

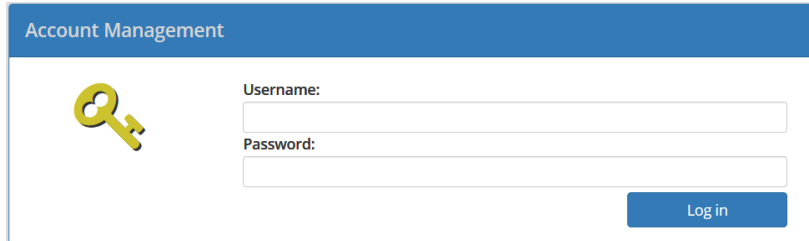
Customer Security and Password reset

Before you can reset your password, you need to setup your security settings.


If you have lost your password before this point contact CimTel Service and Support to get a temporary password.

Once you have your temporary password continue with the instructions below.

Click on this link: <https://myapplicationportal.com/security>



Account Management

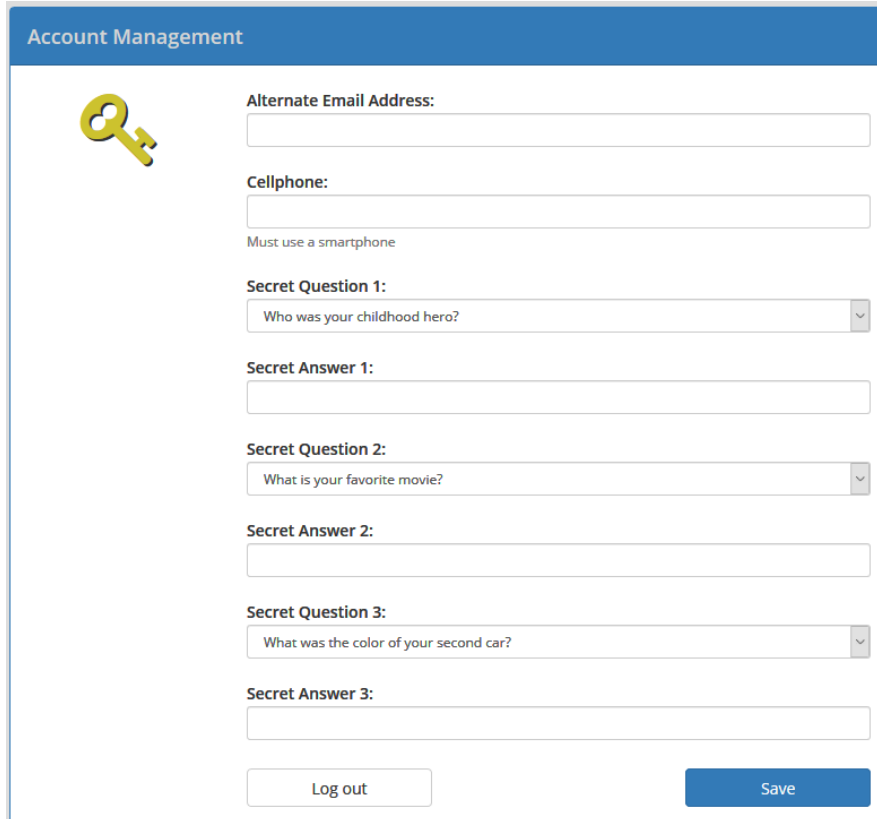


Username:

Password:

You will enter your email address and current password and click Login.

Customer Security and Password reset



The image shows a screenshot of a web form titled "Account Management" with a blue header. On the left side, there is a yellow key icon. The form contains several input fields and dropdown menus:

- Alternate Email Address:** A text input field.
- Cellphone:** A text input field with a note below it: "Must use a smartphone".
- Secret Question 1:** A dropdown menu with the selected option "Who was your childhood hero?".
- Secret Answer 1:** A text input field.
- Secret Question 2:** A dropdown menu with the selected option "What is your favorite movie?".
- Secret Answer 2:** A text input field.
- Secret Question 3:** A dropdown menu with the selected option "What was the color of your second car?".
- Secret Answer 3:** A text input field.

At the bottom of the form, there are two buttons: "Log out" (white with a grey border) and "Save" (solid blue).

Fill-out the Security Settings form:

1. Alternative email address
2. Cell Phone
3. Series of Security questions
 - a. What is the last name of your fourth grade teacher?
 - b. Who was your childhood hero?
 - c. What was the color of your second car?
 - d. What was the first concert you attended?
 - e. What is your favorite movie?
 - f. What was your high school mascot?


You do not have to fill out all three of these sections, but if you do not have at least have one filled out you will not be able to recovery your password. For example, if you do not have an Alternative Email Address, you may leave that blank.

After you have filled this form out click Save.

Once the Security Settings are filled out click on this link: <https://myapplicationportal.com/password>

Customer Security and Password reset


Password Reset



Please Enter Your Email Address

Now enter your Email address and click Next.

Password Reset



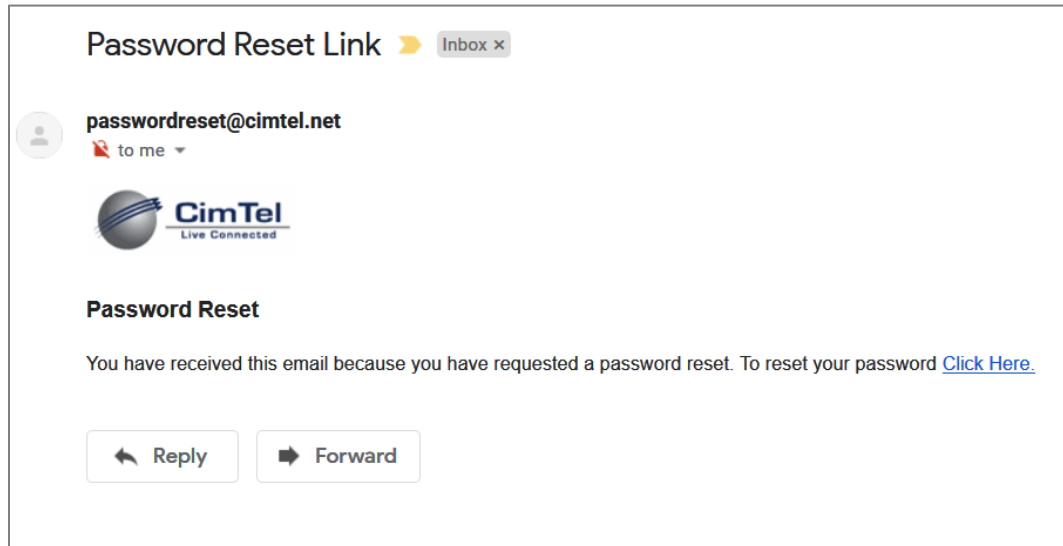
How Would You Like To Reset Your Password?

- Email Password Reset Link to Alternate Email Address
- Text Password Reset Code to Cell Phone
- Answer Security Questions

Choose one of the methods of recovery above. You will then see one of the following.

If you have not completely filled out all three sections of the Security Settings page you will only see options for the sections you have filled out.

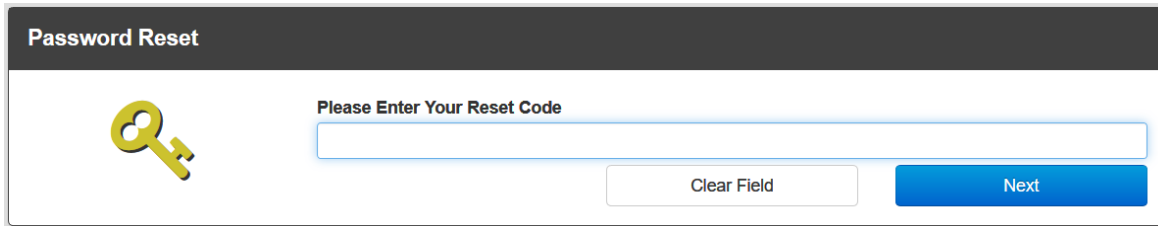
Email



Click the Click Here in the email above.

Customer Security and Password reset

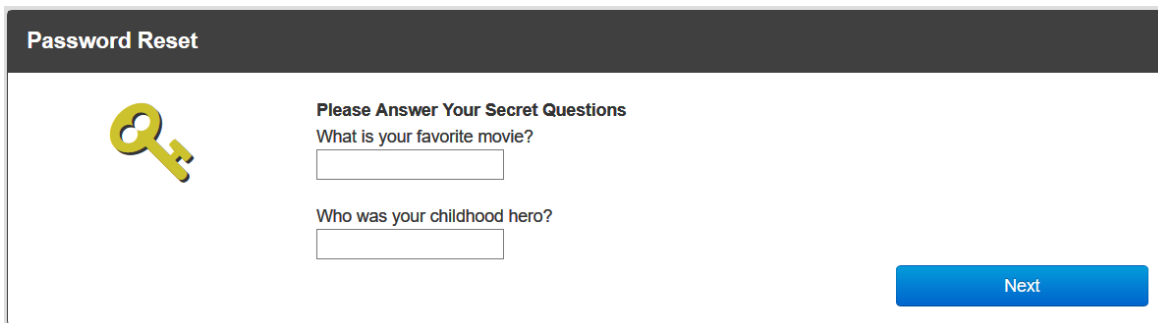
Text



The screenshot shows a 'Password Reset' screen with a dark header. On the left is a yellow key icon. The main content area has the heading 'Please Enter Your Reset Code' above a single-line text input field. Below the input field are two buttons: a white 'Clear Field' button and a blue 'Next' button.

You will receive a code via text to the Mobile phone number you supplied. Enter that code here and press Next.

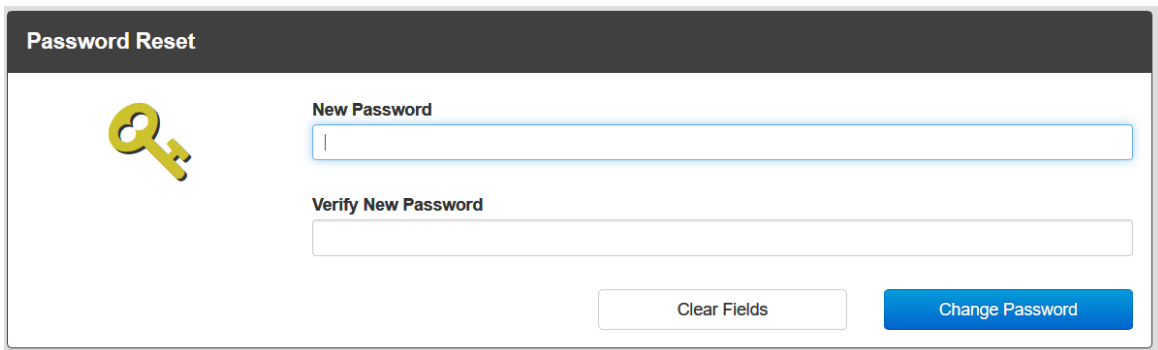
Answer Questions



The screenshot shows a 'Password Reset' screen with a dark header. On the left is a yellow key icon. The main content area has the heading 'Please Answer Your Secret Questions'. Below this are two questions, each with a text input field: 'What is your favorite movie?' and 'Who was your childhood hero?'. A blue 'Next' button is located at the bottom right.

You will be asked two of your security questions. Answer correctly and press Next.

After choosing one of the three options above, you will finally see the Password Reset screen.



The screenshot shows a 'Password Reset' screen with a dark header. On the left is a yellow key icon. The main content area has the heading 'New Password' above a text input field. Below that is the heading 'Verify New Password' above another text input field. At the bottom are two buttons: a white 'Clear Fields' button and a blue 'Change Password' button.

Enter your new password in the first box. Then enter it again in the second box to confirm it.

Now press Change Password.

Then go to <https://login.cimtel.net> and login with your email address and NEW password.