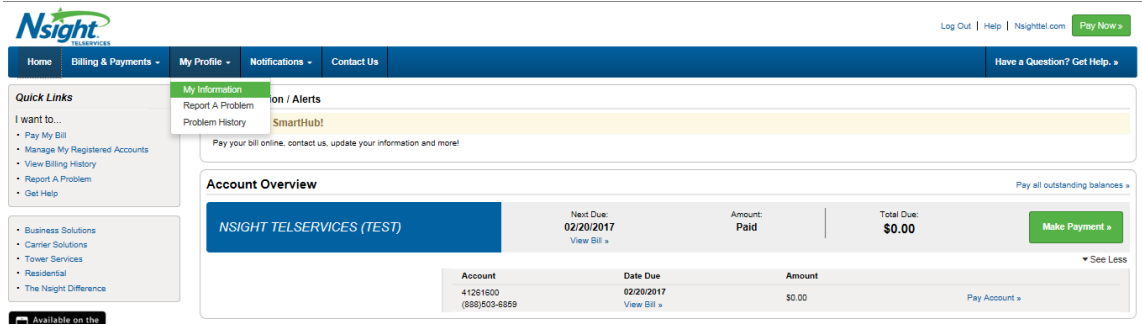


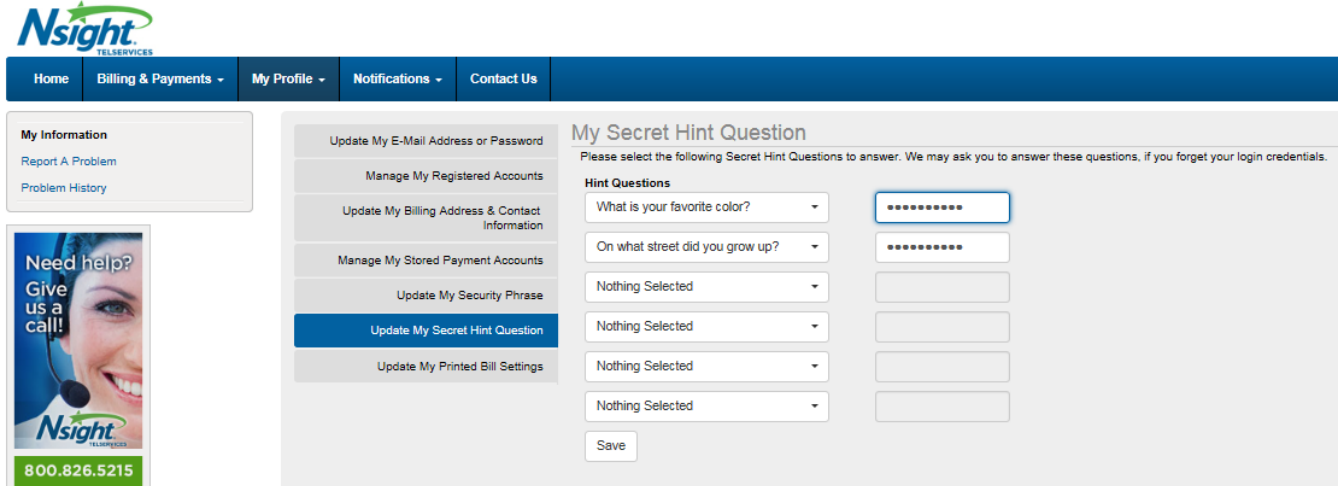
Updating/Adding Security Questions in SmartHub

1. After logging into SmartHub, go to the **My Profile** tab on the top menu and click on **My Information**.



The screenshot shows the Nsight SmartHub interface. At the top, there's a navigation bar with 'Home', 'Billing & Payments', 'My Profile', 'Notifications', and 'Contact Us'. The 'My Profile' tab is active, and a dropdown menu is open showing 'My Information', 'Report A Problem', 'Problem History', and 'SmartHub!'. Below this, there's an 'Account Overview' section for 'NSIGHT TELSERVICES (TEST)'. It displays 'Next Due: 02/20/2017', 'Amount: Paid', and 'Total Due: \$0.00'. A 'Make Payment' button is visible. A table below shows account details: Account (41281600, (888)503-6859), Date Due (02/20/2017), and Amount (\$0.00).

2. Click on **Update My Secret Hint Question**.



The screenshot shows the 'My Secret Hint Question' page. On the left, a menu lists options like 'Update My E-Mail Address or Password', 'Manage My Registered Accounts', 'Update My Billing Address & Contact Information', 'Manage My Stored Payment Accounts', 'Update My Security Phrase', 'Update My Secret Hint Question' (highlighted), and 'Update My Printed Bill Settings'. The main content area is titled 'My Secret Hint Question' and includes a prompt: 'Please select the following Secret Hint Questions to answer. We may ask you to answer these questions, if you forget your login credentials.' Below this, there are five 'Hint Questions' dropdown menus, each followed by a text input field for the answer. The questions are: 'What is your favorite color?', 'On what street did you grow up?', 'Nothing Selected', 'Nothing Selected', and 'Nothing Selected'. A 'Save' button is at the bottom.

3. From this menu, you can update security questions and answers on your account. Additional security questions can also be added here.