## How to Create a New User Account for MyGovernmentOnline

\*Prior to getting started, we encourage you to download and install the web browser Mozilla Firefox. While the MyGovernmentOnline software is designed to operate in any web browser, we have found that Mozilla Firefox is the most secure browser platform when logged on to <a href="https://www.mygovernmentonline.org">www.mygovernmentonline.org</a>

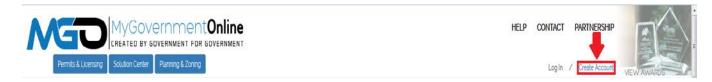
Firefox is a free web browser that can be downloaded from the following website; www.mozilla.org

1. To get started, go to www.mygovernmentonline.org

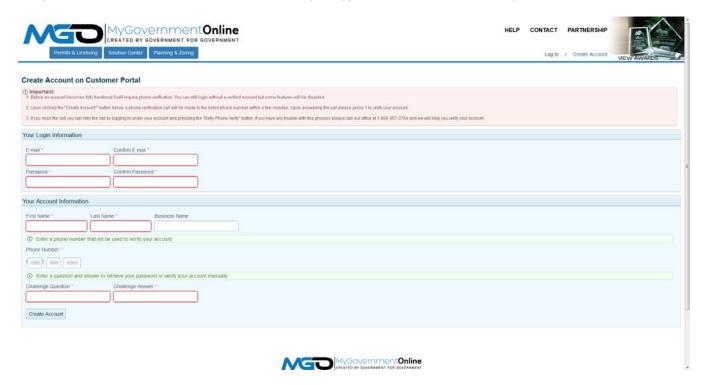


What Can We Help You Do Today?

2. Click on the blue Create Account link at the top right of your screen.

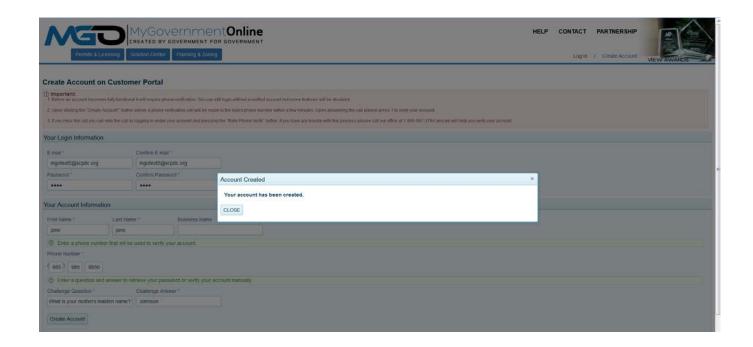


3. Fill in the user account login information required to create your new account. A valid E-mail address is required. The password you enter is very important. Please do not forget the e-mail address. Also ensure that you are not typing in capital letters as the password you enter will be case sensitive. The telephone number you enter must be an active working telephone number. The software service will call the telephone number once you have completed the account creation process. You must be able to answer the telephone call in order for your account to become active. Please phrase the Challenge Question in the form of a question such as "What is your mother's maiden name?" The answer you type should be one word only such as "Smith."



4. You will receive an "Account Created" confirmation stating that your account has been created. Click the Close button to close the message. A telephone call to the telephone number you provided will follow shortly. When you receive the call, answer the call and press the number 1 on your keypad when prompted. This completes the account activation process.

If you do not receive the telephone call within 10 minutes, please call the MyGovernmentOnline support line at 1-866-957-3764, option 2 for assistance. Please have your e-mail address and the telephone number used to create your account ready.



<sup>\*</sup>This completes the account creation process and you are now ready to login.