

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**.

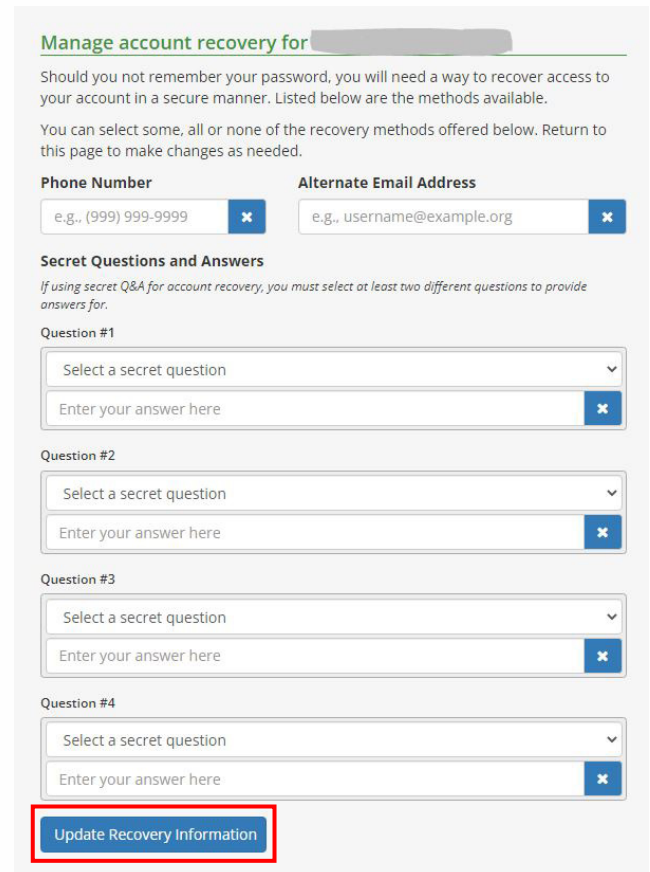


- 3 In the **Manage Account Recovery** screen, you can set up at least 1 of the following recovery methods below.

- 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 [redacted]

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 e.g., (999) 999-9999

Alternate Email Address e.g., username@example.org

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

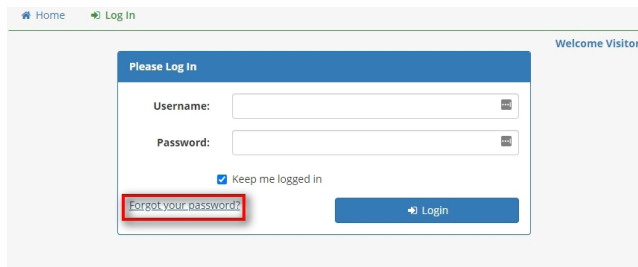
Update Recovery Information

Getting Started

Managing Account Recovery in AppPortal (cont.)

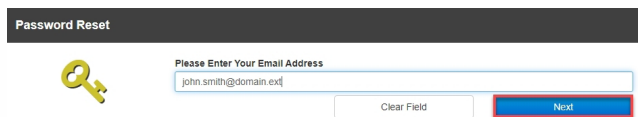
See below for an example of Account Recovery in action with secret question and answer option:

1 Select **Forgot your password?**



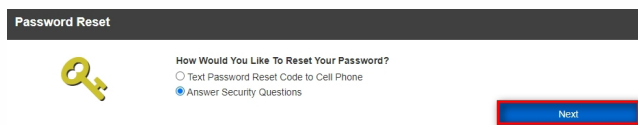
The screenshot shows the Home Telecom login interface. At the top, there are links for 'Home' and 'Log In', and a 'Welcome Visitor' message. The main section is titled 'Please Log In' and contains fields for 'Username:' and 'Password:'. Below these fields is a checkbox labeled 'Keep me logged in'. A red box highlights the 'Forgot your password?' link located below the password field. A 'Login' button is at the bottom right of the login form.

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



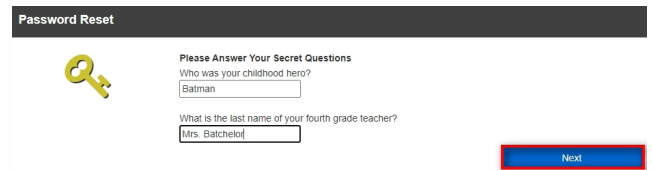
The screenshot shows the 'Password Reset' page. It features a yellow key icon and the heading 'Please Enter Your Email Address'. Below this is a text input field containing the email address 'john.smith@domain.ex'. To the right of the input field are 'Clear Field' and 'Next' buttons. The 'Next' button 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 'Password Reset' page. It features a yellow key icon and the heading 'How Would You Like To Reset Your Password?'. Below this are two radio button options: 'Text Password Reset Code to Cell Phone' and 'Answer Security Questions'. The 'Answer Security Questions' option is selected. A red box highlights the 'Next' button at the bottom right.

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

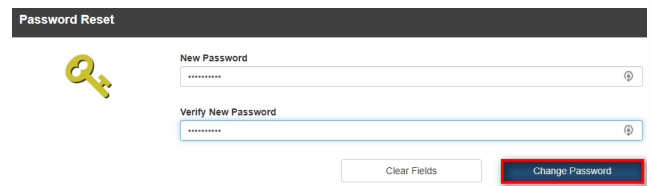


The screenshot shows the 'Password Reset' page. It features a yellow key icon and the heading 'Please Answer Your Secret Questions'. Below this are two questions: 'Who was your childhood hero?' with the answer 'Batman' and 'What is the last name of your fourth grade teacher?' with the answer 'Mrs. Batchelor'. A red box highlights the 'Next' button at the bottom right.

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 features a yellow key icon and the heading 'New Password' and 'Verify New Password'. Below these are two text input fields for the new password and its verification. To the right of the input fields are 'Clear Fields' and 'Change Password' buttons. The 'Change Password' button is highlighted with a red box.