How To: Set Up CPNI via Online Customer Portal

- 1. Go to www.heartlandtechnology.com
- 2. Click on **CUSTOMER PORTAL** in the upper right hand corner and then click **CUSTOMER LOGIN**.

HEARTLAND TECHNOLOGY		About	Blog	Contact	Customer Portal 🔻 319-827-1151
Residential Internet 👻	Commercial Internet 👻			Da	Customer Login
					Email Login
					eScout Login

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

Register
With Web Self-Care, you get the convenienc of managing your account online including these benefits: • Make Payments
View Usage View Bills
RECISTER

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**.

ACCOUNT #	Where can I find my security code?
SECURITY CODE	Enter your security code by using the numerals 114 along with the last for digits of your service number. You can find your service number in the to right corner of your Heartland Technology bill.
	In the bill sample below the security code would be 1145555
SUBMIT RESET	0070 - 555 ***CENDEAR BUTLAR LED SPECIES WITH THE REFERENCE ***********************************
	Account Number: 0000000000 Bill Date: November 01, 2018 Deve Date: 1511H OF MONUH Main or Service Number: 555-5555

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 •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.



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 Online		Profile Logout
	TECHNOLOGY					
0	Hello, JOHN DOE Yodiy ia 1222025	Security Profile				
•	MAKE A PAYMENT	Please set up a multi-factor authen	tication option before continuing. LUE DEFAULT			
#	номе	DEFAULT MFA OPTION:				
0	USAGE REPORTS	None SET DEFAULT				
⊕	ADD A SERVICE	ADD/EDIT NFA OPTION:		*		
۵	VIEW BILLS					
				ADD/EDIT		
		Change Usemanne	Onange 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**.

No preferences set.			
EFAULT MFA OPTION:			
None 🔍	SET DEFAULT		
DD/EDIT MFA OPTION:			
			_

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

PHONE #:	
	RESET

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

Security Profile			
Confirmation Code:			
	PREVIOUS	SUBMIT	

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.

ТҮРЕ	VALUE	DEFAULT	
None	SET DEFAULT		
Text			

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.**

PNLinto	Contact into	Paperiess	
are are pending changes to your CPNI information. Please to assesselect a security question and fill out your response. The curity Question:	try again later or contact us if you wish to make any new changes. The current CPNI information below is his will be used for your first-level authentication related to CPNI.	he most-current but may not reflect the pending changes.	
slect			
urity Answer:			
sse fill out a password and a recovery question below. This	i will be used for your second-level authentication related to CPNI.		
ase fill out a password and a recovery question below. This second second	a will be used for your second-level authentication related to CPNI.		
ase fill out a password and a recovery question below. This sword sword show	s will be used for your second-level authentication related to CPNL		
see EE out a parsword and a recovery question below. This sector get Password Question.	swill be used for your second-level authentication related to CPNL.		

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

CPNI Info	Contact Info		Paperless	
here are pending changes being made to your account. Please try again later or contact lease fill out how you wish to be contacted below. Name*	t US.			
Please fill in at least one of the two contact types below (Phone/E-Mail) frome Number**		Contact Type		
escription		-selett-		
war		-Select-		
escription				

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**.

Account Profile			
CPNI Info	Contact Info	Paperless	
There are pending changes being made to your account. Please try again later or contact us.			
			Previous Finish

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