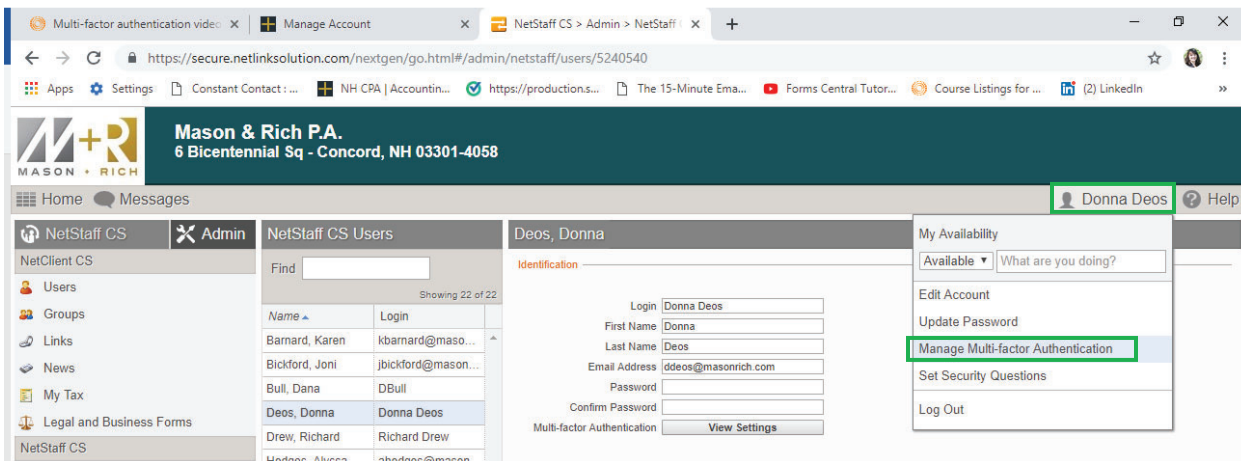


# Adding a new Device to a Portal

1. Go into your Portal Account using a computer [not the device you want to add because you are going to need that device later to scan a QR Code] and click on your name

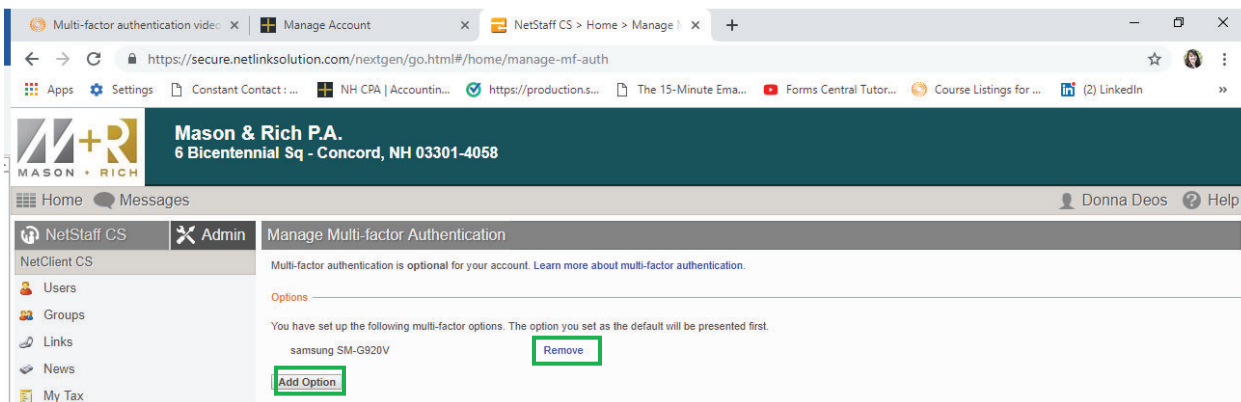
If you have trouble getting in because you cannot access the app on your old phone that you used to receive notifications on, you will need to call us at 603-224-2000 to get a temporary code. This code will be good for 24 hours. You will need to write this code down when we give it to you. Please do not just type it in. We find that it often takes several minutes from when we give it to you before it will actually work for you. Please be patient, wait several minutes and then try entering the code. Once you are in and can click on your name:

2. Select Manage Multi-factor Authentication



3. You can then remove your old phone by clicking the Remove button and/or Add a new Device by clicking the Add Option.

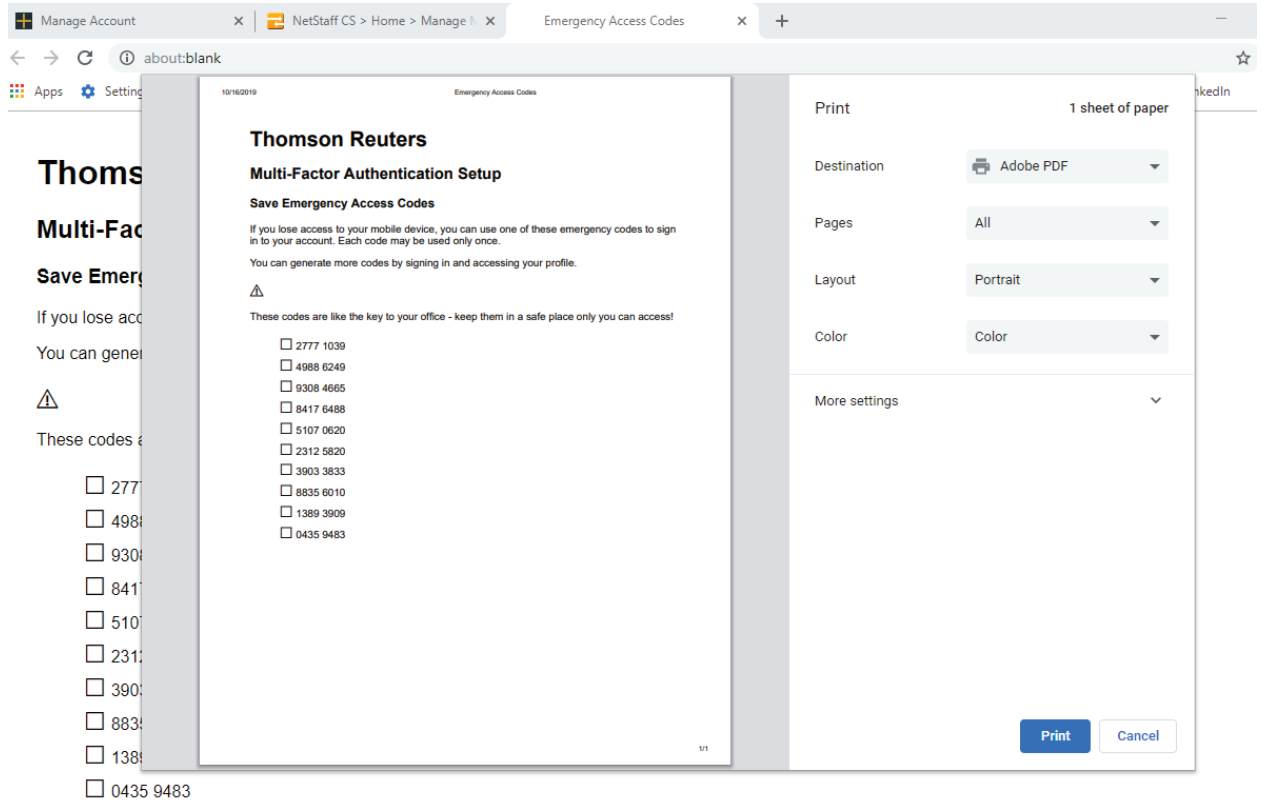
- We recommend that you remove your old phone first then add your new one. If you prefer to add your new one first, be sure to write down the name/description of the old one before you do this so you know which one to remove later.



## Adding a new Device to a Portal

4. When you select the Add Option it will bring you to the Set Up Wizard where you can get the QR Code you need to link the new device to your account. It will appear on your computer screen so you can capture it on your new phone/device.

It will also give you a list of codes like this:



And, the option to print them. We recommend you do this. You get 10 codes that you can use one time each, should you need to (like if you are logging in when not near your phone to get the app to do it; or next time you get a new device and wish to add it). Please print these codes and keep them where you can find them should you need them.

If you have any questions or issues, just call and we will talk you through it!