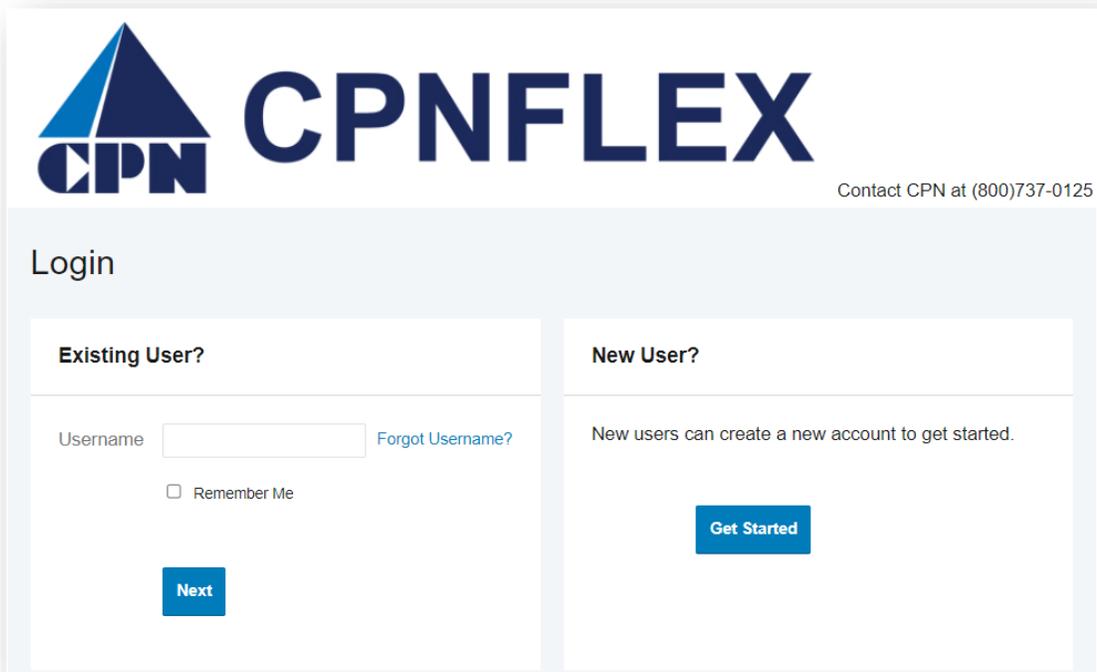


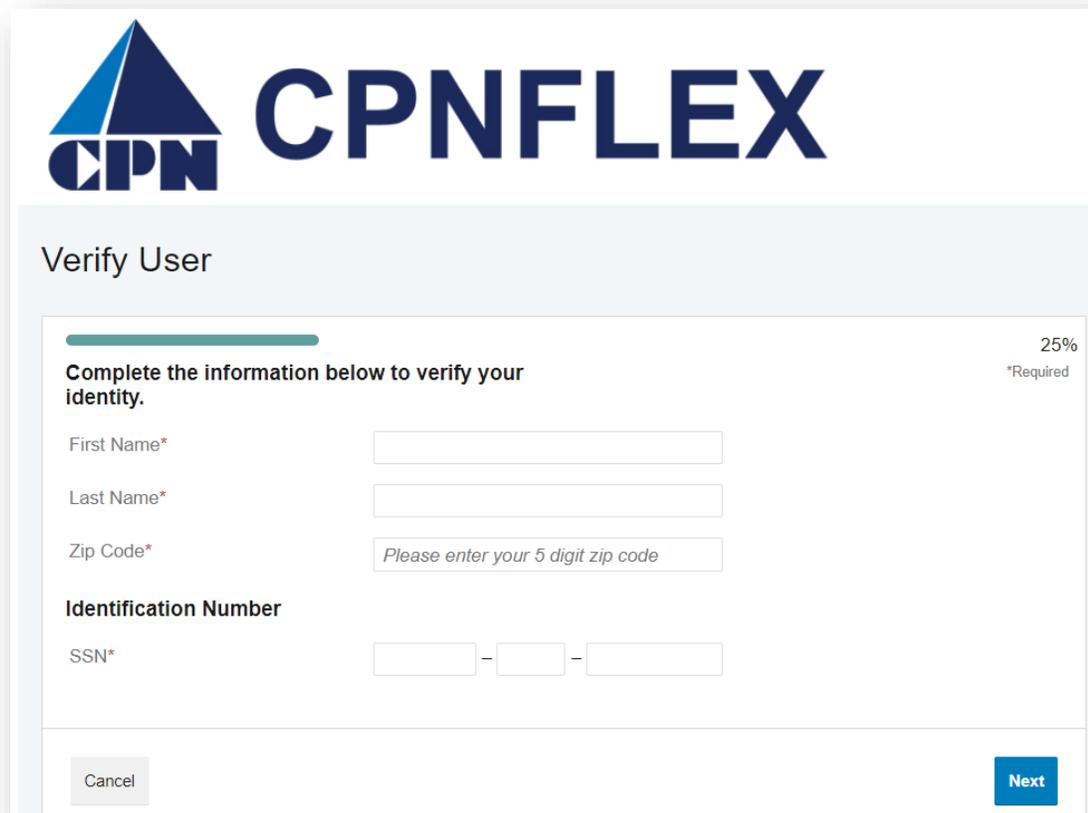
Setting up Consumer Portal

1. Click on **Get Started**



The image shows the CPNFLEX login page. At the top left is the CPN logo, a blue triangle with 'CPN' below it. To its right is the text 'CPNFLEX' in a large, bold, blue font. Further right, in a smaller font, is 'Contact CPN at (800)737-0125'. Below the header is a light blue bar with the word 'Login' in white. The main content area is divided into two columns. The left column is titled 'Existing User?' and contains a 'Username' label, a text input field, a 'Forgot Username?' link, a 'Remember Me' checkbox, and a blue 'Next' button. The right column is titled 'New User?' and contains the text 'New users can create a new account to get started.' and a blue 'Get Started' button.

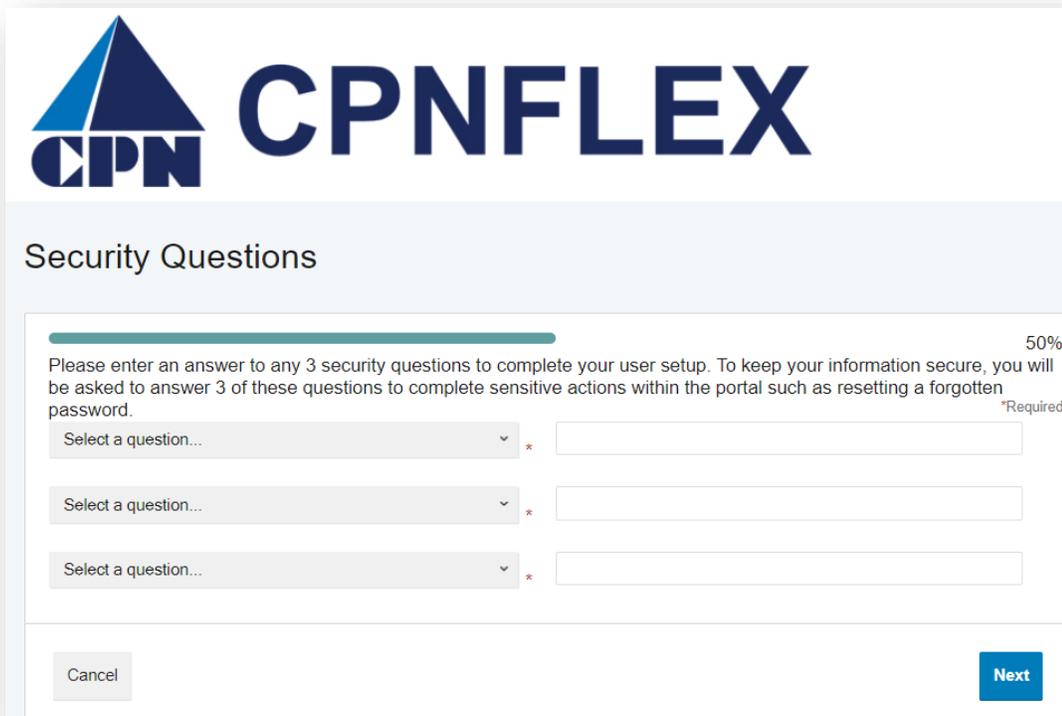
2. **Enter required information:** First Name / Last name / Zip Code / SSN



The image shows the CPNFLEX 'Verify User' page. It features the same CPN logo and 'CPNFLEX' text as the previous page. Below the header is a light blue bar with the text 'Verify User'. The main content area is a white box with a progress indicator at the top left showing a green bar and '25%' on the right. Below the progress bar is the instruction 'Complete the information below to verify your identity.' followed by '*Required'. The form contains four required fields: 'First Name*', 'Last Name*', 'Zip Code*' (with a placeholder 'Please enter your 5 digit zip code'), and 'Identification Number' (with 'SSN*' below it and a three-part input field). At the bottom left is a 'Cancel' button and at the bottom right is a blue 'Next' button.

3. Click **Next**

4. **Select / Enter required security questions: IMPORTANT** - Please write these down and keep in a safe place for future reference.



The screenshot shows the CPNFLEX Security Questions screen. At the top left is the CPN logo, and to its right is the text 'CPNFLEX' in a large, bold, blue font. Below this is the heading 'Security Questions'. A progress bar at the top indicates 50% completion. The main text reads: 'Please enter an answer to any 3 security questions to complete your user setup. To keep your information secure, you will be asked to answer 3 of these questions to complete sensitive actions within the portal such as resetting a forgotten password.' Below this are three rows, each with a dropdown menu labeled 'Select a question...' and a text input field. A red asterisk is next to each dropdown. At the bottom left is a 'Cancel' button, and at the bottom right is a blue 'Next' button.

5. Click **Next**

6. **Create your user name and password.** The system will default one for you. However, from this screen, you may change this... (see example on next page).



The screenshot shows the CPNFLEX Create Username and Password screen. At the top left is the CPN logo, and to its right is the text 'CPNFLEX' in a large, bold, blue font. Below this is the heading 'Create Username and Password'. A progress bar at the top indicates 100% completion. The main text reads: 'Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (_), and dash (-).' Below this are three rows: 'Username*' with a text input field containing 'u2021f3d3dce4ee8', 'Password*' with a text input field, and 'Confirm Password*' with a text input field. A red asterisk is next to each label. At the bottom left is a 'Cancel' button, and at the bottom right is a blue 'Submit' button. An orange arrow points from the text in step 6 to the 'Username*' input field.



CPNFLEX

Create Username and Password

100%
*Required

Username*
Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (_), and dash (-).

Password*
The password must: · Have a minimum of 6 characters · Not be one of your last 3 passwords · Contain upper and lowercase letters · Contain at least one number

Confirm Password*

7. Once you've entered the user name of your choice (or kept the default) and entered the password of your choosing – Click **Submit**
- **Passwords must have a minimum of 6 characters – Contain upper and lowercase letters – And Contain at least one number**
 - **IMPORTANT** - Please write this down and keep with your security questions/answers.

Finally - You'll receive **confirmation** your account was completed successfully.

Contact Us | Test Consumer v (0) Logout

CPNFLEX

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Username and Password Updated
You have successfully updated your username and password.

I Want To: