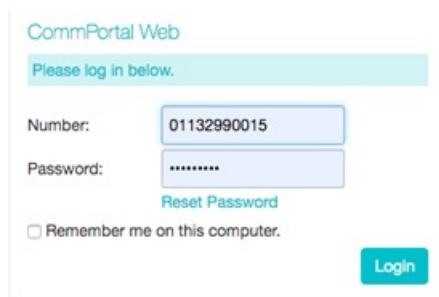


Logging in

The following shows a sample CommPortal login page.

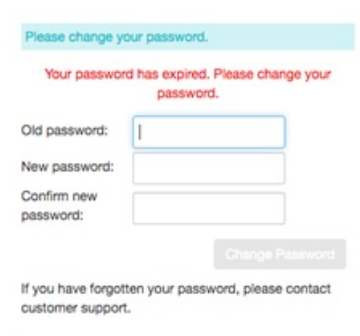
CommPortal login page

A screenshot of the CommPortal Web login page. At the top, it says "CommPortal Web" in a teal font. Below that is a teal box with the text "Please log in below." in white. The login form has two input fields: "Number:" with the value "01132990015" and "Password:" with masked characters "*****". To the right of the password field is a teal link that says "Reset Password". Below the password field is a checkbox labeled "Remember me on this computer." and a teal "Login" button.

To log into CommPortal enter your phone number followed by your password, and click on Login.

- If this is the first time you have attempted to log in, you will be asked to reset your password.

CommPortal change password

A screenshot of the CommPortal change password page. At the top, it says "Please change your password." in a teal box. Below that is a red error message: "Your password has expired. Please change your password." The form has three input fields: "Old password:", "New password:", and "Confirm new password:". To the right of the "New password:" field is a grey "Change Password" button. At the bottom, there is a note: "If you have forgotten your password, please contact customer support."

- You will be asked for a security email address. This is required in order to keep you informed of password changes and to send forgotten password links

If you are using a public computer, do not tick the *Remember me on this computer* checkbox and always make sure you explicitly log out of CommPortal when you have finished to protect your account from being accessed by other users.

Changing Your Password

There are two ways to change your password:

- Use the **Reset password** link on the login page. This option is particularly useful if you have forgotten your current password.
- Use the **Change Password** link in the bottom panel of the CommPortal Home page. You must know your current password as you will need to enter this before you can set a new password.

🔄 Revision #2

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