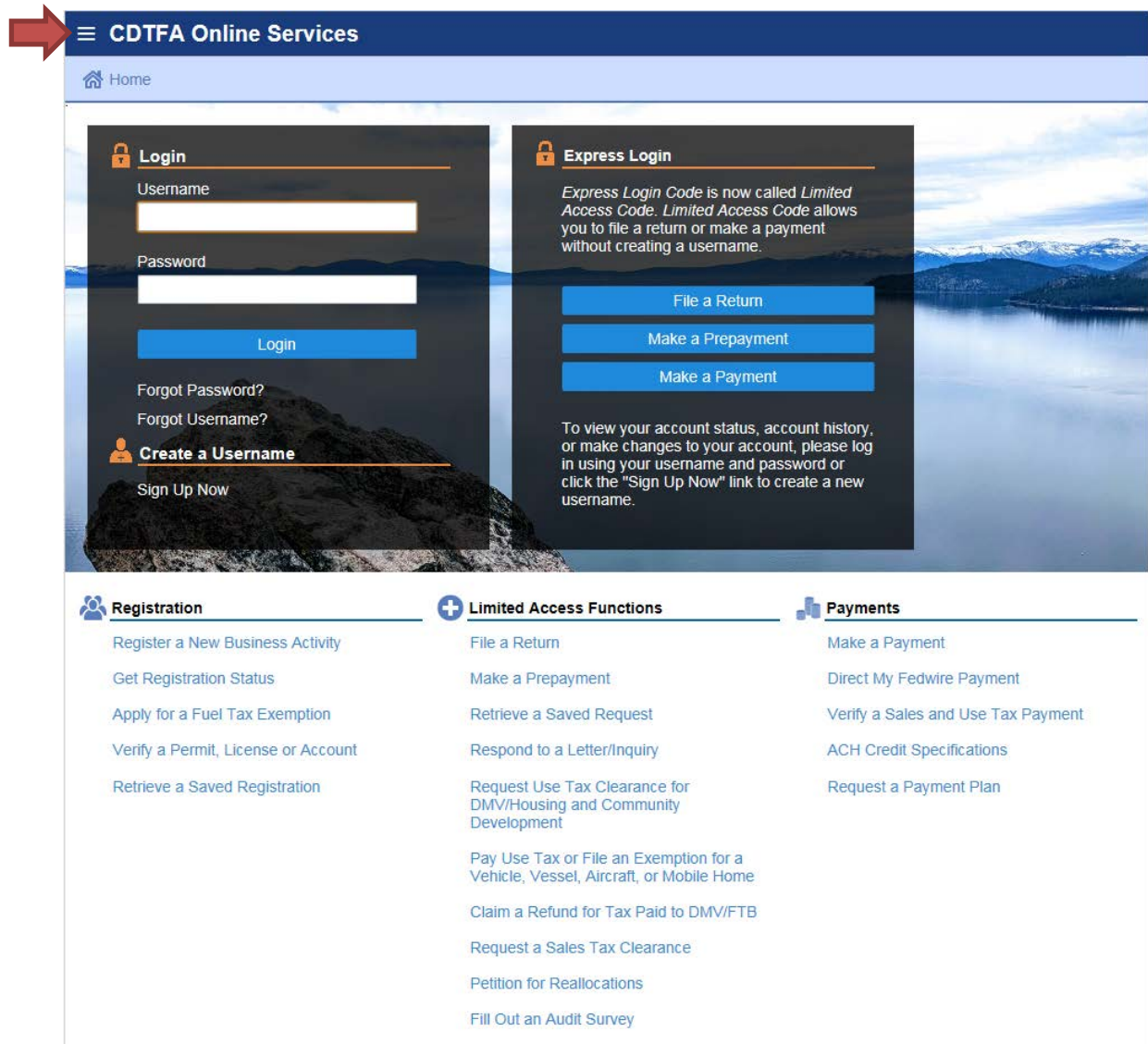
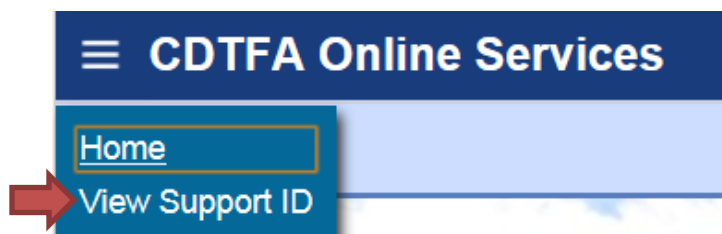


## Assistance

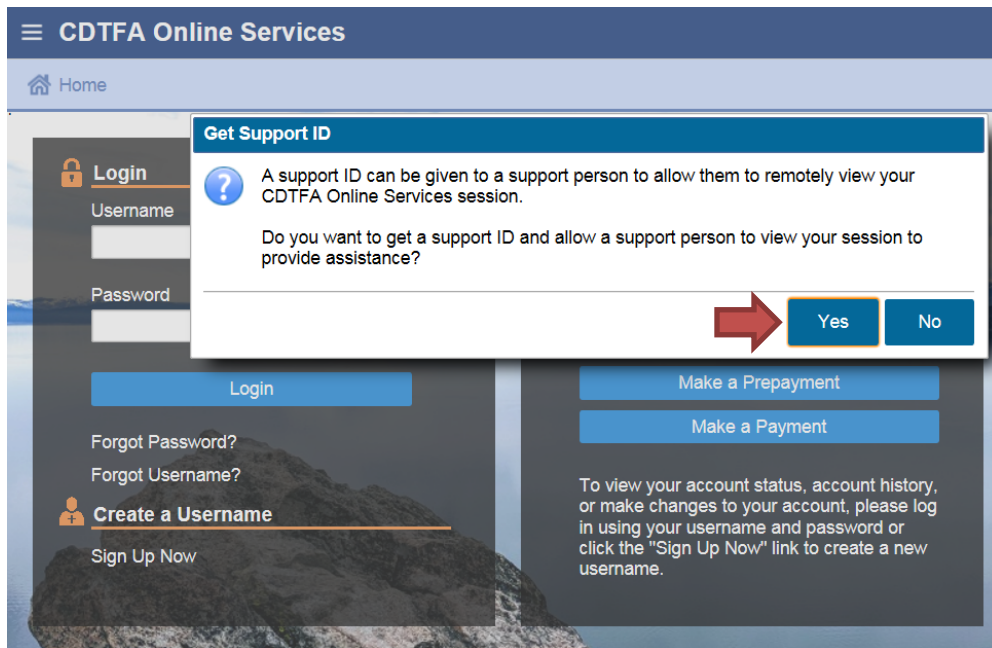
- If you need assistance during any online services session you can provide your account representative with your *Support ID*. The *Support ID* will allow your representative to view your current session, to help guide you.
- The *View Support ID* link, can be found in the *Menu* button, which is always above the *Home* icon on all online services screens.



- Click the *Menu* button, to access the *View Support ID* link.



- Click *Yes*, to agree to view access and to generate a *Support ID*.



- Provide your account representative with your *Support ID* to allow them to view your current session. You can also provide your account representative with your *Support ID* after your session is completed. This will allow them to see the steps you took while in the system. **Note:** Each login session will have its own unique Support ID.

