Contents

FIRST TIME SETUP
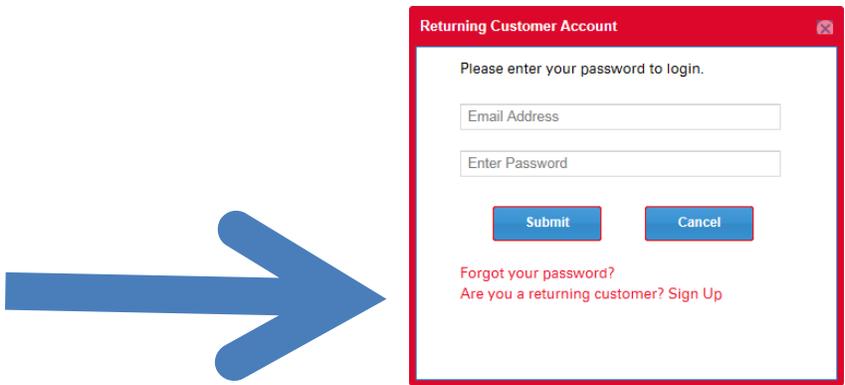
Note: If applying for a CGS Identifier for the first time, or not wishing to use Returning Customer functionality, type Requestor and Billing information manually.
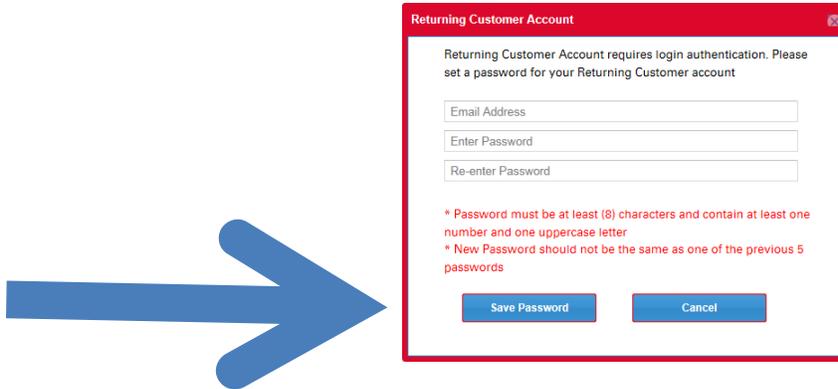
1. In order to set the account password, from any identifier request form click "**RETURNING CUSTOMER >**"
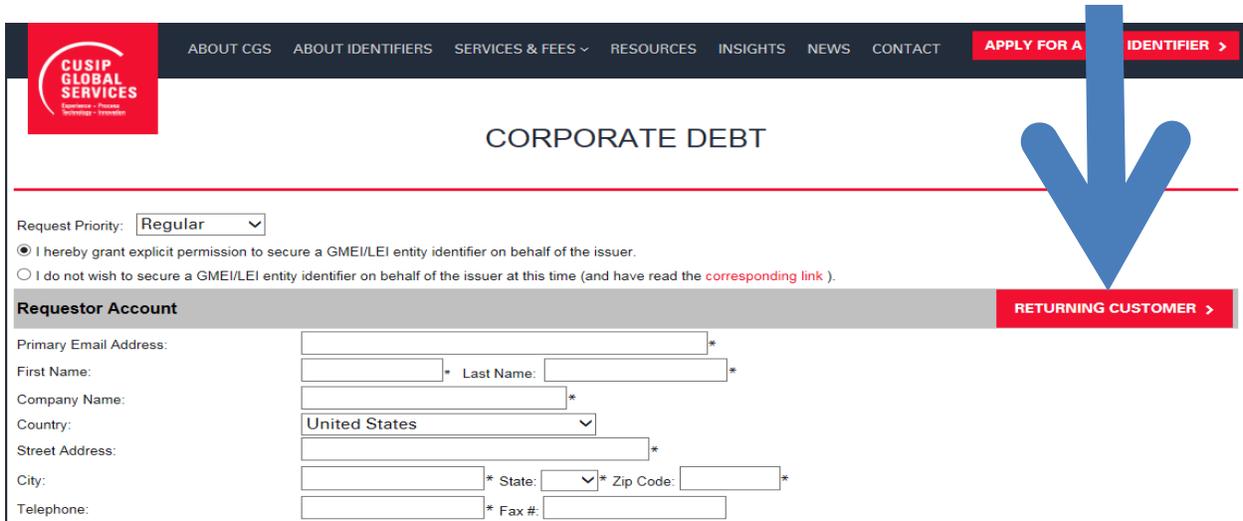
2. In the Returning Customer Account window, click "**Are you a returning customer? Sign up**"
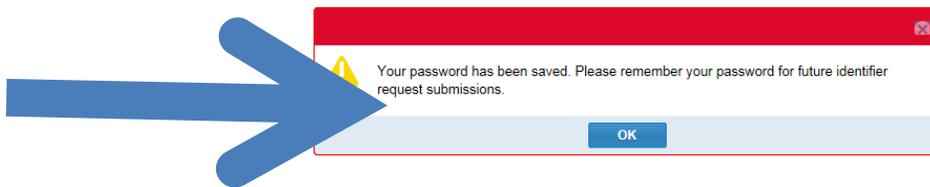
3. Enter Email Address, and set a password for the account that is at least 8 characters long, contains one number and one capital letter; and click **Save Password**

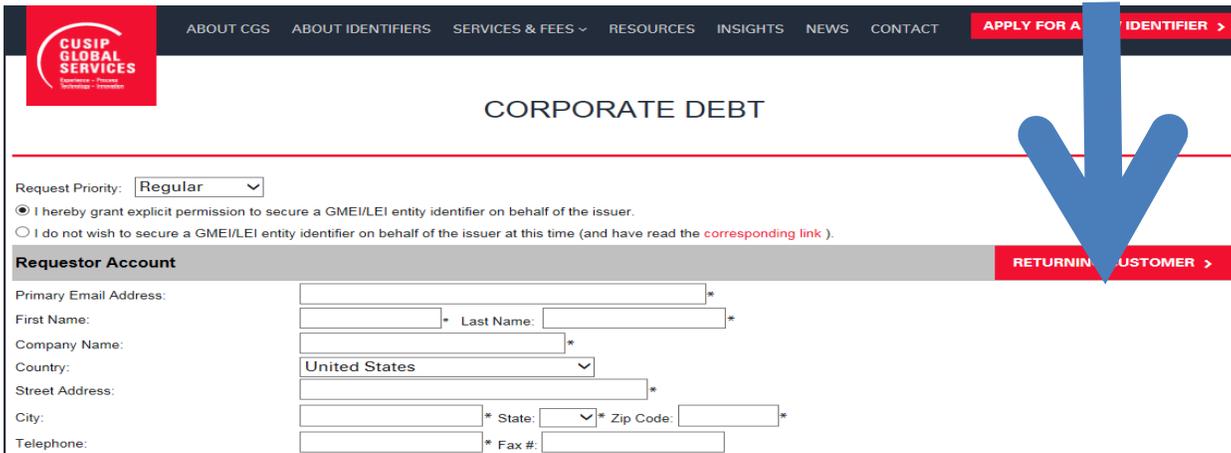4. On confirmation that password has been successfully setup, click **OK**

5. User session will remain active on this device/browser, until login as a different user is performed, or browser cache is cleared
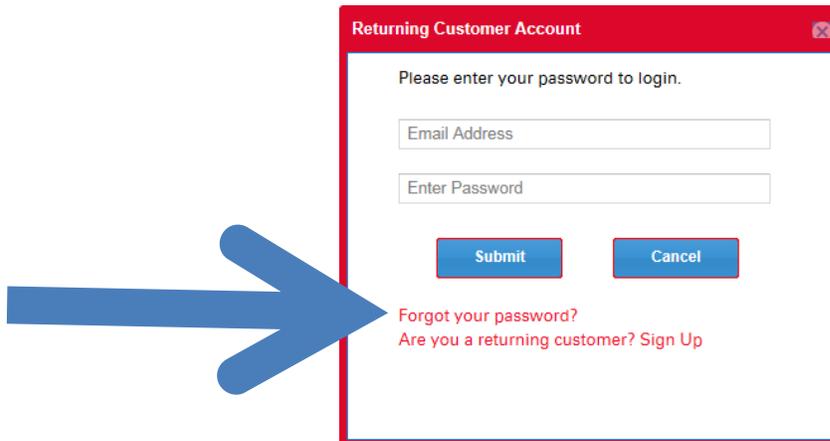
FORGOT PASSWORD / RESET PASSWORD

If Password for the account is not retrievable or there is a desire to set it to something else.
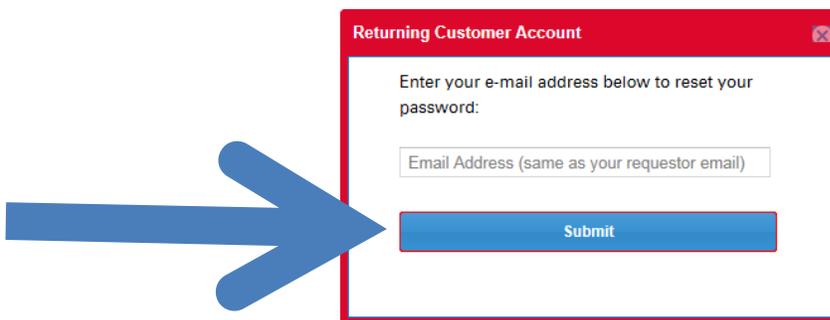
1. Click "**RETURNING CUSTOMER >**"

2. In the Returning Customer Account window, click "**Forgot your password?**"

3. Enter Email Address and click **Submit**
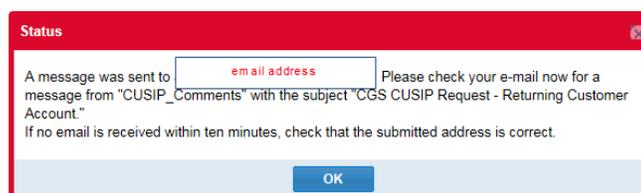
4. Check mailbox for an email containing instructions and a link for new password setup

RETURNING CUSTOMER
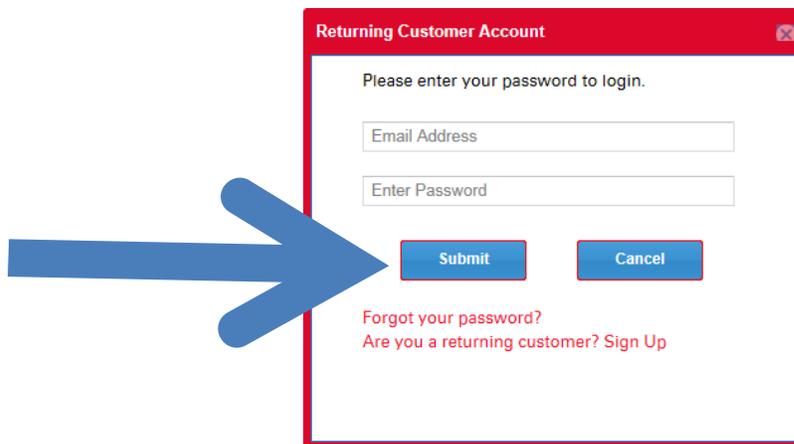
If Password already set for the account and logging in from a new/different device browser.

1. Click "**RETURNING CUSTOMER >**"

2. Enter Email Address and Password, click "Submit"

3. Form will pre-populate with Requestor Account and Billing Account information
4. User session will remain active on this device/browser, until login as a different user is performed, or browser cache is cleared
5. In the Billing Account section of the request form, the "Bill to:" drop-down displays available accounts. For a new account, select "Add New" from the drop-down