Instructions for new user, existing user and reset PIN.

1.   <u>**First time user, Registering an account**</u>

    1.1 **Sign-in Screen**
Select hyperlink "New Users, click here to register"

    1.2 **Sign Up Application Screen**
Enter the following information in the application:
First name (required, must match name on file taken from social secuirty card)
Middle Name (if applicable)
Last Name (required, must match name on file taken from social secuirty card)
Email address (if applicable)
Date of Birth, format should be MM/DD/YYYY (required, must match date on file)
Last 4 digits of SSN (required, must match numbers on file)
Select "Clear All" button if you would like to delete information from all text fields
Select "Back to Sign In" if you want to return back to sign in screen
Select "Next" button if application form completed and continue with registration

    1.3 **Security Questions Screen**
Must Select 3 different questions from the drop downs and provide answer to each
Select "Back" button if you want to return to Sign-up application screen
Select "Next" button after you selected all three questions and provide answers to each

    1.4 **Generating PIN (Personal Identification Number) Screen**
Input 5 digit PIN number in to text box
Select "Generate PIN" if you would like a random 5 digit PIN number generated
Please make a note of the selected PIN number
Select "Back" button to return to Security Questions screen
Select "Submit" button

    1.5 **Sign-In Screen**
Message should display "Thank you for registering"
You successfully registered an account

2.   <u>**Sign in (Existing user)**</u>

    2.1 **Sign in Screen**
Must have registered your account to sign in
Enter "Last 4 digits of your SSN" in the first text field
Enter "Date of Birth" in the second text field
Enter "PIN number" in the third text field
Select "Sign-in" button to go into your Household details Screem
Select "New Users, click here to register" to register account if you are first time user
Select "Forgot PIN" if you forgotten your 5 digit PIN number

3. **Forgot PIN**

    3.1 **Sign-in Screen**

        Select hyperlink "Forgot PIN"

    3.2 **Reset your PIN Screen**

        Enter the following information in the application:

        First name (required, must match name on file taken from social secuirty card)

        Middle Name (if applicable)

        Last Name (required, must match name on file taken from social secuirty card)

        Date of Birth, format should be MM/DD/YYYY (required, must match date on file)

        Last 4 digits of SSN (required, must match numbers on file)

        Select "Back to Sign In" if you want to return back to sign in screen

        Select "Next" button if form completed

    3.3 **Security Questions Screen**

        Must answer 3 security question created at registration correctly

        Select "Back" button if you want to return to Sign-up application screen

        Select "Next" button after you selected all three questions and provide answers to each

    3.4 **Generating PIN (Personal Identification Number) Screen**

        Input 5 digit PIN number in to text box

        Select "Generate PIN" if you would like a random 5 digit PIN number generated

        Please make a note of the selected PIN number

        Select "Back" button to return to Security Questions screen

        Select "Submit" button

    3.5 **Sign-In Screen**

        Message should display "Thank you for registering"

        You successfully reset your PIN