

### **MyModern FAQs**

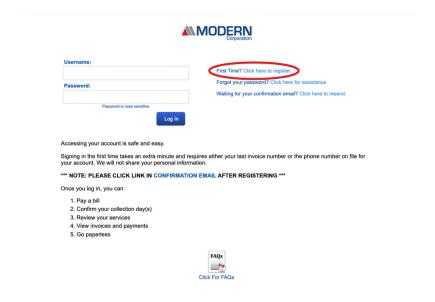
### What is MyModern?

 MyModern is an online portal that provides access to your account information, allows you to make payments, and submit billing change requests. You can access MyModern through our website at <a href="mailto:mymodern-corp.com">mymodern-corp.com</a>

### Log in/Log out

#### How do I create a MY MODERN account?

To create an account, please visit our website at <a href="mailto:mymodern.modern-corp.com">mymodern.modern-corp.com</a>. You will need your **Customer ID** and either your **Customer phone number** or your **Last invoice number**. Your **Customer ID** contains a maximum of 6 characters and can be found to the left of your 4-character Site ID (ie. 123456-0001)

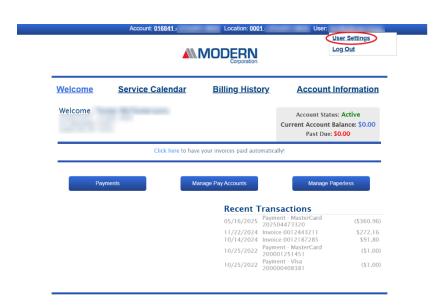


\*After you have created My Modern account, please confirm your email before signing in\*

## How do I log out of My Modern?

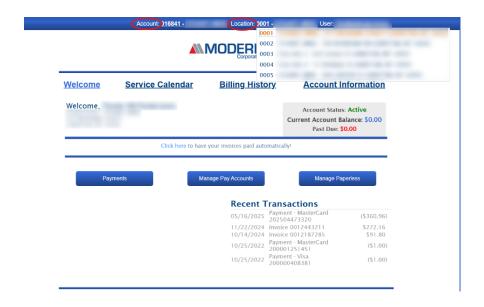
In the top right corner of the screen, you will find the username. Click the dropdown menu to access settings and log-out options.





# **Multiple Location Management**

### If I have multiple sites, how do I see that information?



If the multiple sites are under the same customer number, you can access the different locations by clicking on the links at the top of the page for account or location. The drop down will give address information for all active sites. If they are billing under a separate customer number visit the <u>User Settings</u> to manage your accounts.



### How do I sort invoices in the "billing history"?

Click on the headers which will sort

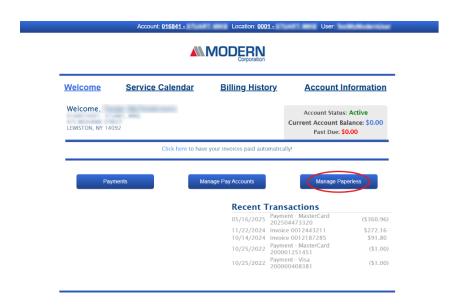
## **Paperless Options**

# Can I go paperless?

Yes. Paperless is an option. You can update this setting yourself from the welcome screen by selecting the third tab labeled "Go Paperless.

### **Service Notifications**

To turn on service notification go to the <u>Manage Email Notifications</u> page and enter your email address.



### Can I print my payment confirmation?

At this time, you are unable to print a copy of your payment receipt, but an electronic copy will be sent to your email on file. From there you will be able to print your email. If you do not receive the receipt, please contact our customer service team at <a href="mailto:cs@modern-corp.com">cs@modern-corp.com</a> to request a copy.



#### **System Requirements:**

Note: Your web browsers must meet the new TLS 1.2 Compatibility requirements to transact a credit card from this website. Please make sure the web browser you are using is on the most current version, and that version is enabled for TLS 1.2

### Common Web Browsers that support TLS 1.2

- Microsoft Internet Explorer
- Google Chrome
- Mozilla Firefox
- Opera
- Apple Safari, version 7 or higher (not Safari for Windows)