

3. Media

A. Agent Photo

Agent Photo Guidelines:

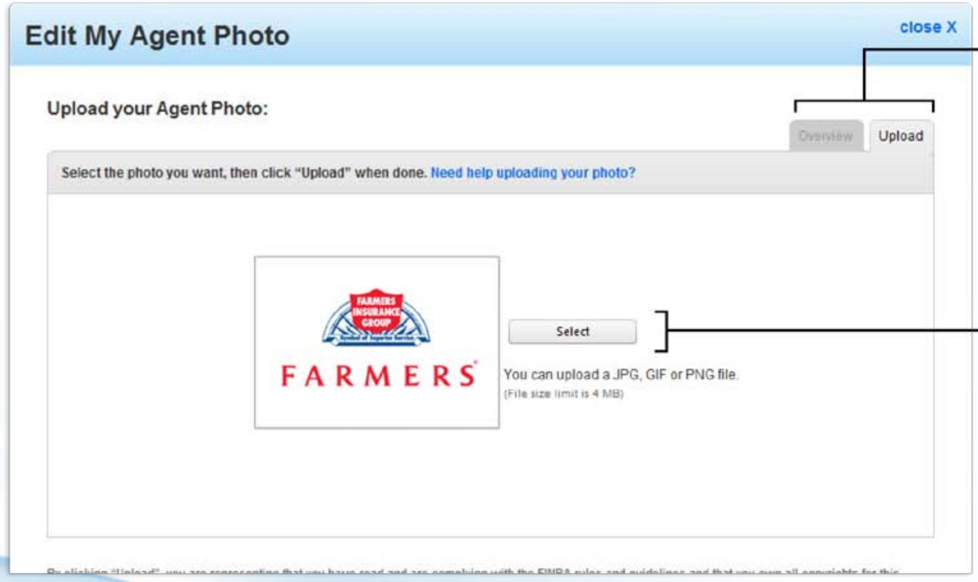
Width = 111 pixels Height = 155 pixels.
Image is a headshot comprised of agent's head and shoulders
Agent is dressed in professional business attire
Image is clear and in focus
The agent is the only person in the photograph
Agent is not wearing a uniform (police, military, etc.)
Agent is not wearing a hat or accessories that obscure the head
Agent is not making offensive or suggestive gestures

Q. How do I add or edit my "Agent Photo"?

A. From the "Edit My Website" tab of your website editor, click the Edit Photo link. The Edit My Agent Photo will pop up and enable you to add, edit and/ or delete Agent Photo.

This is how you can find the Agent Photo editor:
Scroll to the top blue navigational bar. Click on "My Website" > Under the "Overview" tab > click the [Edit] link next to "Agent Photo".

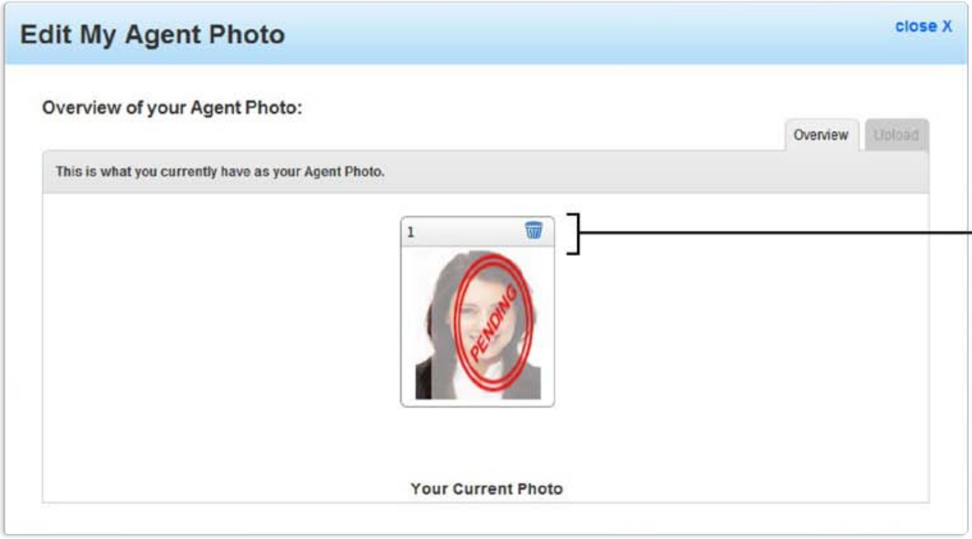
To Add:
1. Click the "Upload" tab on the My Agent Photo editor pop-up.
2. Click on the "Select" button to upload your picture.
3. Click the "Upload" button when done.



Here you can select the "Upload" and "Overview" tabs.

Click "Select" to upload your agent photo.

To Edit:
1. From the "Overview" tab click on your agent photo.
2. Change your agent photo



*Click the trash or pencil icon to delete or change your agent photo.

*Please note that you cannot edit your content while it is pending approval.

To Delete:
1. Click the "Overview" tab on the My Agent Photo editor pop-up.
2. Click on the trash can icon in the upper right-hand corner of your photo
3. Click "OK" on the confirmation pop-up to delete.

Click "OK" to delete your agent photo.

Once you've added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.

B. My Photos

My Photos Guidelines:

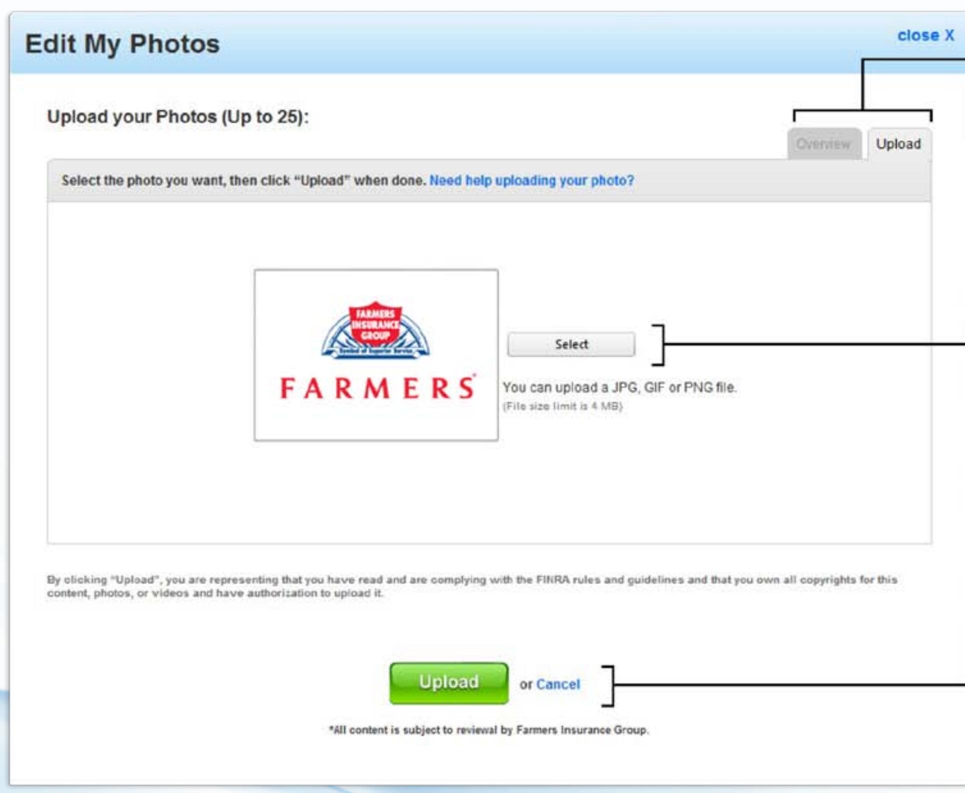
Width = 477 pixels Height = 283 pixels
Total of photos allowed are 25
Image is to be clear and in focus
Photo should not contain offensive or suggestive gestures

Q. How do I add/edit/delete “My Photos”?

A. From the “Overview” tab of your website editor, click the Edit My Photos link. The Edit My Photos will pop up and enable you to add, rearrange, edit and/ or delete your Photos.

This is how you can find the My Photos editor:
Scroll to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] link next to “My Photos”.

To Add:
1. Click the “Upload” tab on the “Edit My Photo” pop-up.
2. Click on the “Select” button to upload your picture.
3. Click the “Upload” button when done.



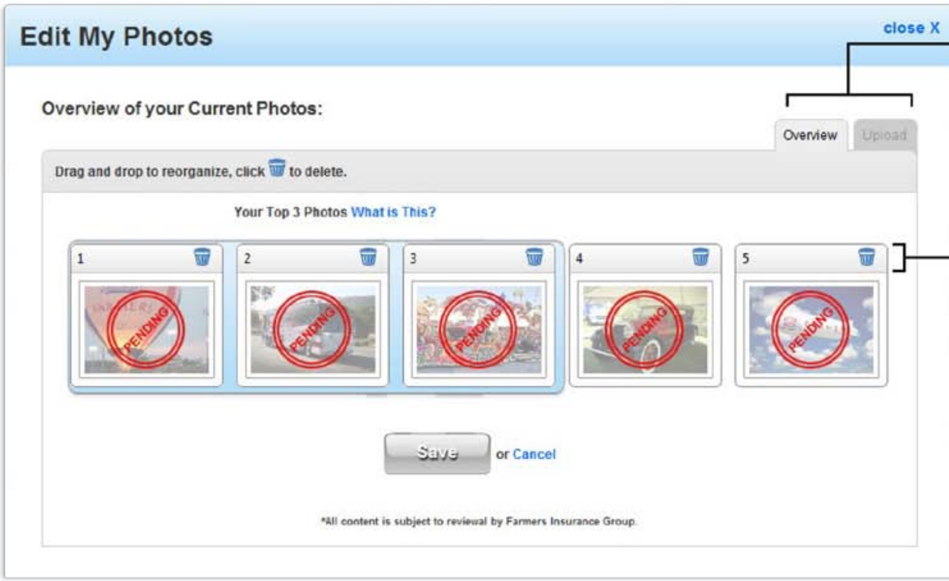
Here you can select the “Upload” and “Overview” tabs.

Click “Select” to upload your photo.

Click “Upload” when done uploading.

To Edit:
1. From the “Overview” tab click which photo you’d like to edit.
2. Edit your photo’s information or change photo
3. Click “Save” button

To Rearrange:
1. Click the “Overview” tab on the “Edit My Photos” popup.
2. Drag and drop the targeted photo to the desired location. (Click and hold your click on the targeted photo, then move your mouse browser to the desired spot)
3. Click on the “Save” button to save the new photo order.

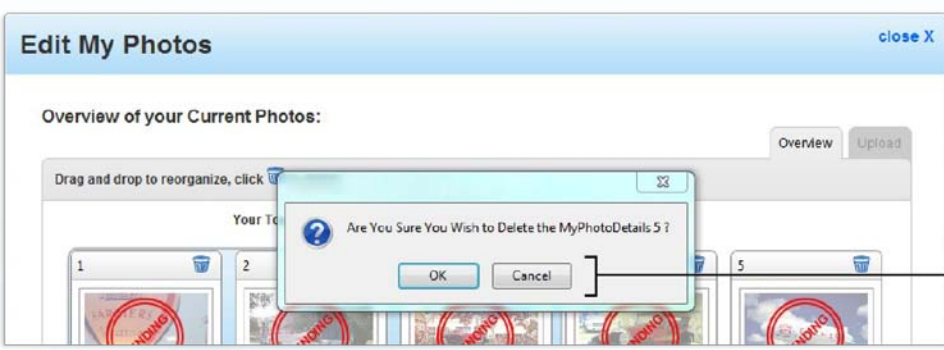


Here you can select the “Upload” and “Overview” tabs.

*Click the trash or pencil icon to delete or edit content. You can also click and drag your content.

*Please note that you cannot edit your content while it is pending approval.

To Delete:
1. Click the “Overview” tab on the My Photos editor pop-up.
2. Click on the trash can icon in the upper right-hand corner of the photo you wish to delete.
3. Click “OK” on the confirmation pop-up to delete.



Click “OK” to delete your photo.

Once you've added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.

C. My Videos

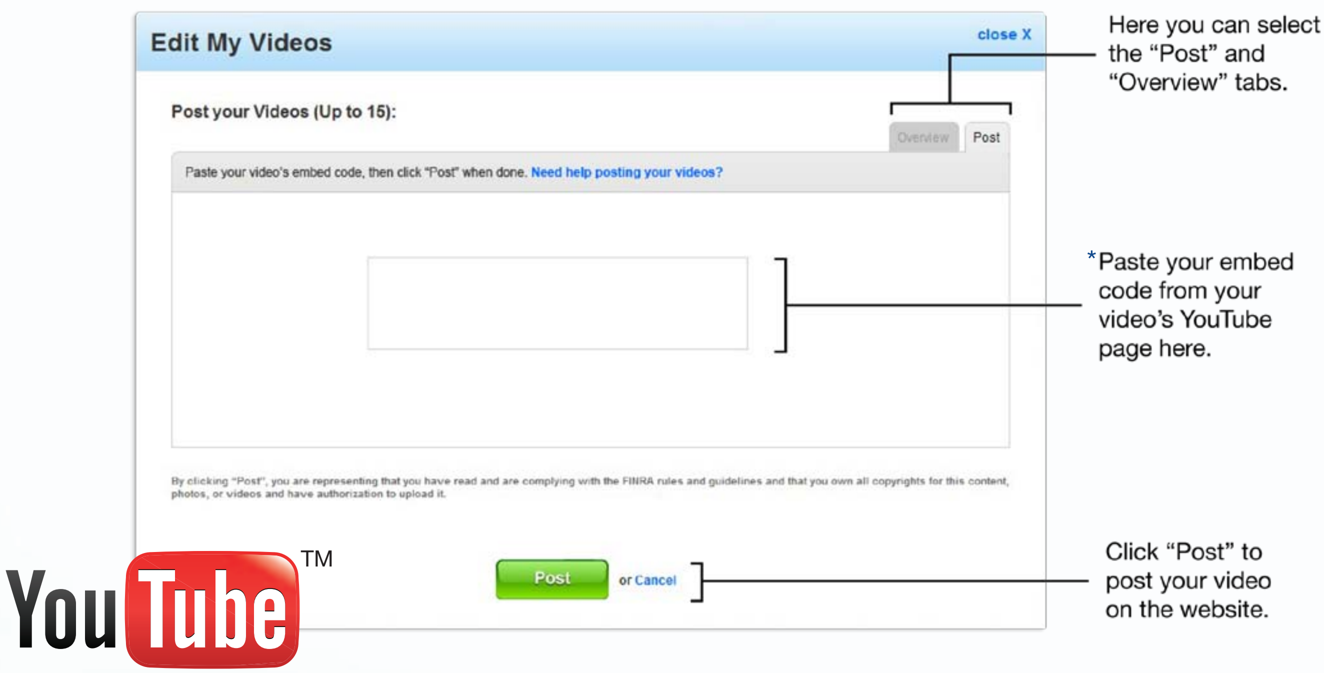
Q. How do I post or edit "My Videos"?

A. From the "Overview" tab of your website editor, click the Edit My Videos link. The Edit My Videos will pop up and enable you to add, rearrange, edit and/ or delete your Videos.

This is how you can find the My Videos editor:
Scroll to the top blue navigational bar. Click on "My Website" > Under the "Overview" tab > click the [Edit] link next to "My Videos".

To Add:

1. Access your video's YouTube page; click on the <Embed> button below the video, and copy the Embed Code that appears.
2. Click the "Post" tab on the "Edit My Videos" pop-up; place the Embed Code in the specified box.
3. Click the green "Post" button.



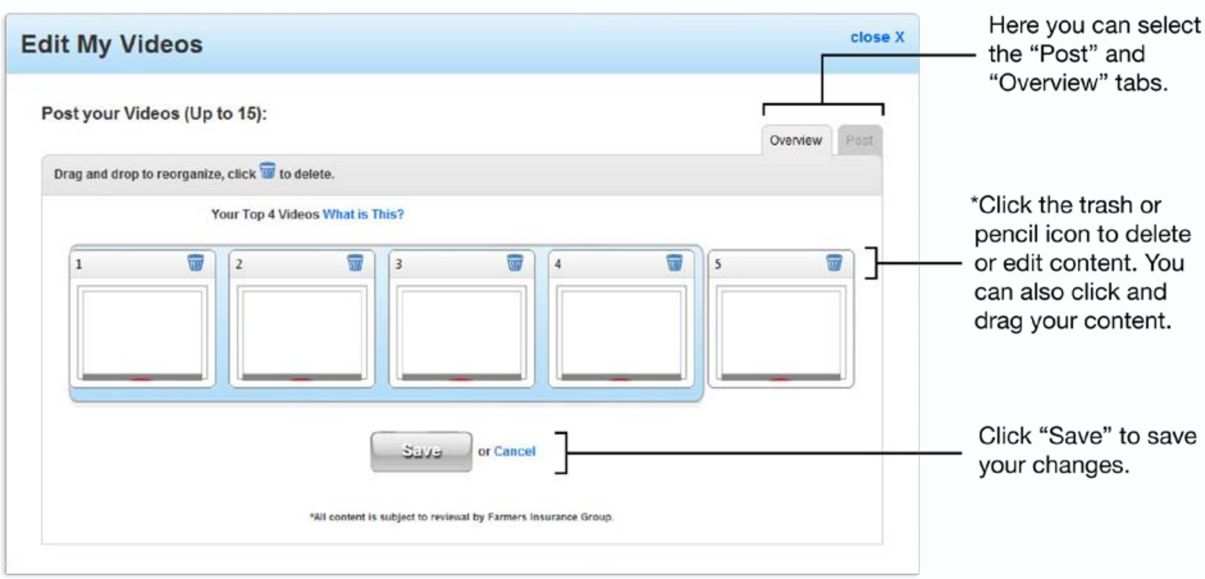
*Please note that only Farmers approved YouTube videos are allowed to be uploaded.

To Edit:

1. From the “Overview” tab click which video you’d like to edit.
2. Edit your video’s information or change the video
3. Click “Save” button

To Reorder:

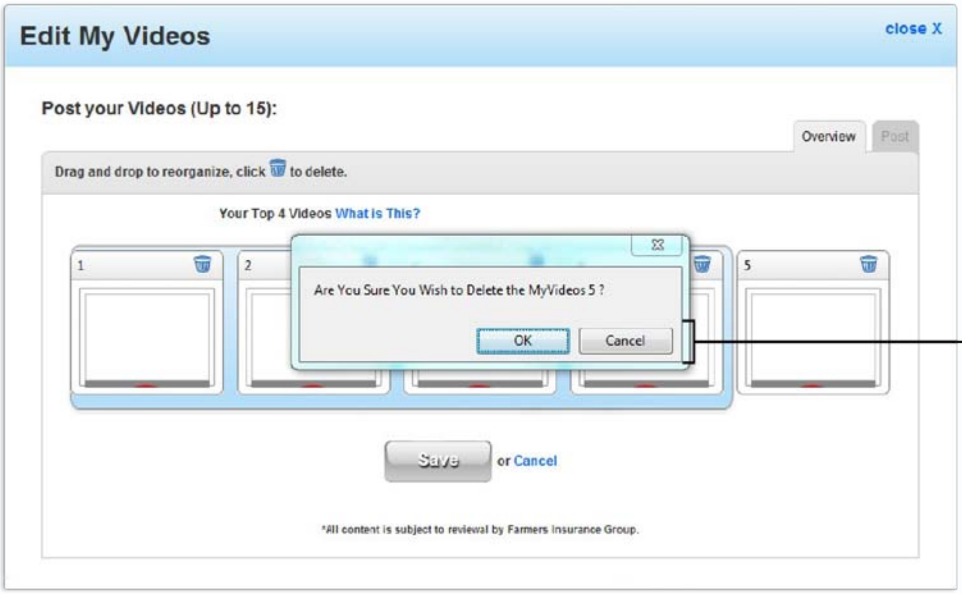
1. Click the “Overview” tab on the “Edit My Videos” popup.
2. Drag and drop the targeted video to the desired location. (Click and hold your click on the targeted video, then move your mouse browser to the desired spot)
3. Click on the “Save” button to save the new video order.



*Please note that you cannot edit your content while it is pending approval.

To Delete:
1. Click the “Overview” tab on the My Video editor pop-up.
2. Click on the trash can icon in the upper right-hand corner of the video you wish to delete.
3. Click “OK” on the confirmation pop-up to delete.

Once you’ve added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.



Click “OK” to delete your video.

4. Community

A. Events

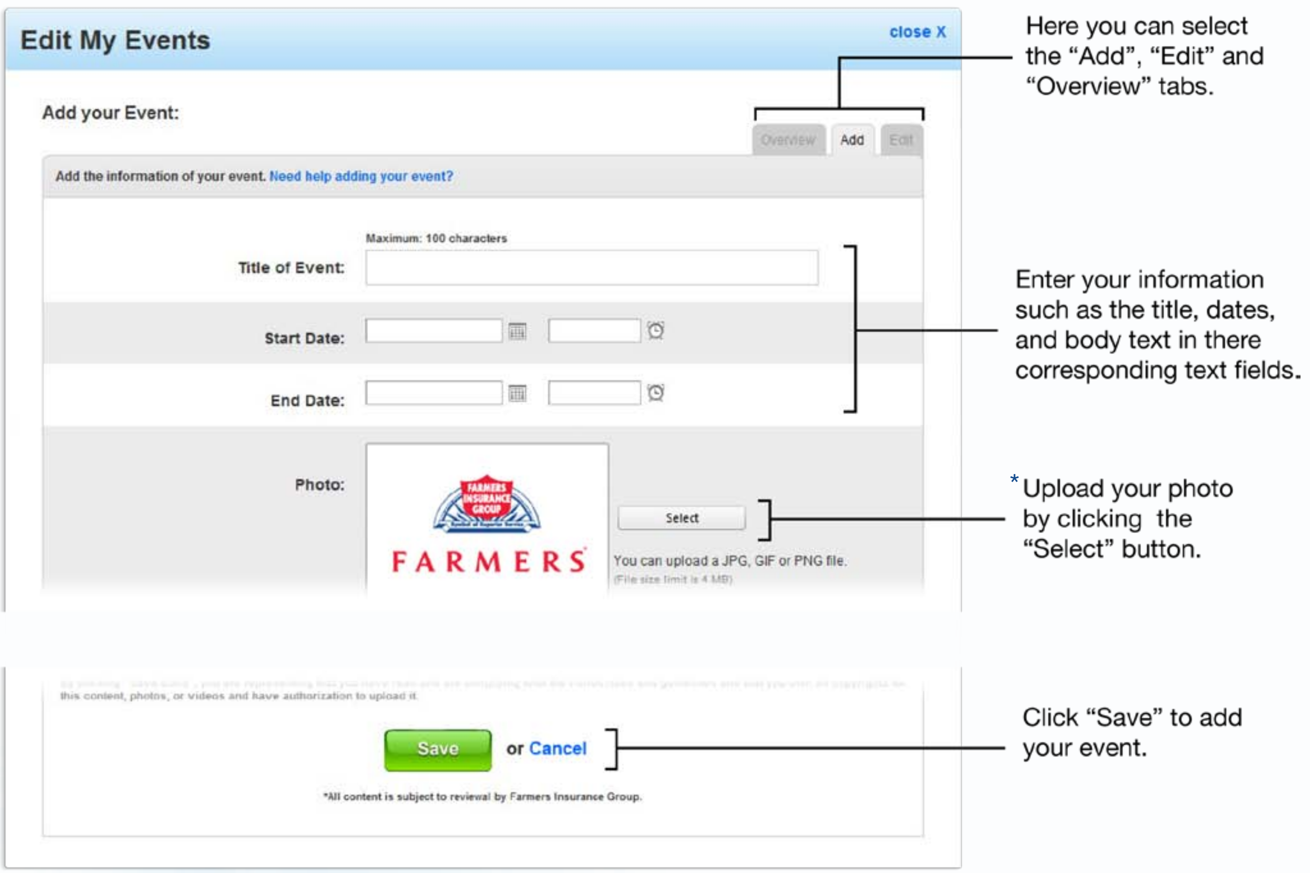
Q. How do I add or edit My Events?

A. From the “Overview” tab of your website editor, click the Edit My Events link. The Edit My Events will pop up and enable you to add, edit and/ or delete your Events.

This is how you can find the My Events editor:
Move your mouse cursor to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] link next to “My Events”.

To Add:

1. Click the “Add” tab on the “Edit My Events” pop-up.
2. Enter a title for your event (Maximum 50 characters), and enter a start date and end date. Enter your desired body text. The first 75 characters will appear in your home page, and the rest of your text will appear on your full page.
3. Upload a photo for your event by clicking “Select” button
4. Click the “Save” button when done.

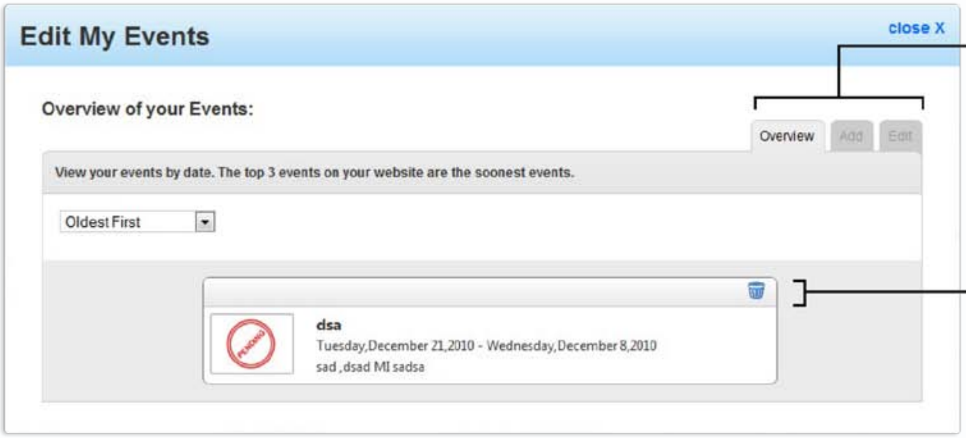


*For photo guidelines please refer to section 3b under My Photos on page 14.

To Edit:
1. From the “Overview” tab click which event you’d like to edit.
2. Edit your Event’s information or change event’s picture

To Delete:
1. Click the “Overview” tab on the My Events editor pop-up.
2. Click on the trash can icon in the upper right-hand corner of the event you wish to delete.
3. Click “OK” on the confirmation pop-up to delete.

Once you’ve added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.



Here you can select the “Add”, “Edit” and “Overview” tabs.

*Click the trash or pencil icon to delete or edit content. You can also click and drag your content.

*Please note that you cannot edit your content while it is pending approval.

B. Advertising Panels

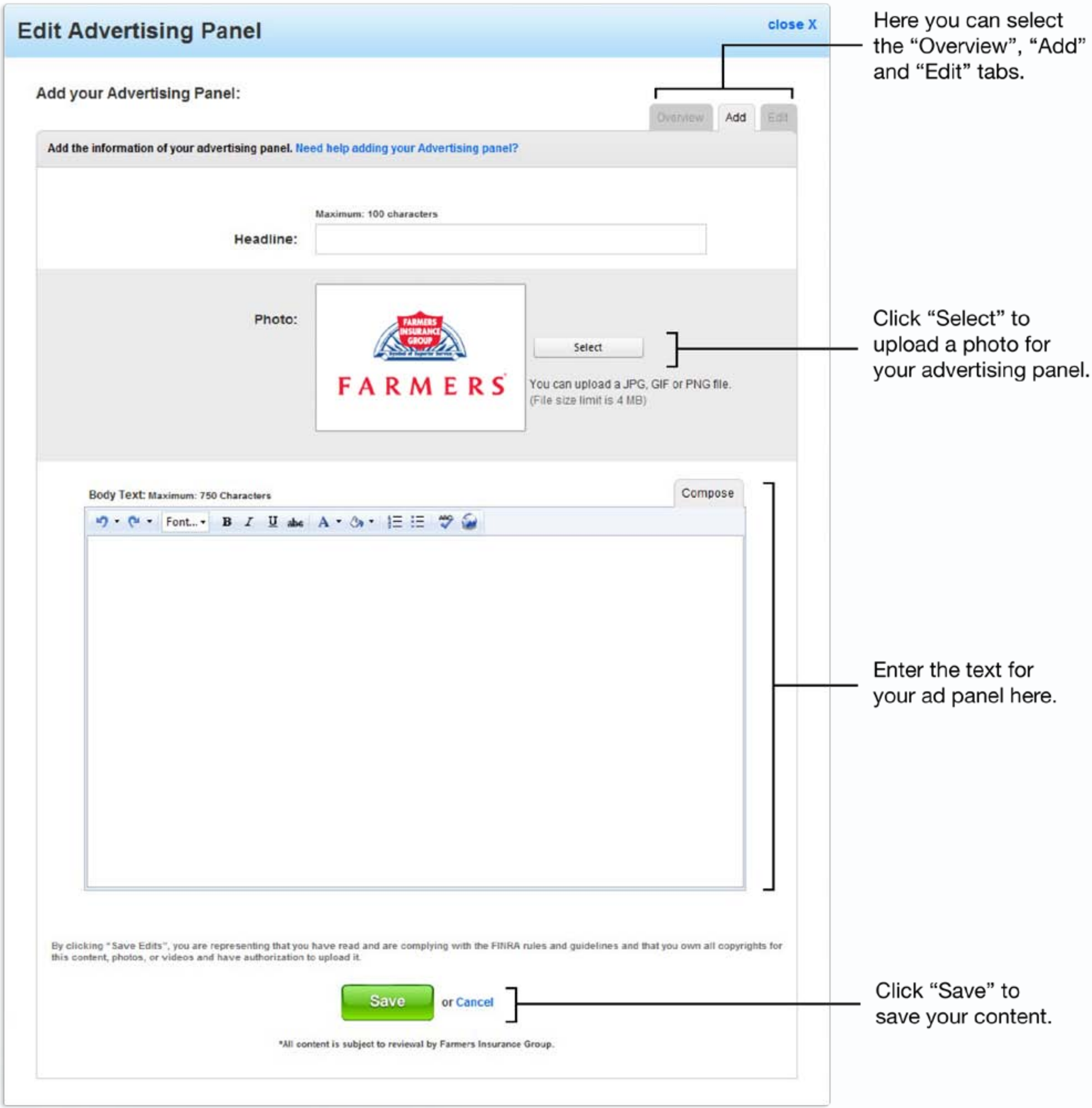
Q. How do I add or edit my Advertising Panels?

A. From the “Overview” tab of your website editor, click the Edit Advertising Panels link. The Edit Advertising Panel will pop up and enable you to add, rearrange, edit and/ or delete your panels.

This is how you can find the Advertising Panels editor:
Move your mouse cursor to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] link next to “Advertising Panels”.

To Add:

1. Double click on the desired “Advertising Panel” box on the Edit Advertising Panel pop-up. (The 3 Farmers Advertising Panels are not editable, but they can be rearranged.)
2. Add the desired advertising panel’s information, and upload a logo by clicking “Select” button.
3. Click the “Save” button when done.

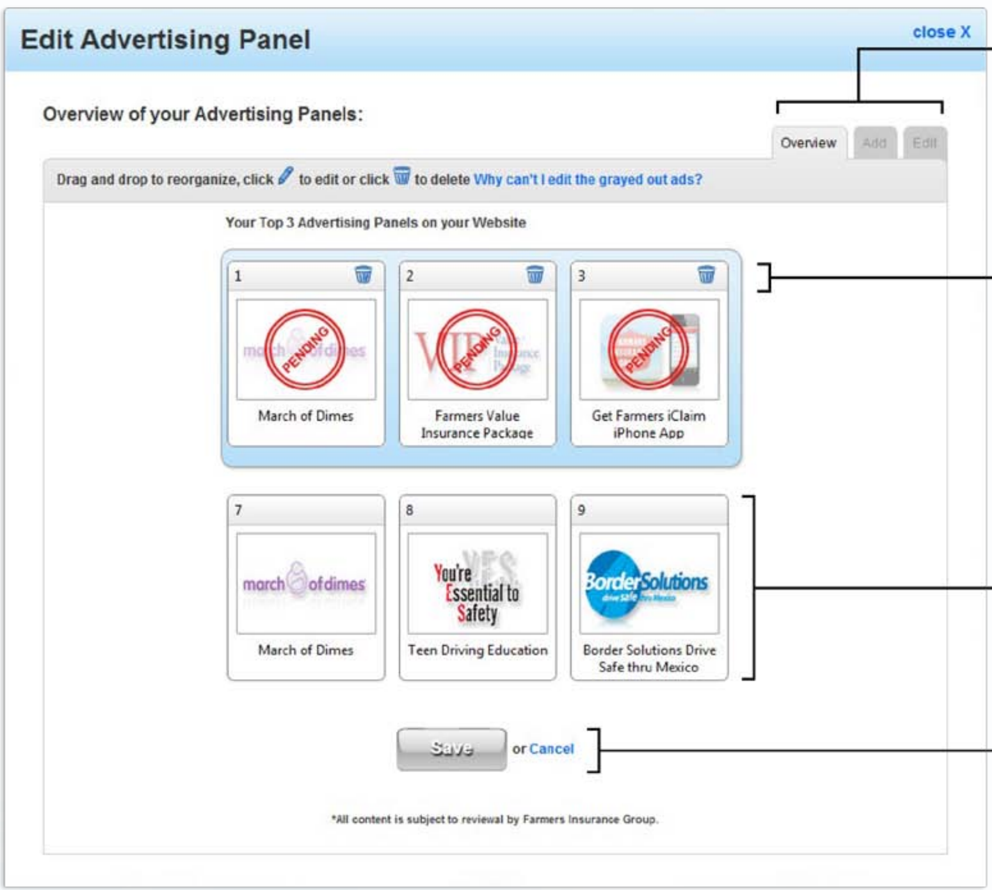


To Edit:
1. From the “Overview” tab click which Advertising Panel you’d like to edit.
2. Edit your panel’s information or change panel Pictures
3. Click the “Save” button

To Rearrange:
1. Click the “Overview” tab on the Edit Advertising Panel pop-up.
2. Drag and drop the targeted panel to the desired location. (Click and hold on the targeted panel, then move your mouse to the desired spot)
3. Click on the “Save” button to save the new panel order.

To Delete:
1. Click the “Overview” tab on the Advertising Panel pop-up.
2. Click on the trash can icon in the upper right-hand corner of the panel you wish to delete.
3. Click “OK” on the confirmation pop-up to delete.

Once you’ve added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.



Here you can select the “Overview”, “Add” and “Edit” tabs.

*Click the trash or pencil icon to delete or edit content. You can also click and drag your content.

Not all of the advertising panels are editable. Certain panels are from Farmers and cannot be edited or deleted.

Click “Save” to save your changes.

*Please note that you cannot edit your content while it is pending approval.

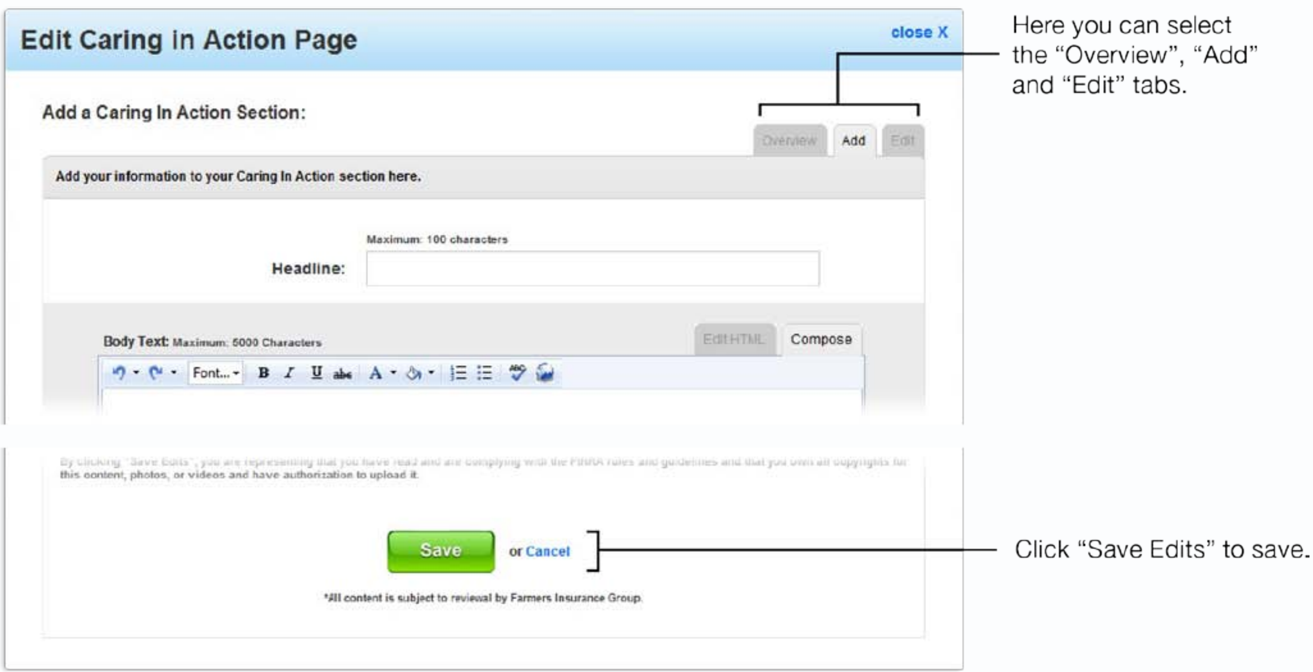
C. Caring in Action

Q. How do I add or edit my "Caring In Action"?

A. From the "Overview" tab of your website editor, click the Add Page or Edit Caring In Action link. The Edit Caring in Action will pop up and enable you to add, edit and/ or delete your Caring In Action Page.

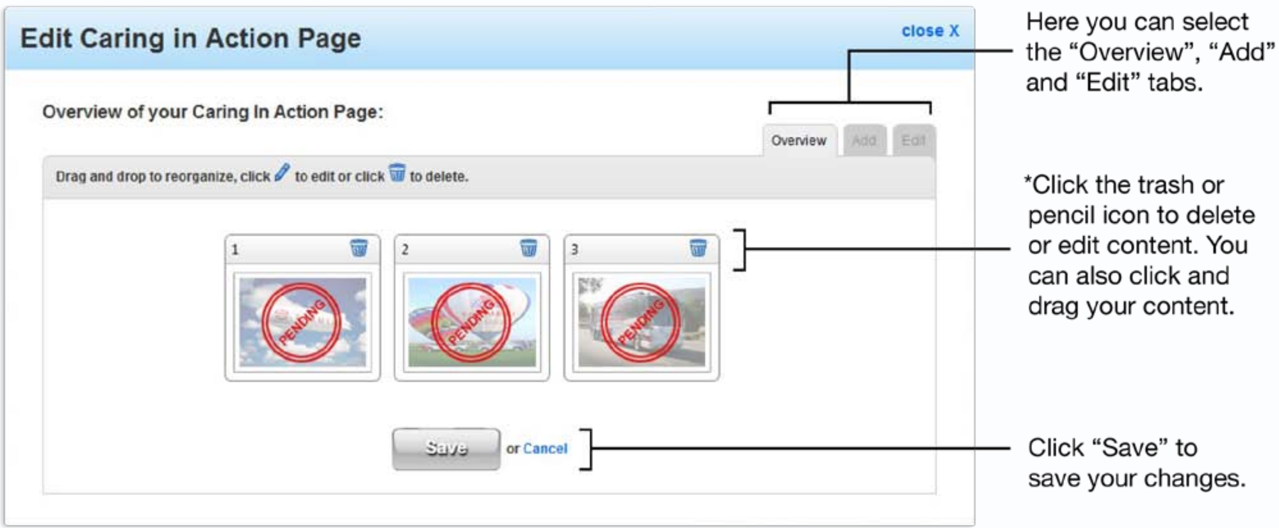
This is how you can find the Caring in Action editor:
Scroll to the top blue navigational bar. Click on "My Website" > Under the "Overview" tab > click the [Edit] or [Add Page] link next to "Caring in Action".

To Add:
1. Click the "Add" tab on the Edit Caring In Action Page pop-up.
2. Add information to your Page, and upload a picture
3. Click on the "Browse" button to upload your picture.
4. Click the "Save" button when done.



To Edit:
1. From the “Overview” tab click which item you’d like to edit.
2. Edit page information or change photo
3. Click “Save” button

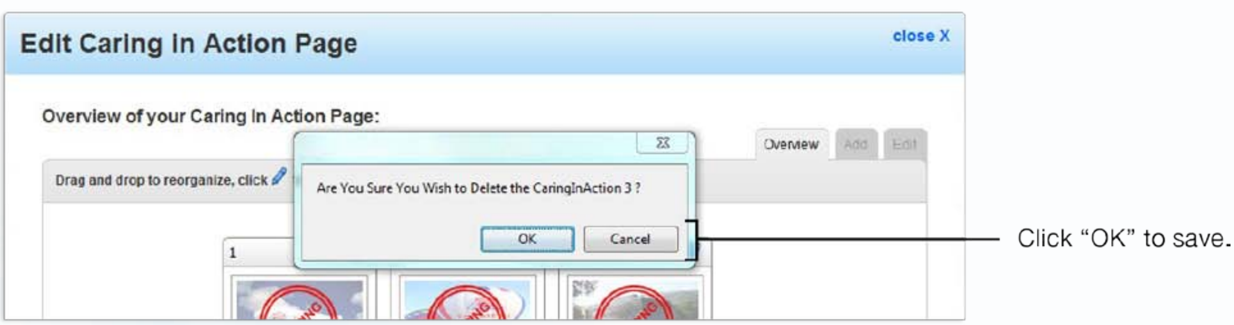
To Rearrange:
1. Click the “Overview” tab on the Edit Caring In Action Page popup.
2. Drag and drop the targeted item to the desired location. (Click and hold on the targeted item, then move your mouse to the desired spot)
3. Click on the “Save” button to save the new page order.



*Please note that you cannot edit your content while it is pending approval.

To Delete:
1. Click the “Overview” tab on the Caring in Action editor pop-up.
2. Click on the trash can icon in the upper right-hand corner of the item you wish to delete.
3. Click “OK” on the confirmation pop-up to delete.

Once you’ve added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.



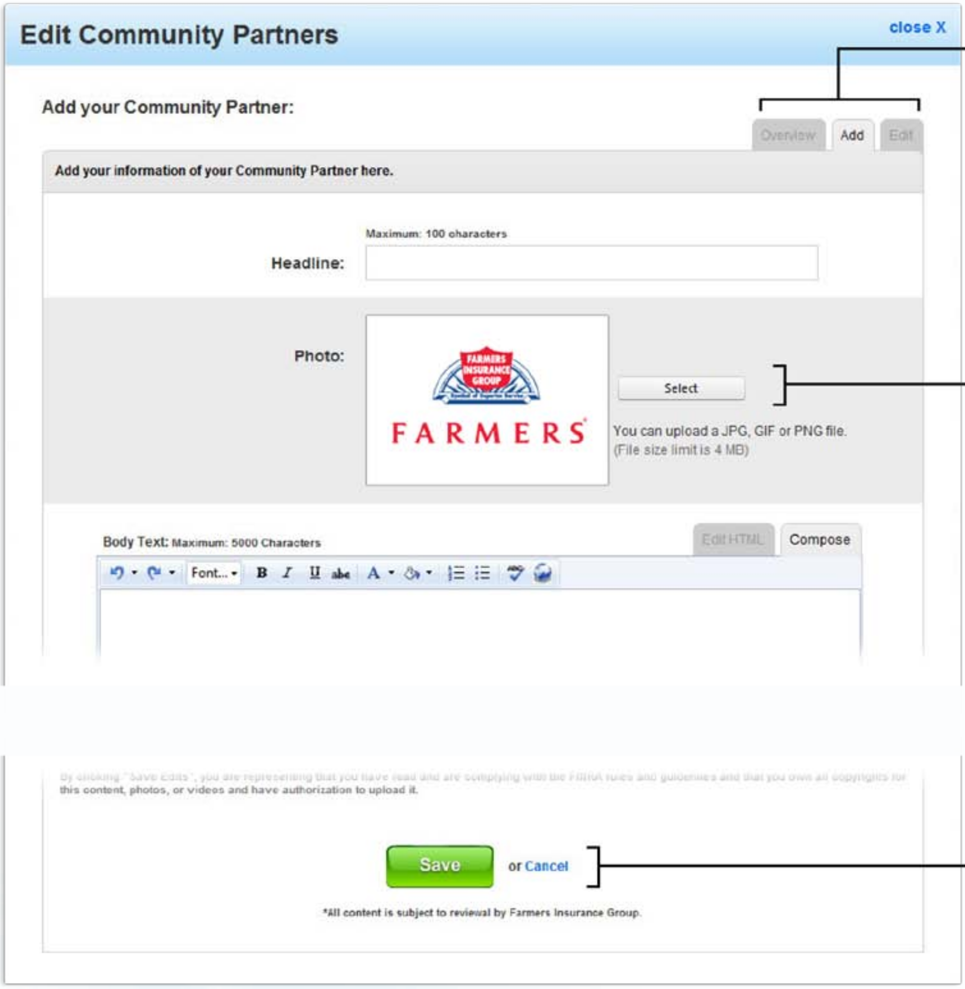
D. Community Partners

Q. How do I add or edit “Community Partners”?

A. From the “Overview” tab of your website editor, click the Add Page or Edit Community Partners link. The Edit Community Partners will pop up and enable you to add, edit and/ or delete your Community Partners.

This is how you can find the Community Partners editor:
Scoll to the top blue navigational bar. Click on “My Website” > Under the “Overview” tab > click the [Edit] or [Add Page] link next to “Community Partners”.

To Add:
1. Click the “Add” tab on the Edit Community Partner’s pop-up.
2. Enter community partners information and upload a photo
3. Click the “Save” button when done.



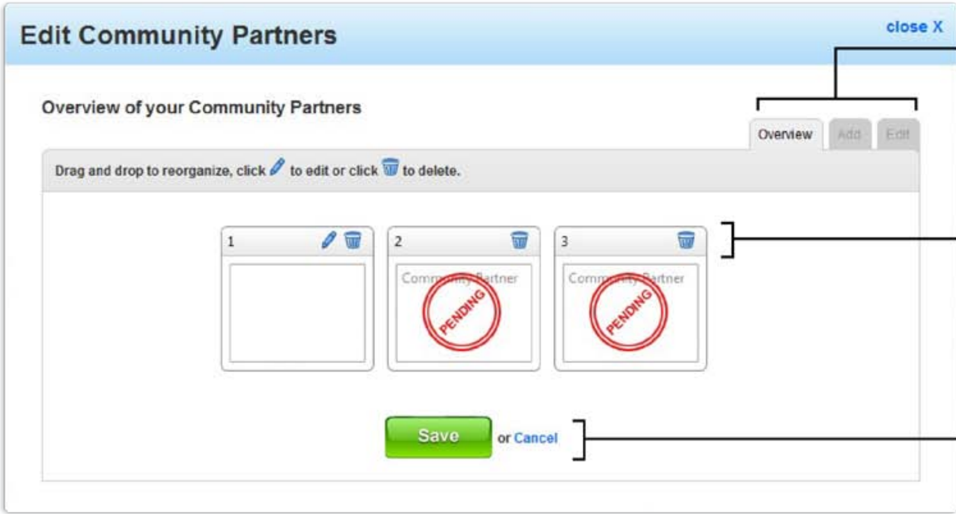
Here you can select the “Overview”, “Add” and “Edit” tabs.

Click “Select” to upload a photo for Community Partners.

Click “Save” to save your content.

To Edit:
1. From the “Overview” tab click which partner you’d like to edit.
2. Edit page information or change photo
3. Click the “Save” button

To Rearrange:
1. Click the “Overview” tab on the Edit Community Partners Page popup.
2. Drag and drop the targeted item to the desired location. (Click and hold your click on the targeted item, then move your mouse to the desired spot)
3. Click on the “Save” button to save the new page order.



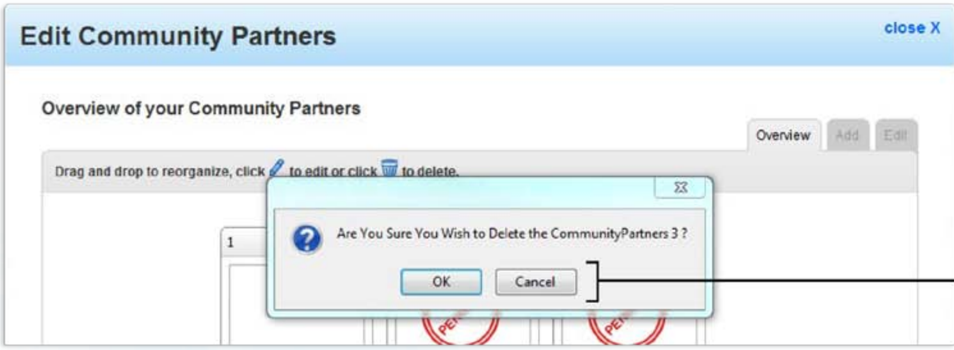
Here you can select the “Overview”, “Add” and “Edit” tabs.

*Click the trash or pencil icon to delete or edit content. You can also click and drag your content.

Click “Save” to save your content.

*Please note that you cannot edit your content while it is pending approval.

To Delete:
1. Click the “Overview” tab on the Community Partner’s editor pop-up.
2. Click on the trash can icon in the upper right-hand corner of the partner you wish to delete.
3. Click “OK” on the confirmation pop-up to delete.



Click “OK” to save your content.

Once you've added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.

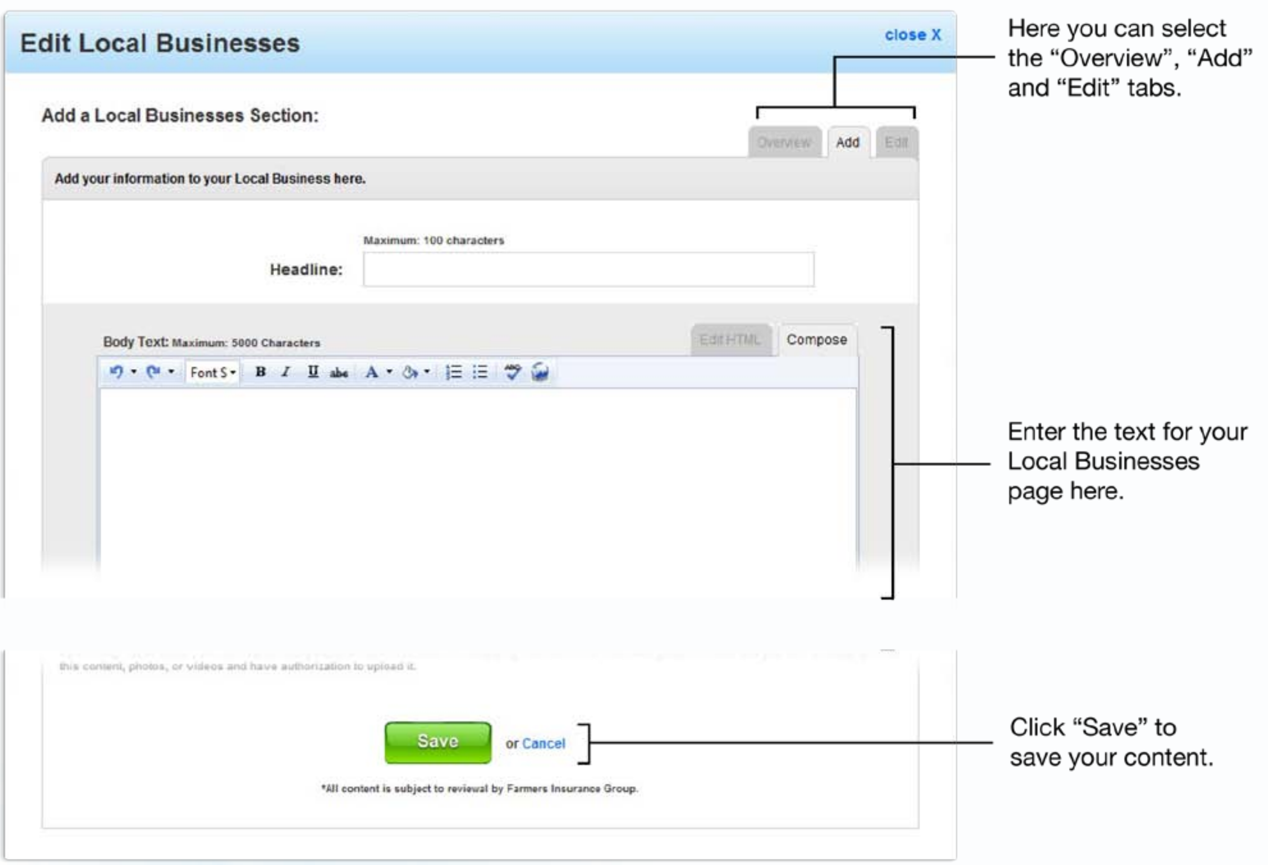
E. Local Businesses

Q. How do I add or edit Local Businesses?

A. From the "Overview" tab of your website editor, click the Add Page or Edit Local Business link. The Edit Local Businesses will pop up and enable you to add, edit and/ or delete your Local Businesses.

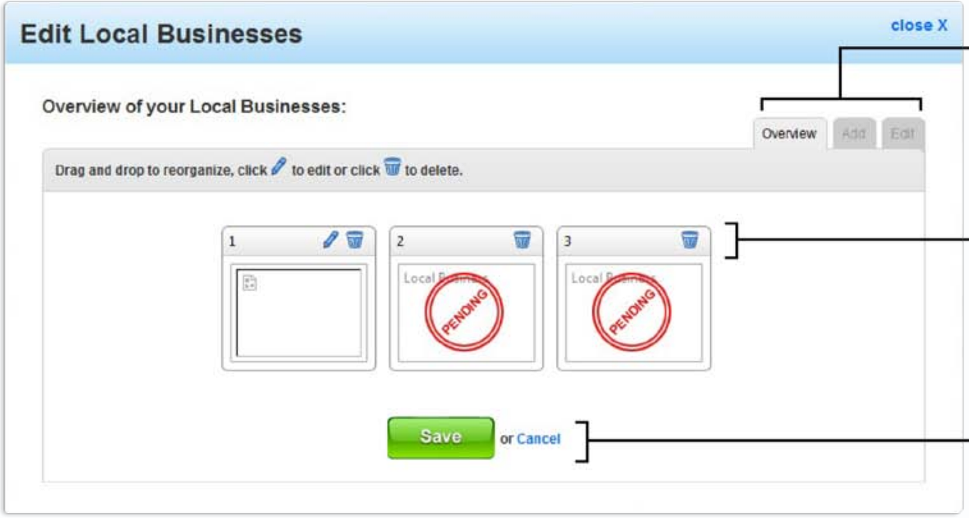
This is how you can find the Local Businesses editor:
Move your mouse cursor to the top blue navigational bar. Click on "My Website" > Under the "Overview" tab > click the [Edit] or [Add Page] link next to "Local Businesses".

To Add:
1. Click the "Add" tab on the Edit Local Businesses pop-up.
2. Enter local business information and upload a photo
3. Click the "Save" button when done.



To Edit:
1. From the “Overview” tab click which local business you’d like to edit.
2. Edit page information or change photo
3. Click the “Save” button

To Rearrange:
1. Click the “Overview” tab on the Edit Local Businesses popup.
2. Drag and drop the targeted item to the desired location. (Click and hold your click on the targeted panel, then move your mouse to the desired spot)
3. Click on the “Save” button to save the new order.



Here you can select the “Overview”, “Add” and “Edit” tabs.

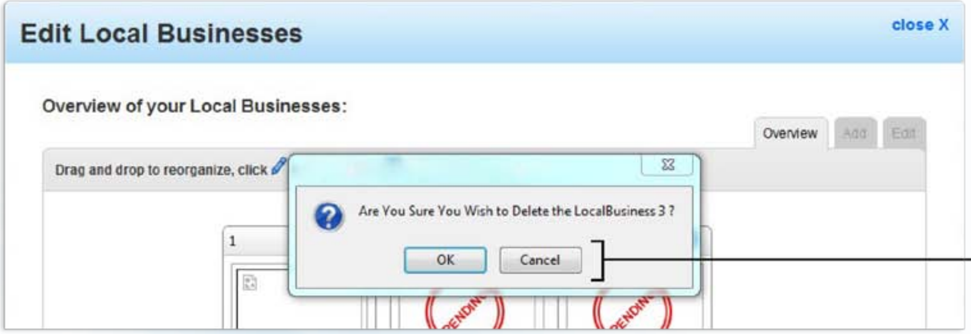
*Click the trash or pencil icon to delete or edit content. You can also click and drag your content.

Click “Save” to save your content.

*Please note that you cannot edit your content while it is pending approval.

To Delete:
1. Click the “Overview” tab on the Local Businesses editor pop-up.
2. Click on the trash can icon in the upper right-hand corner of the business you wish to delete.
3. Click “OK” on the confirmation pop-up to delete.

Once you’ve added, edited or deleted, a request will be sent for approval and can be viewed in your dashboard.



Click “OK” to delete your content.

Pioneer Infotech

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