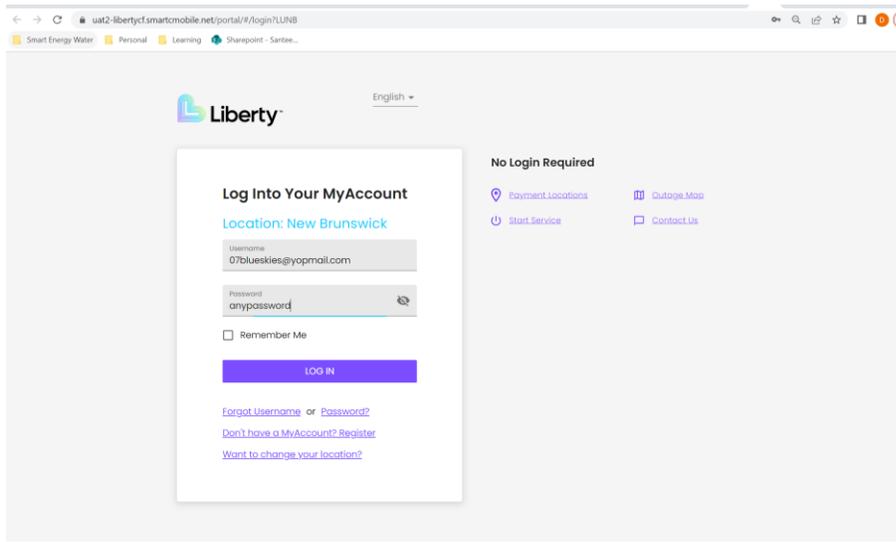
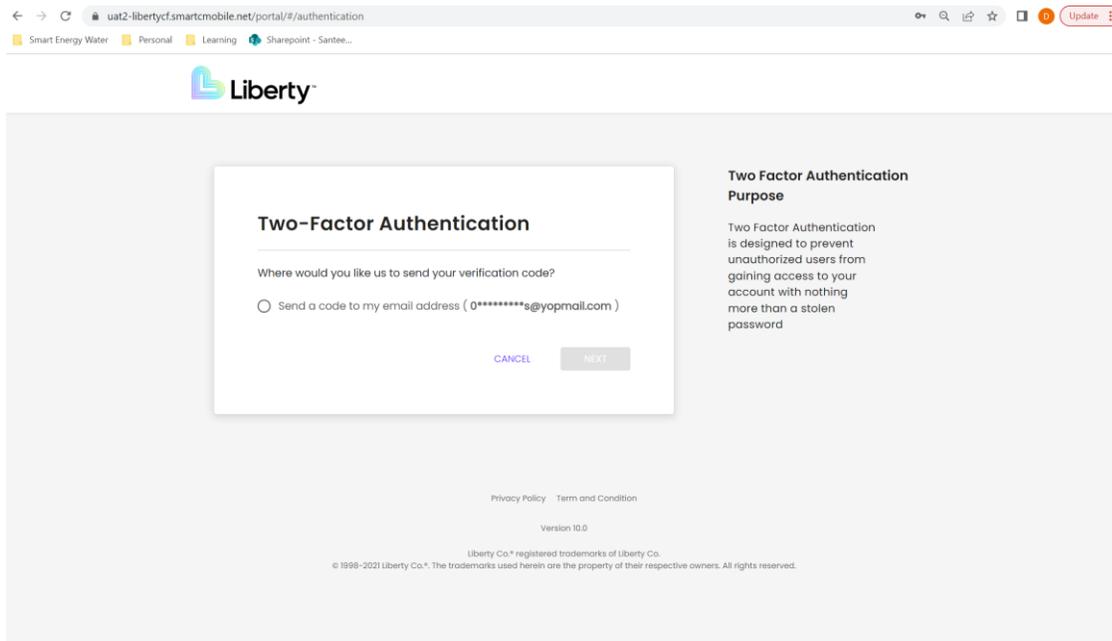


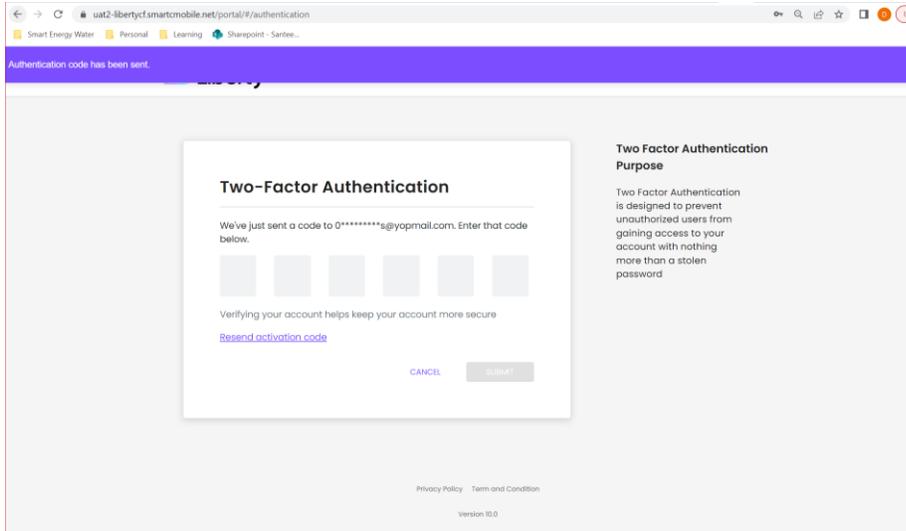
Step 1 – The user tries to log in with your existing username and password and follow the prompts.



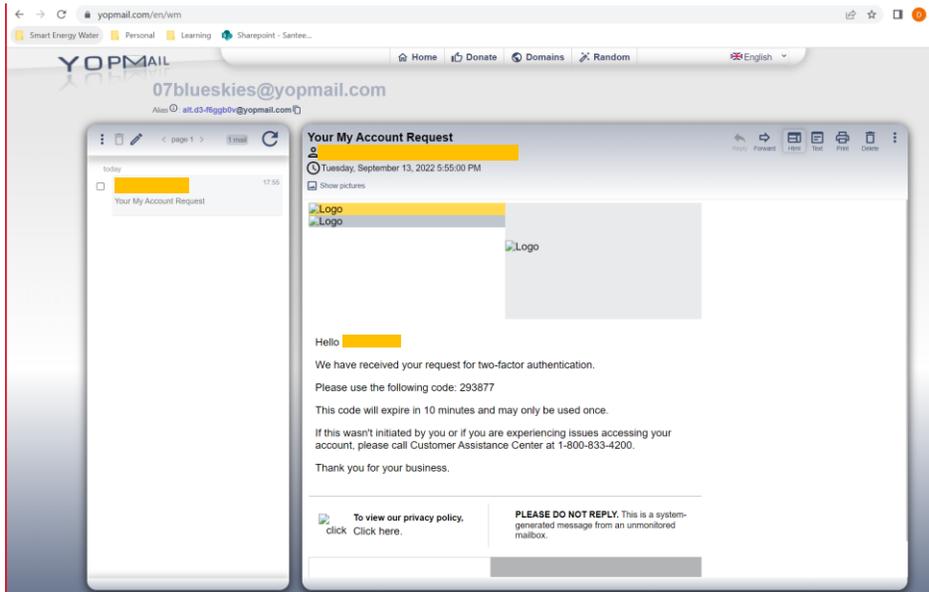
Step 2 – On clicking “LOG IN” the user starts the process of password reset. The first step is the user lands on the next page for Two Factor Authentication (TFA).



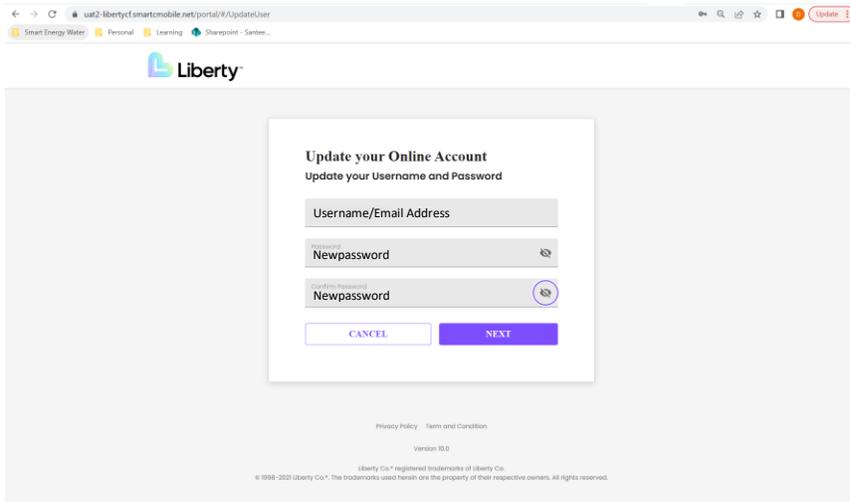
Step 3 – Upon selecting the email option and clicking “NEXT”, the user gets a TFA through the primary email.



Step 4 – The user reads the TFA code sent to the primary email.

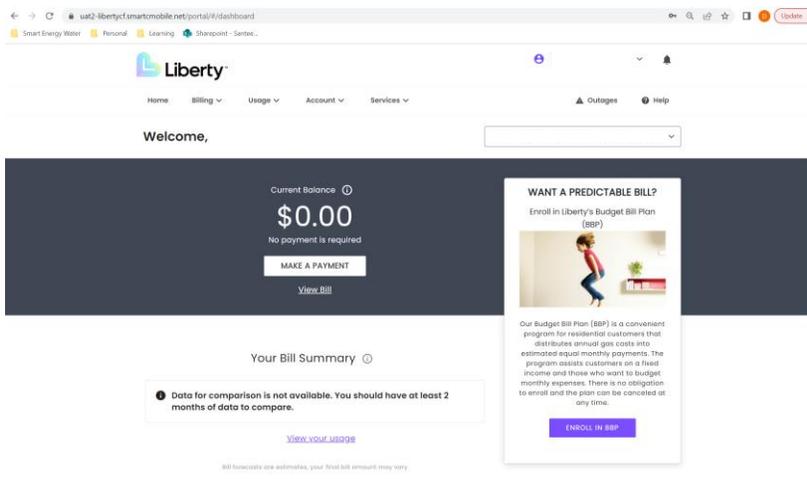


Step 5 – On entering the TFA code, the user lands on the next screen for updating the password. NOTE: At this step, only enter information in the username/email address field if you wish to change that information.



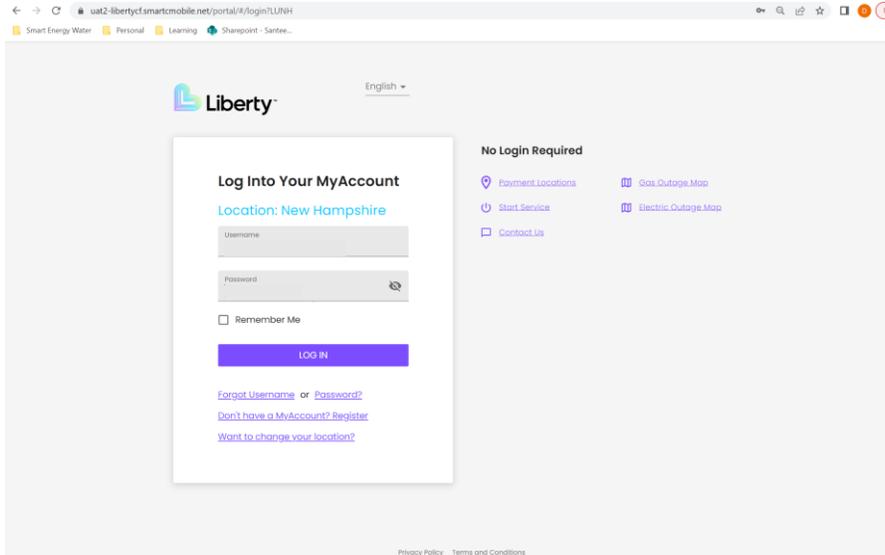
The screenshot shows a web browser window with the URL `libertycf.smartmobile.net/portal/#/updateUser`. The Liberty logo is at the top left. The main content is a white box titled "Update your Online Account" with the subtitle "Update your Username and Password". It contains three input fields: "Username/Email Address", "Newpassword", and "Confirm Password Newpassword". Each password field has an eye icon to toggle visibility. Below the fields are "CANCEL" and "NEXT" buttons. At the bottom of the page, there are links for "Privacy Policy" and "Term and Condition", and a version number "Version 10.0". A small copyright notice at the very bottom reads: "© 1998-2021 Liberty Co.* The trademarks used herein are the property of their respective owners. All rights reserved."

Step 6 – On clicking “NEXT”, the password is reset and the user is logged into his/her account.



The screenshot shows the Liberty website dashboard. The top navigation bar includes "Home", "Billing", "Usage", "Account", and "Services". There are also "Outages" and "Help" links. The main content area is dark blue and features a "Welcome," message. A "Current Balance" section shows "\$0.00" with the text "No payment is required" and a "MAKE A PAYMENT" button. Below this is a "Your Bill Summary" section with a warning: "Data for comparison is not available. You should have at least 2 months of data to compare." and a "View your usage" link. On the right side, there is a "WANT A PREDICTABLE BILL?" section with a sub-heading "Enroll in Liberty's Budget Bill Plan (BBP)" and an "ENROLL IN BBP" button. The BBP section includes a small image of a person and text explaining the program: "Our Budget Bill Plan (BBP) is a convenient program for residential customers that distributes annual gas costs into estimated equal monthly payments. The program assists customers on a fixed income and those who want to budget monthly expenses. There is no obligation to enroll and the plan can be canceled at any time."

Step 7 – The user can log out and try logging in with a reset password again.



Step – The user is able to successfully login into the account.

