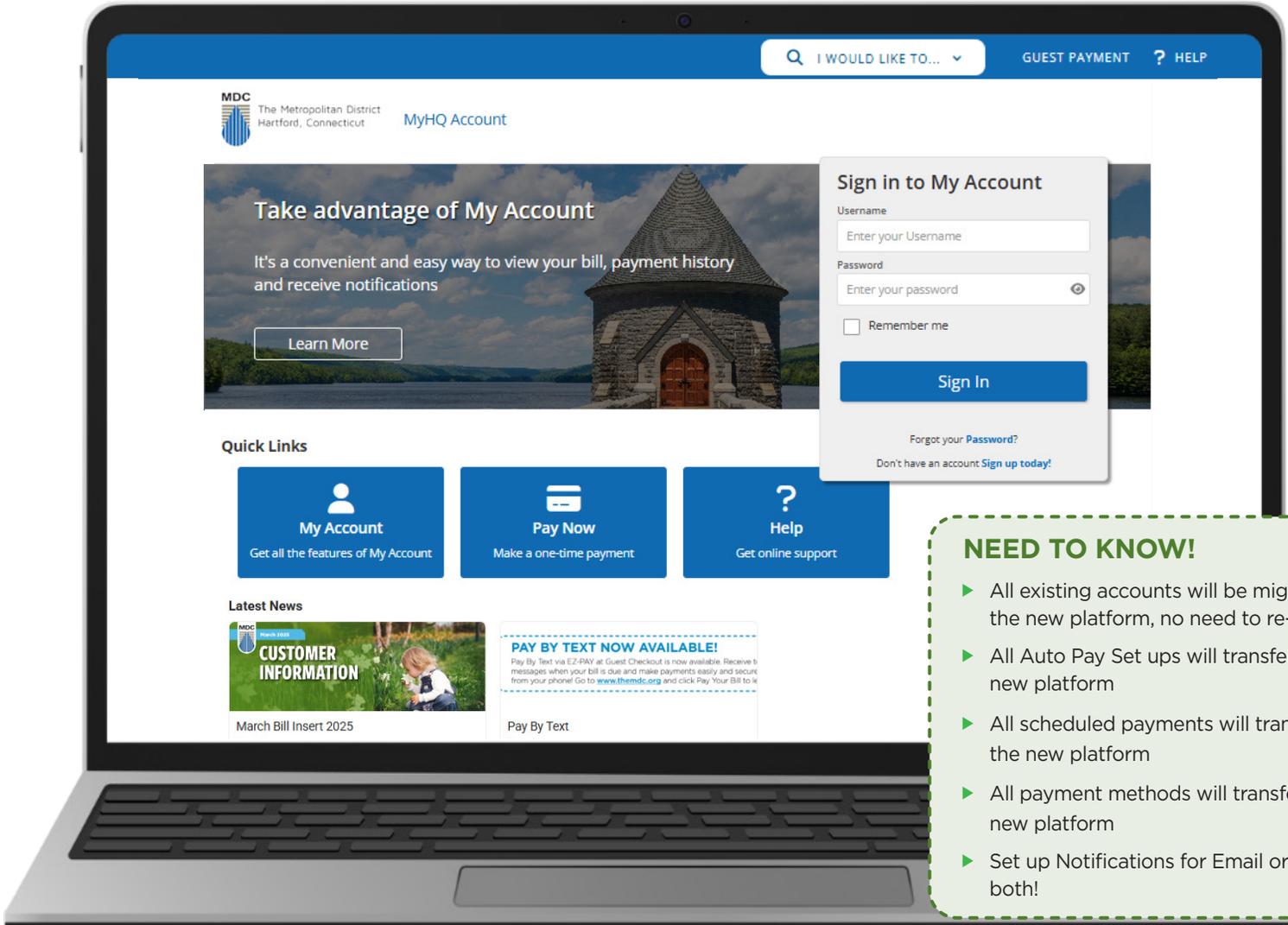




# WELCOME TO MyHQ

## OUR UPDATED CUSTOMER SELF SERVICE PORTAL

*New Name, New Look, New Features!*



### NEED TO KNOW!

- ▶ All existing accounts will be migrated to the new platform, no need to re-register
- ▶ All Auto Pay Set ups will transfer to the new platform
- ▶ All scheduled payments will transfer to the new platform
- ▶ All payment methods will transfer to the new platform
- ▶ Set up Notifications for Email or SMS or both!

### WHAT TO EXPECT

- ✓ New dashboard with improved navigation
- ✓ You can sign up to receive a PDF bill via email through Secure eBill
- ✓ Enhanced notifications with SMS capability
- ✓ Easier process for resetting password
- ✓ Link to EZ-PAY (powered by KUBRA) to pay by credit card within your profile



- ✓ Consolidated template for commercial accounts (10 account minimum)

### FIRST TIME LOGGING IN

If you have an existing profile, you can log in to the NEW MyHQ portal using the same username and password.

**A verification code will be sent to your email.** Retrieve the code and enter it to be activated in the new MyHQ portal.

Once on the site, it is recommended you configure your phone number to enable SMS Notifications. You can also set up Multi-Factor Authentication. The new portal allows an MFA of Email Address or Mobile Phone. Customers will also be able to reset their own password. If you forgot your username, please call Customer Service at (860) 278-7850, option 4.

