

Getting Started

Managing Account Recovery in AppPortal

1 Log into your HomeSC.com email account. Then, navigate to **Welcome [Username]** link.



2 Under **Account Management** select **Account Recovery**.

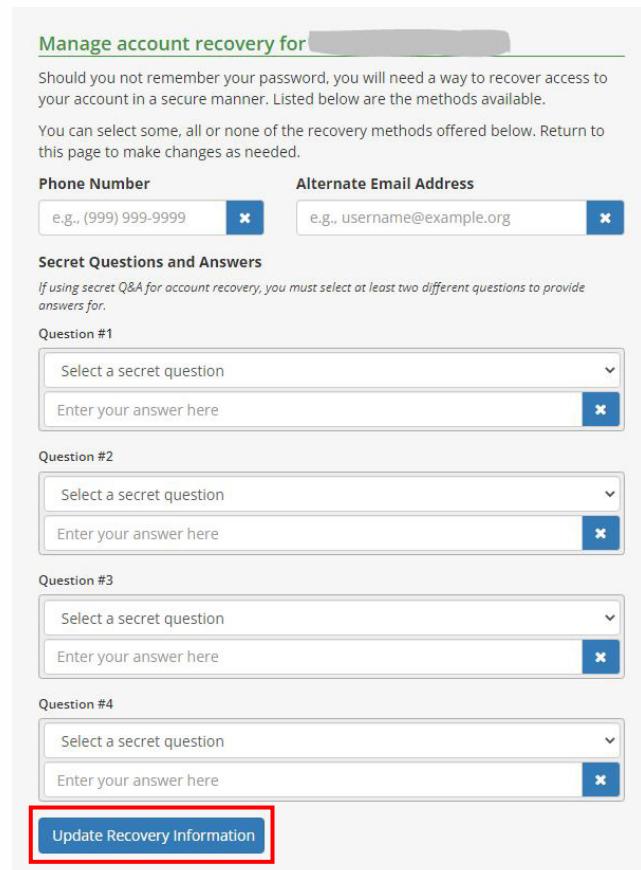


3 In the **Manage Account Recovery** screen, you can set up at least 1 of the following recovery methods below.

- Phone Number
- Alternate Email Address
- 2 Secret Questions and Answers
 - When using this option, both Secret Questions must be selected and accompanied by an answer

Please note: You can also complete all of the fields to utilize all of the available options.

4 Click **Update Recovery Information** to save changes.



Manage account recovery for [username]

Should you not remember your password, you will need a way to recover access to your account in a secure manner. Listed below are the methods available. You can select some, all or none of the recovery methods offered below. Return to this page to make changes as needed.

Phone Number **Alternate Email Address**

Secret Questions and Answers
If using secret Q&A for account recovery, you must select at least two different questions to provide answers for.

Question #1
Select a secret question
Enter your answer here

Question #2
Select a secret question
Enter your answer here

Question #3
Select a secret question
Enter your answer here

Question #4
Select a secret question
Enter your answer here

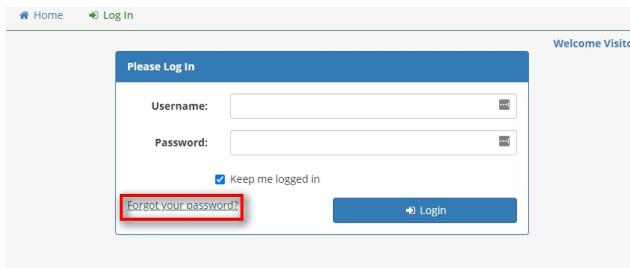
Update Recovery Information

Getting Started

Managing Account Recovery in AppPortal (cont.)

See below for an example of Account Recovery in action with secret question and answer option:

1 Select **Forgot your password?**



The screenshot shows the 'Please Log In' form. It includes fields for 'Username' and 'Password', a 'Keep me logged in' checkbox, and a 'Forgot your password?' link which is highlighted with a red box. Below the form is a 'Login' button.

2 Enter your Home Telecom email address and click **Next**.



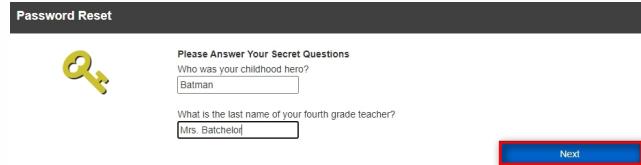
The screenshot shows the 'Password Reset' page. It has a 'Please Enter Your Email Address' field containing 'john.smith@domain.ex', a 'Clear Field' button, and a 'Next' button which is highlighted with a red box.

3 Select how you would like to reset your password and click **Next**. *In this example, we will answer a security question.*



The screenshot shows the 'How Would You Like To Reset Your Password?' page. It has two radio button options: 'Text Password Reset Code to Cell Phone' and 'Answer Security Questions'. The 'Answer Security Questions' option is selected and highlighted with a red box. Below the radio buttons is a 'Next' button which is highlighted with a red box.

4 Provide your answer to the security question and click **Next**.

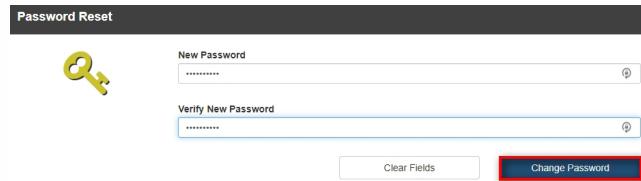


The screenshot shows the 'Password Reset' page. It includes a yellow key icon, a 'Please Answer Your Secret Questions' section with a 'Who was your childhood hero?' field containing 'Batman', a 'What is the last name of your fourth grade teacher?' field containing 'Mrs. Batchelor', and a 'Next' button which is highlighted with a red box.

5 In the **New Password** and **Verify New Password** fields, type the new password you wish to use that meets the following requirements:

- A minimum length of 8 characters
- A maximum length of 64 characters
- Must have a number
- Cannot contain semicolons

6 Click **Change Password** when complete.



The screenshot shows the 'Password Reset' page. It has 'New Password' and 'Verify New Password' fields, both containing '*****'. Below the fields are 'Clear Fields' and 'Change Password' buttons. The 'Change Password' button is highlighted with a red box.