

New User Confirmation Instructions

Congratulations on joining the *SimplyHome* community! The first step in using your new *SimplyHome* service is to verify your email and cell phone number in our system. To do so, please follow the instructions below.



Confirm your Account



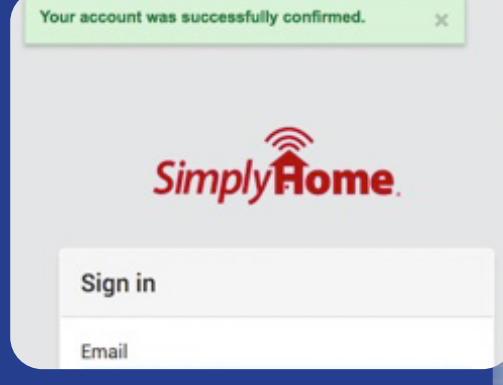
Reset your Password



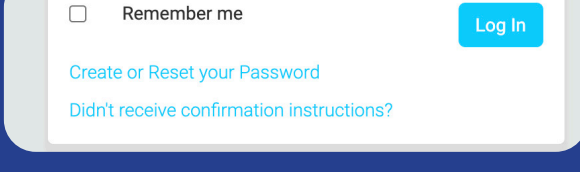
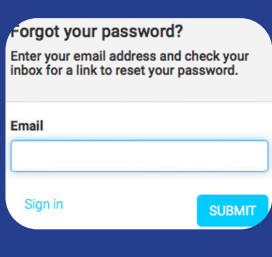
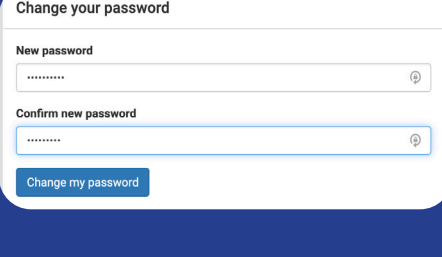
Verify your Cell Number

Confirm your Account

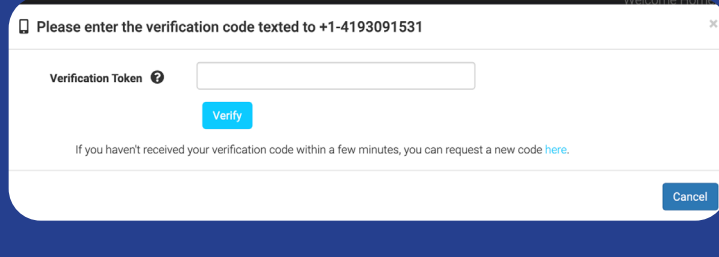
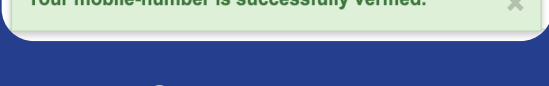
- 1 Check your email account provided to *SimplyHome* for an email with the subject line "Confirmation Instructions".
 - If you can not locate this email: Navigate to <https://portal.simplyhomeapp.com> and select "Didn't receive confirmation instructions?". Enter your email and click the "Resend Confirmation Instructions" button to have the email sent to you again.
- 2 Click on "Confirm my Account" in your "Confirmation Instructions" email.
- 3 You will be directed to the *simplyhomeapp.com* login page, and you should get a confirmation at the top of the page, noting your account has been confirmed.
- 4 Once confirmed, your phone will receive a text message with a token you will need to verify your mobile number.
 - Until your mobile number has been verified, you will be asked to do so after each login.



Reset your Password

- 1 Before logging in, you must create your password by clicking on the "Create or Reset your Password" link on the login page.
- 2 On the following page, enter your email address, then click "Submit".
- 3 You will receive another email, with a reset password link. Click on this link, and type a password of your choosing. Type the password again to confirm. Then, select "Change my password".
 - After successfully entering your new password, you will be taken to the *SimplyHome* Dashboard.

Verify your Cell Number

- 1 During your user setup by *SimplyHome*, you should have received a mobile number verification token by text message to your phone. Locate this verification token (Note: you can regenerate this if not found or if it has been more than 24 hours since the initial text was sent).
- 2 Until your mobile number has been verified, you will be asked to do so after each login via a pop-up box. Enter the token texted to you in the pop-up's "Verification Token" box, and click "Verify".
 - If you accidentally close this pop-up without verifying your number, select the "Profile" option from the top right menu dropdown, and complete verification in the "Verify Your Registered Mobile Number" section. You can also get the pop-up to reappear by logging out and logging back in again.
- 3 Once successfully verified, you will see a green message stating "Your mobile number is successfully verified".
- 4 If your verification does not work for any reason, you can generate a new token by clicking the link provided in the pop-up once you log in, or by selecting the "Re-generate Verification Token" button from the Profile screen. A new token will be sent by text message to your phone.

Your account setup is now complete!

You are ready to use the *SimplyHome* portal. Your credentials are the same for both, the website and the mobile app. The app can be downloaded by searching your app store for "*SimplyHome Responder App*".

