



Log in to the SFS Customer Portal for the First Time and Change Password

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| Quick Guide Number | JAA-EBP205-002 |
| Purpose | This quick guide will provide guidance on how to log in to the SFS Customer Portal for the first time and change your password. |
| Date Modified | 3/16/2018 |

Concept

A Customer User will receive two emails from SFS.

The first will contain instructions on how to log in to the online SFS Customer Portal and include the web address of SFS Customer Portal and your username.

The second email will contain a temporary password and requirements for creating a new, permanent, password.

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| Predecessor(s) | |
| Transactions that should occur before this task. | |
| N/A | |

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|---|-----------------------|
| Successor(s) | |
| Transactions that should occur after this task. | |
| JAA-EBP205-003 | Setup a Password Hint |

Procedure

| Step | Action |
|--------------|---|
| 1. | To open the Customer Portal , click the URL as instructed in the SFS Welcome email. |
| 2. | Enter the User ID provided in your Welcome email into the User ID field. |
| Note: | To locate your password, use the second email you received from SFS titled SFS Customer Account Password Reset . |
| 3. | Enter the temporary password into the Password field. |
| 4. | Click the SFS Online Terms of Service link. |
| 5. | The SFS Online Terms of Service opens in a new window. Review the information and then click the Close Tab (X) icon to close the window. |
| 6. | If you agree to the SFS Online Terms of Service, then click the I agree to SFS Online Terms of Service option. |



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| Step | Action |
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| Note: | Note: If you do not agree to the SFS Online Terms of Service , you will not be able to proceed and use the Customer Portal. |
| 7. | Click the Sign In button. |
| Note: | After logging in for the first time, a screen should appear to notify you the temporary password has expired. Click the hyperlink on the page to set a permanent password. |
| 8. | Click the Click here to change your password hyperlink. |
| 9. | Enter the temporary password into the Password field. |
| 10. | Create a unique Password to access the profile created, and enter it into the Password field. Requirements for the password are listed in your email. |
| 11. | Confirm the password created in the Confirm Password field. |
| 12. | Click the Change Password button. |
| 13. | Click the OK button |
| Note: | The eBill Payment homepage appears. This is the screen you will see each time you log in. |
| 14. | End of Procedure. |