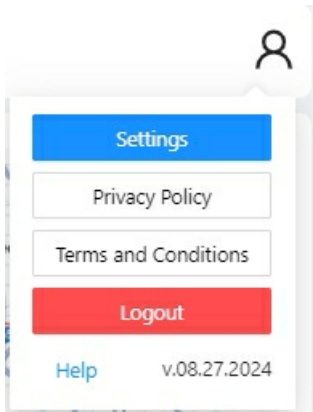


Settings Menu

Last Modified on 01/16/2025 10:42 am EST

The *Settings* menu allows users to review or update contact information, passwords, and stored payment information.

Select the *User* icon in the upper right corner and select *Settings*.



Update Email

To change your email address, enter the *New Email Address* and select **Send Code**. A verification code will be sent to the New Email Address. Input the *Email Verification Code* to confirm the email change and select **Update**. If not confirmed within the time frame the link will become invalid.

A screenshot of the 'Update Email' form within a 'Settings' window. The window has a title bar with 'Settings' and a close button 'X'. On the left is a sidebar with 'Update Email' selected, and other options: 'Payment Information', 'Update Password', and 'Cell Phone'. The main area contains: 'Current Email Address' with a text box containing 'energycustomer22@gmail.com'; 'New Email Address' with an empty text box; and a 'Send Code' button. A light blue callout box on the right contains the text: 'Changing your email will first send you an email verification code, once you receive your code, then input the code on the next step to confirm your email change.' At the bottom right is a red 'Close' button.

Settings

Update Email

Payment Information

Update Password

Cell Phone

Current Email Address
energycustomer22@gmail.com

New Email Address
energycustomer22+1@gmail.com

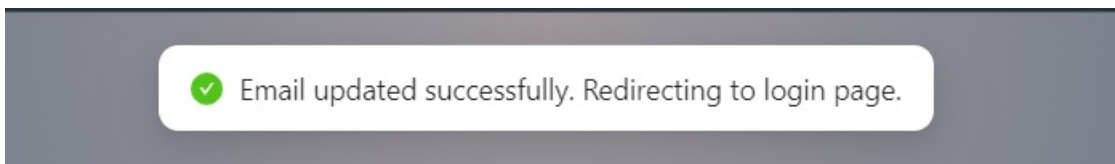
Email Verification Code


Cancel Update

Changing your email will first send you an email verification code, once you receive your code, then input the code on the next step to confirm your email change.

Close

Upon selecting **Update**, the *Login* screen appears to enter the *New Email Address* and *Password* to log back into the Consumer Portal.




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[Sign In](#) [Create Account](#)

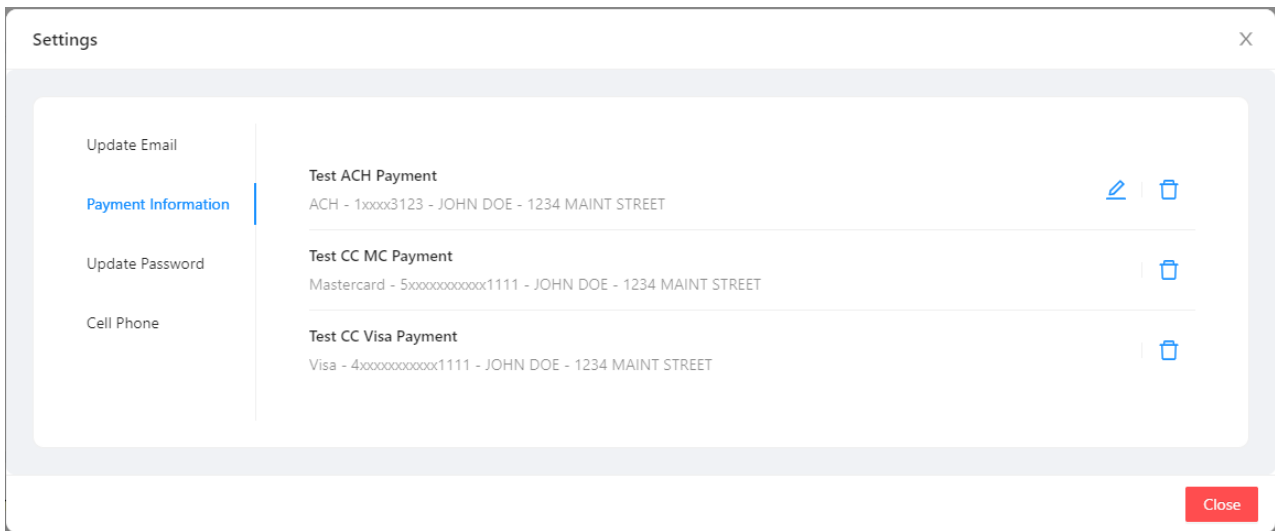
Sign In

[Help](#) [Forgot your password?](#)

Payment Information

Optionally view stored *Payment Information*.

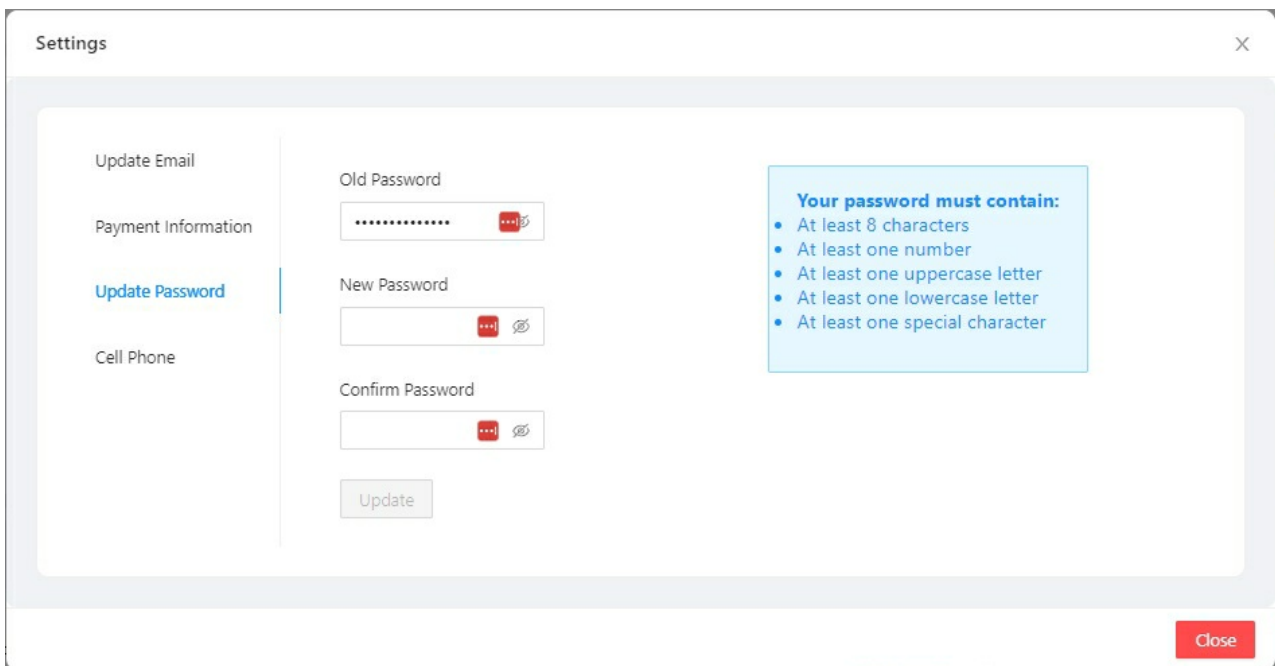
Note: Credit Card payment methods will not be editable, if there is an issue, the record will need to be deleted and re-added. ACH payment methods will have full edit ability.



Update Password

The account password can be changed under *Update Password*. Enter the *Old Password*, *New Password*, and *Confirm Password* and select **Update**.

Note: Passwords must follow the criteria listed to the right of the fields.



Cell Phone

Optionally update a *Cell Phone*.

Update Email

Payment Information

Update Password

Cell Phone

Cell Phone

Update

Close