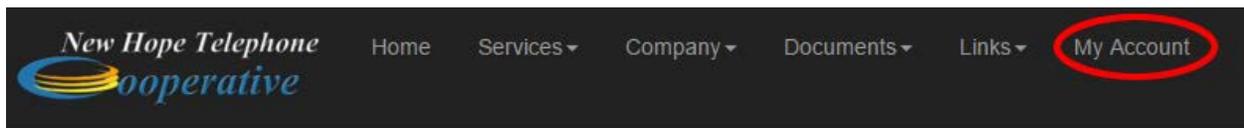# "My Account" Setup/Registration

1. From our website (www.newhopetel.com) click on **My Account**. You need to have a copy of your New Hope Telephone Cooperative paper bill which has information on it that will need to be provided during the registration process. After registration you will click on the **My Account** link to go to the site to manage your account.

2. You will need to register your account the first time so click on "**click here**" or the **Register** button. After you have registered your account you will supply your login credentials and click the **Login** button.

3. Enter the requested information (see red arrows below) and click on the **Next** button. You will need to provide your login and password each time you go to the site to manage your account. Make sure you remember this information. If you write it down be sure to store it in a safe location.

Registration

Security Information (Step 1 of 4)

Login Information

Please create a login for accessing your account.

Login or Email:	myemail@newhopetel.net
Password:	••••••••••••
Confirm Password:	••••••••••••

Lost Password Reminder

In case you forget your Login ID or password, this question and answer will allow us to send you a reminder.

Question:	What is your mother's maiden name? ▼
Answer:	Smith

[< Back]   [Next >]   [Finish]   [Close]

4. Enter the requested information (see red arrows below) and click on the **Next** button.

Registration

Contact Information (Step 2 of 4)

Contact Information

Please enter your name and contact email address.

First Name:	John
Middle Name:	
Last Name:	Doe
Email Address:	myemail@newhopetel.net

< Back	Next >	Finish	Close

5. Enter the requested information (see red arrows below) and click on the **Next** button. If you need help finding the code on the remittance tear-off you may click on **(show me)** and a separate window will display a graphic showing where to find this information.

Registration

Account Information (Step 3 of 4)

Account Information

To help ensure we are authorizing access to the true owner of this account, we ask that you enter some details that can be found on the front page of your invoice. Please contact support via **email** or by calling 540-363-5277 if you do not have or cannot find the necessary information.

Locate your Account ID in the upper right hand corner of your invoice.

Account ID: 1100930

Locate your remittance tear-off on page 1 of your invoice and find the code (up to 11 digits) below your name in the upper right-hand portion of the remittance, and enter it below. **(show me)**

Code: 12010311

[< Back]   [Next >]   [Finish]   [Close]

6. If you clicked on **(show me)** in Step 3 of 4, the window shown below will be displayed. The code location is shown by the red ellipsis. After viewing this window click the **Close** button.
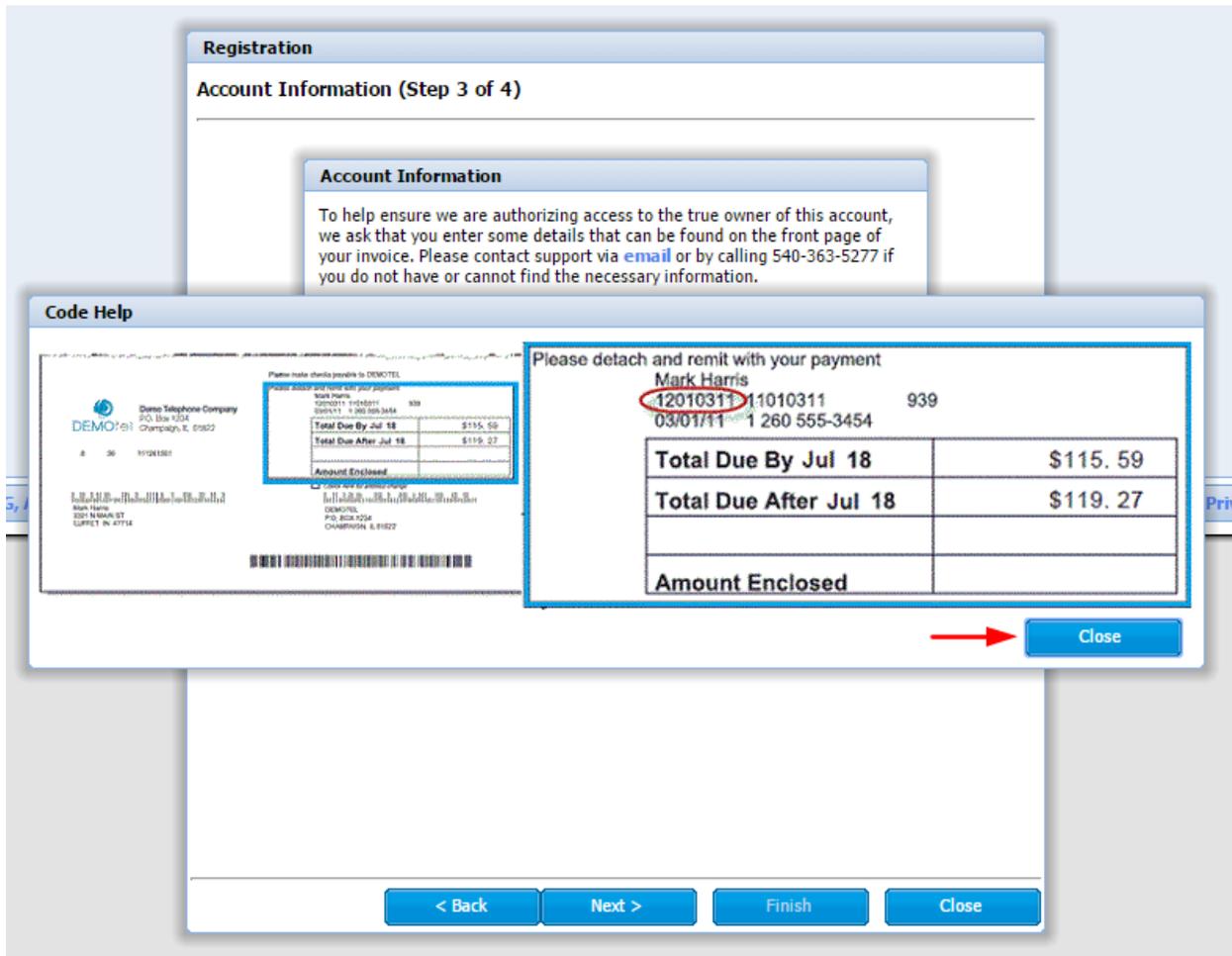
7. This window requires you to enter the security key shown in the gray box for verification purposes. Enter it in the box below exactly as it is shown. After entering the security key and verifying your information click on the **Finish** button. While verifying your information if you see something that needs to be changed you make click the **Back** button to return (one window at a time) and make corrections.

8. After completing the registration you will receive an email at the address you provided entitled "New Hope Telephone Cooperative E-Care User Registration". The email will contain a link to activate your online account access. You **MUST** click on the link to activate your account. If you have any difficulties or questions please call the business office at, 363-5277, for help.