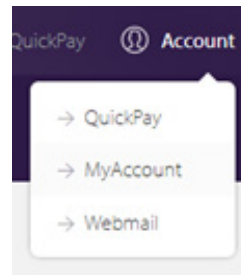




Advanced Customer Portal How To: How to Login - First Time User

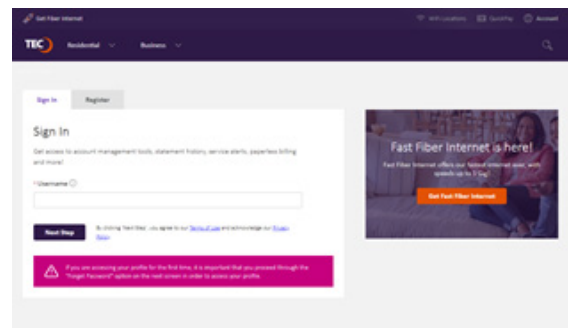
1. Visit www.tec.com/login or click Account > My Account from the top site navigation on www.tec.com.



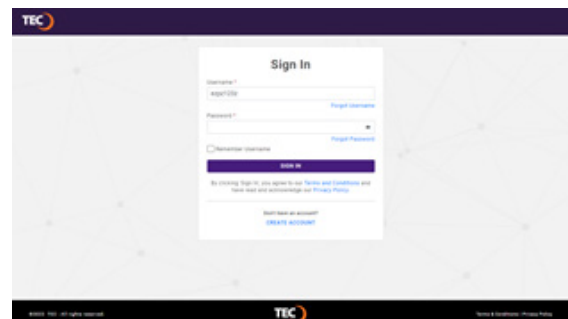
2. Enter your username if you have one from the previous my.tec.com system and click the "Next Step" button.

Note: If you do not know your username, please register a new account.

Note: If you do not have a previous customer portal username, please view the "How To Register" tutorial found at www.tec.com/support/acp-how-tos.

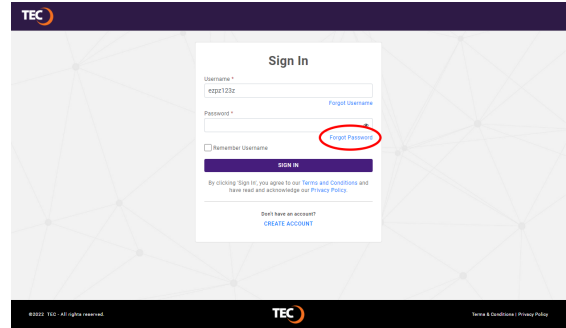


3. You will be redirected to the ACP login page where you will find your username pre-populated.

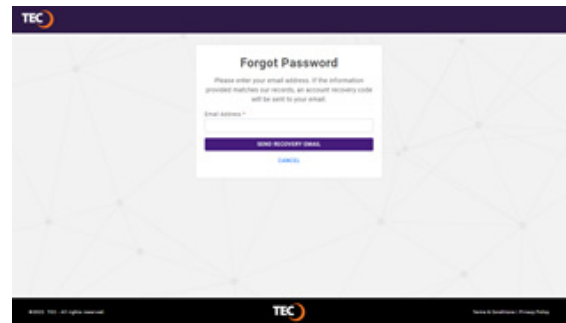


4. For first time users, you will need to select "Forgot Password", just below the password field, to update/supply a new account password.

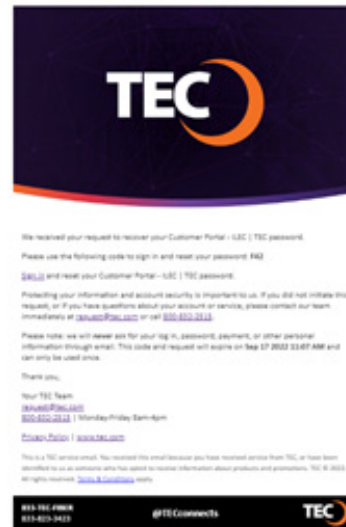
Note: This step is required for first-time logins because passwords will not be carried over from the previous system.



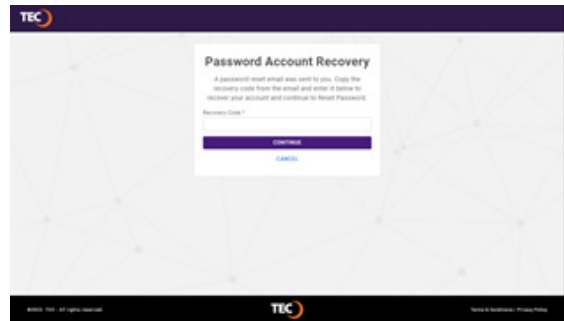
5. You will be redirected to the Forgot Password page where you can enter the email address associated with your TEC account and click "Send Recovery Email".



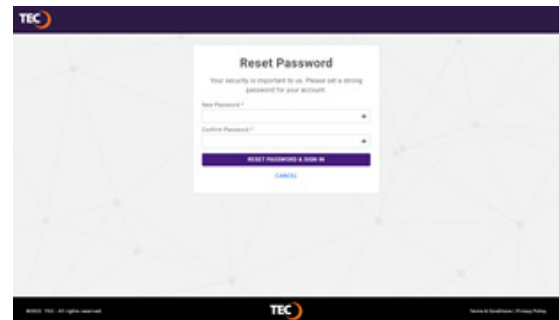
6. An email will be sent to you containing a password recovery code.



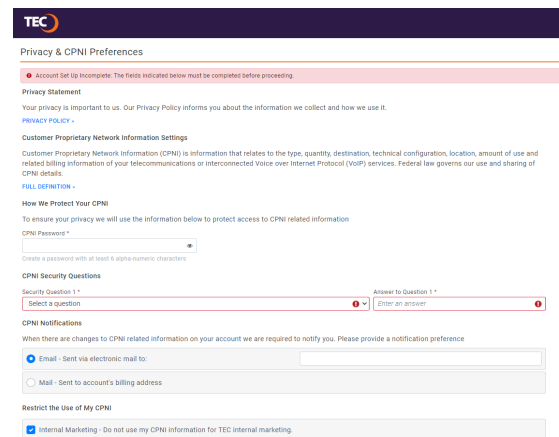
7. On the Password Account Recovery page, enter the code supplied in the email. Then, click “Continue”.



8. Enter and confirm your new password. Then click the “Reset Password & Sign In” button.



9. After resetting your password, you will be taken to the Privacy & CPNI Preferences page.



Here you will set all your privacy and security preferences for your account including:

- CPNI Password
- CPNI Security Questions
- CPNI Notification method
- CPNI Correspondence Opt in/out

10. Once your preferences are set, click the “Submit” button in the lower right-hand corner to save your settings.

Then you will be signed into your customer portal.