

# FMIT Member Portal Powered by Origami

## Frequently Asked Questions



### When does the portal go live?

The FMIT Member Portal Powered by Origami will be available starting August 15, 2025.



### How do I log in?

Visit: <https://insurance.flcities.com/member-login>

- Forgot your password? Click “Forgot your password?” on the login screen.
- Don’t know your username or need to set up an account?  
Contact our team at [questions@flcities.com](mailto:questions@flcities.com).



### Is the portal secure?

Yes. Origami uses industry-standard encryption and security protocols to keep your information safe. Please note that account and invoice emails will come from [notifications@origamirisk.com](mailto:notifications@origamirisk.com).



### Do I have to use the portal?

While not mandatory, we highly recommend using the portal for secure payments, easy invoice access, and streamlined day-to-day account management.



### What if my city uses a system like Concur or AvidXchange for payments?

We understand this may require adjustments to your existing workflow. Our team is available to help guide you through the transition and find the best solution for your needs.



### What if I can’t make electronic payments?

If electronic payment isn’t currently feasible for your organization, please reach out to us. We’ll work with you to identify next steps or alternatives.



### Can I access previous or outstanding invoices?

Yes. The portal allows you to view new, paid, and overdue invoices in one place.



### Who should I contact with questions or issues?

We’re here to help!

- For coverage-related questions, contact your Account Executive.
- For help with logging in, navigating the portal, or submitting feedback, email [questions@flcities.com](mailto:questions@flcities.com).



### What’s different with the new portal?

The biggest change is the ability to pay invoices online quickly and securely. Most other features from the previous dashboard remain, but with enhanced usability and a more streamlined experience.