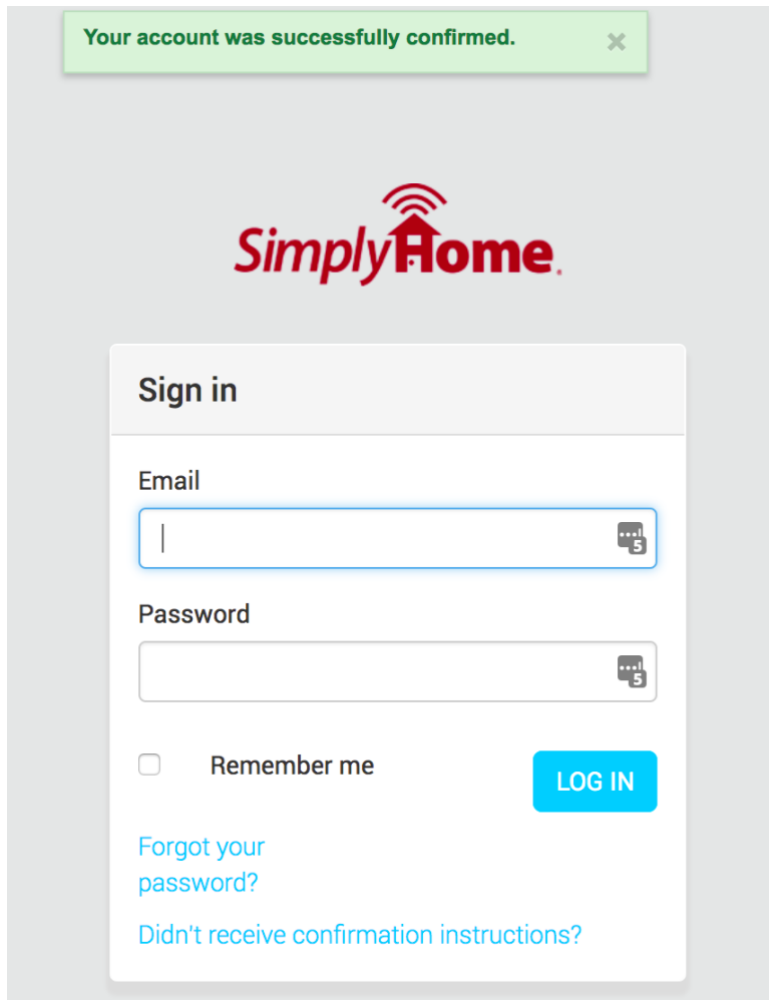


New User Confirmation Instructions

Congratulations on joining the *SimplyHome* community as a Responder App user. 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 steps below.

Step 1: Confirm your account:

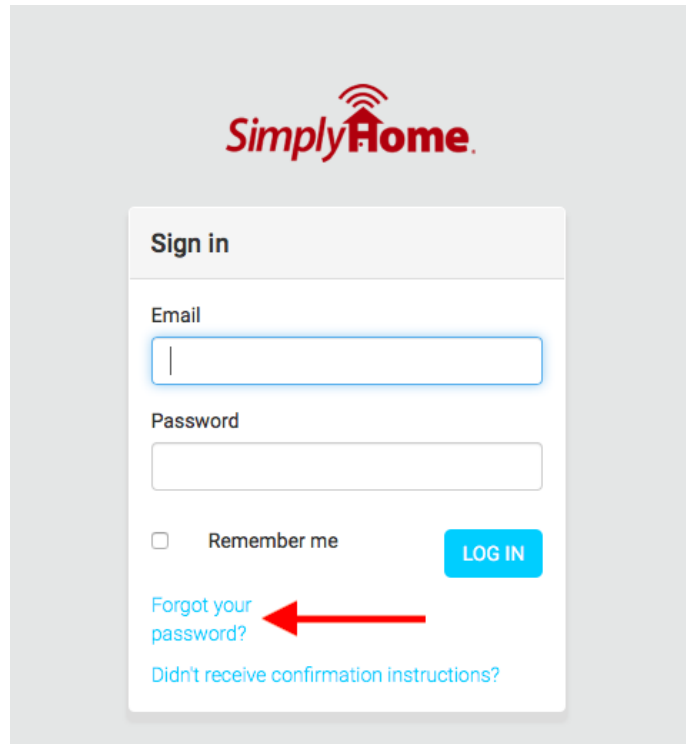
1. Check your email account provided to *SimplyHome* for an email with the subject line “Confirmation Instructions.”
2. Click on “Confirm my account” in this email.
3. You will be directed to the *simplyhomeapp.com* login page, and you should get a confirmation message at the top of the page noting that your account has been confirmed.



The screenshot displays the login interface for the SimplyHome app. At the top, a green notification banner states "Your account was successfully confirmed." with a close button. Below this is the SimplyHome logo, which features a red house icon with a Wi-Fi signal above it. The main content is a "Sign in" form with two input fields: "Email" and "Password". Each field has a blue border and a small icon of a speech bubble with the number 5. Below the password field is a checkbox labeled "Remember me". To the right of the form is a blue "LOG IN" button. At the bottom of the form, there are two links: "Forgot your password?" and "Didn't receive confirmation instructions?".

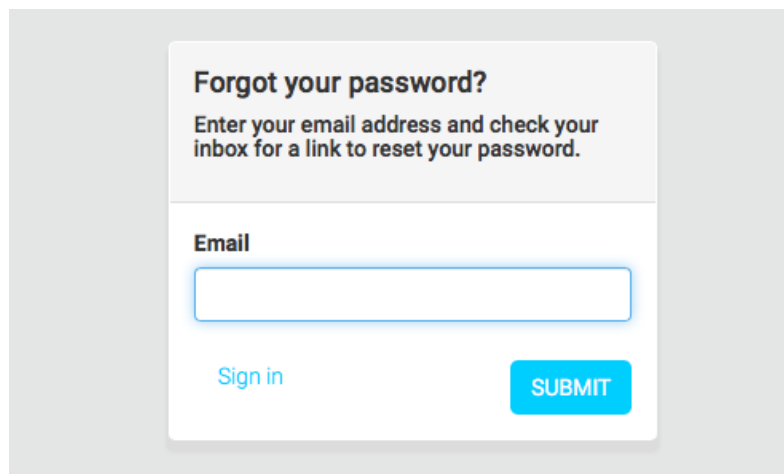
Step 2: Reset your password:

- a. Before logging in, you must reset your password by clicking on the “Forgot your password?” link on the login page:



The screenshot shows the SimplyHome login interface. At the top is the logo. Below it is a white box titled "Sign in". Inside this box, there are two input fields: "Email" and "Password". Below the "Password" field is a checkbox labeled "Remember me" and a blue "LOG IN" button. At the bottom left of the "Sign in" box, there are two links: "Forgot your password?" and "Didn't receive confirmation instructions?". A red arrow points to the "Forgot your password?" link.

- b. On the following page, enter your email address and then click “Submit.”

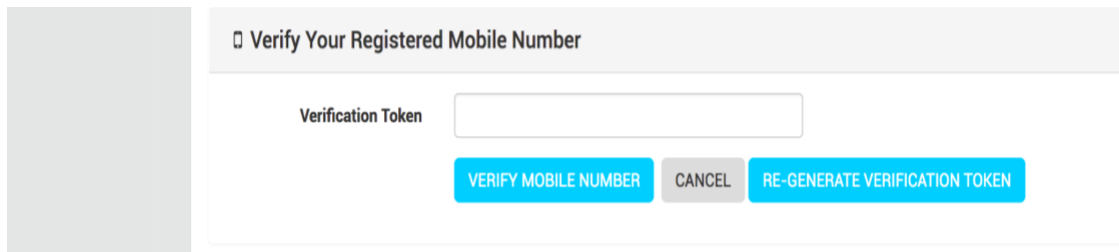


The screenshot shows the "Forgot your password?" page. It has a heading "Forgot your password?" and the text "Enter your email address and check your inbox for a link to reset your password." Below this is an "Email" input field. At the bottom left is a "Sign in" link, and at the bottom right is a blue "SUBMIT" button.

- c. You will receive another email, with a reset password link. Click on this link and then type a password of your choosing. After successfully entering your new password, you will be taken to the *SimplyHome* Dashboard.

Step 3: Verify your mobile number:

- a. During your user setup by *SimplyHome* you should have received a mobile number verification by text message to your phone. Locate this verification code (Note: you can regenerate this code later if you cannot locate it or if it has been more than 24 hours since *SimplyHome* setup your account).
- b. From the *SimplyHome* dashboard, click on the “Settings” tab on the left menu.
- c. Type in the verification token code in the “Verification Token” field, and then click “Verify Mobile Number”. If your code is valid you will get a pop-up at the top of the page stating that “Your mobile number is successfully verified”.



The screenshot shows a web form titled "Verify Your Registered Mobile Number". It features a text input field labeled "Verification Token". Below the input field are three buttons: a blue button labeled "VERIFY MOBILE NUMBER", a grey button labeled "CANCEL", and another blue button labeled "RE-GENERATE VERIFICATION TOKEN".

- d. If your verification code does not work for any reason, you can generate a new token by clicking on “Re-Generate Verification Token.” 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* Check-in Service and Responder App. Your credentials are the same for both the website and the App.

Ready to learn how to set up and respond to check-ins? Check out the tutorials below, which are also available at <http://www.simply-home.com/app-guides>.



[Set Up a Check-in \(Video\)](#)



[Respond to a Check-in \(Video\)](#)