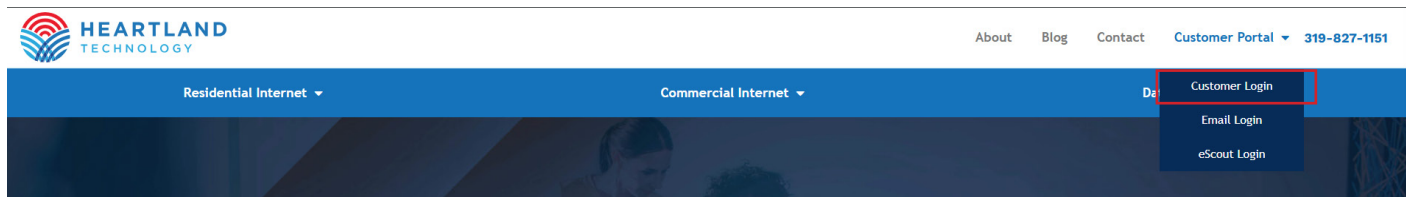
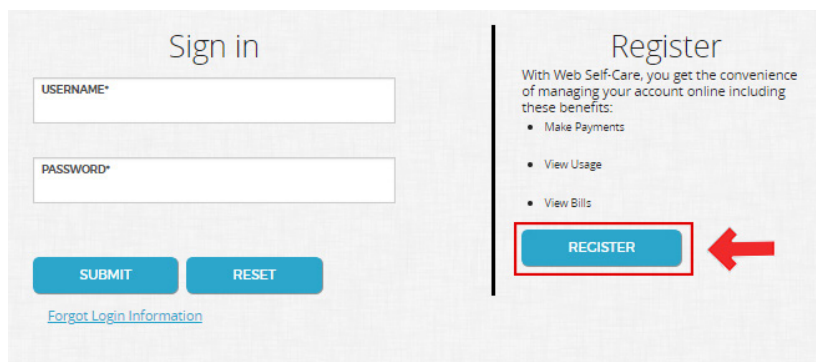


# How To: Set Up CPNI via Online Customer Portal

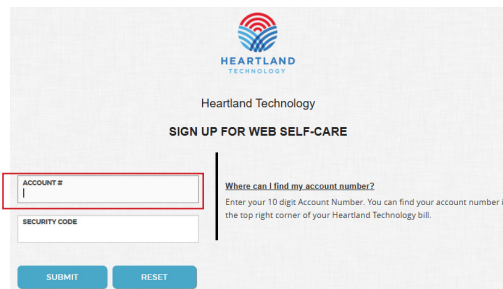
1. Go to [www.heartlandtechnology.com](http://www.heartlandtechnology.com)
2. Click on **CUSTOMER PORTAL** in the upper right hand corner and then click **CUSTOMER LOGIN**.



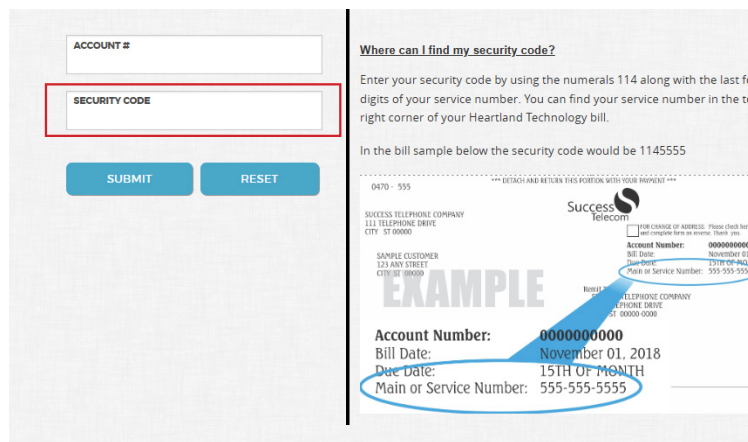
3. Click **REGISTER** if you have not yet already done so. If you have already registered, skip to step 9.



4. Enter your 10 digit account number. You can find this number on your Heartland Technology monthly statements.



5. Enter your security code. The number 114 followed by the last four numbers of your account number. Our bills no longer have service number listed on them so it is the last four numbers of your account. Ex: if your account number 0000001122, your security code will be 1141122. Then click **SUBMIT**.



6. Create your username, password, enter in your email address, and select a security question and answer.

**SIGN UP FOR WEB SELF-CARE**

FARMERS MUTUAL TELEPHONE CO  
PO BOX 249  
541 YOUNG ST  
JESUP IA 50648

Your password needs to be a minimum of 8 characters and include at least 3 of the following categories:  
•Uppercase                      •Numeric  
•Lowercase                      •Special Character

**USER NAME**

**PASSWORD**

**CONFIRM PASSWORD**

**EMAIL ADDRESS**

**SECURITY QUESTION**

What was your favorite childhood pet's name

**SECURITY ANSWER**

7. Read the Terms and Conditions.

8. Check the box that you accept the above terms and click **SUBMIT**.

By checking I accept above terms and conditions

**SUBMIT**      **RESET**

9. Login with the username and password that you just created. You will come to this screen. You will now need to set up multi-factor authentication (MFA). If you already set up your MFA, skip to step 14.

HEARTLAND TECHNOLOGY

Heartland Technology Online

Hello JOHN DOE  
Today at 1:27:02PM

MAKE A PAYMENT  
HOME  
USAGE REPORTS  
ADD A SERVICE  
VIEW BILLS

**Security Profile**

Please set up a multi-factor authentication option before continuing.

TYPE	VALUE	DEFAULT
Has MFA set		

DEFAULT MFA OPTION:  
None      SET DEFAULT

ADD/EDIT MFA OPTION:  
-

ADD/EDIT

Change Username       Change Password       Change E-mail       Change Security Question/Answer

NEW USERNAME:

UPDATE      RESET

10. Select your MFA Option. In this example, we are going to select 'Text' and then click **ADD/EDIT**.

The screenshot shows the 'Security Profile' page. At the top, there is a red warning message: 'Please set up a multi-factor authentication option before continuing.' Below this is a table with columns 'TYPE', 'VALUE', and 'DEFAULT'. The table contains one row with 'No preferences set'. Underneath the table, there is a section for 'DEFAULT MFA OPTION:' with a dropdown menu set to 'None' and a 'SET DEFAULT' button. Below that is a section for 'ADD/EDIT MFA OPTION:' with a dropdown menu set to 'Text' and an 'ADD/EDIT' button. A red box highlights the 'ADD/EDIT MFA OPTION:' section.

11. You will then type in your 10 digit phone number and click **NEXT**.

The screenshot shows the 'Security Profile' page. A red box highlights the 'PHONE #' input field. Below the input field is a 'RESET' button. At the bottom of the page are 'PREVIOUS' and 'NEXT' buttons.

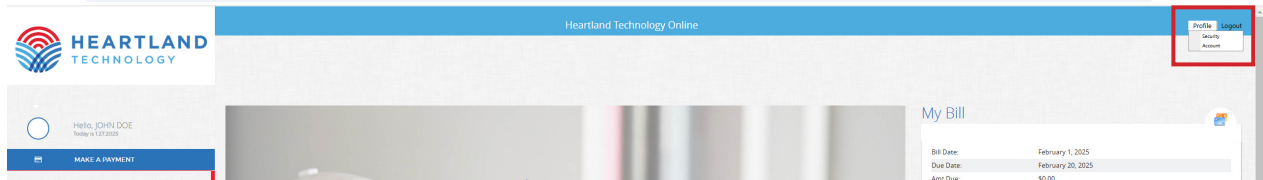
12. You should now receive a text message with a code in it. Enter the code in the box and click **SUBMIT**.

The screenshot shows the 'Security Profile' page. A red box highlights the 'Confirmation Code:' input field. Below the input field are 'PREVIOUS' and 'SUBMIT' buttons.

13. Under the Default MFA Option, click the drop down box and select the MFA option you chose. Click **SET DEFAULT**. You have now successfully set up multi-factor authentication.

The screenshot shows the 'Security Profile' page. A red box highlights the 'DEFAULT MFA OPTION:' section, which includes a dropdown menu set to 'None' and a 'SET DEFAULT' button. Below this is the 'ADD/EDIT MFA OPTION:' section with a dropdown menu set to 'Text' and an 'ADD/EDIT' button.

14. You will now need to set up CPNI. In the upper right hand corner of the home screen, click **PROFILE** and a drop down list will appear. Click **ACCOUNT**.



15. You will see CPNI Info on the left hand side grayed out. Please go through and fill out the Security Question, Security Answer, Password (please make this a 4-digit pin), and Forgot Password Question. Once you have filled those out, click **NEXT**.

16. You will now need to fill out the Contact Info section. Once you have filled out all of the boxes, click **NEXT**.

17. You will now need to fill out the Paperless section. Check the box if you would like to sign up for Paperless Billing and then click **FINISH**.

18. Once you have finished this, you have completed the required CPNI information. Thank you!