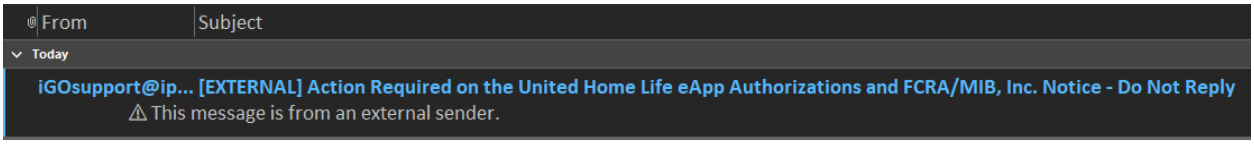
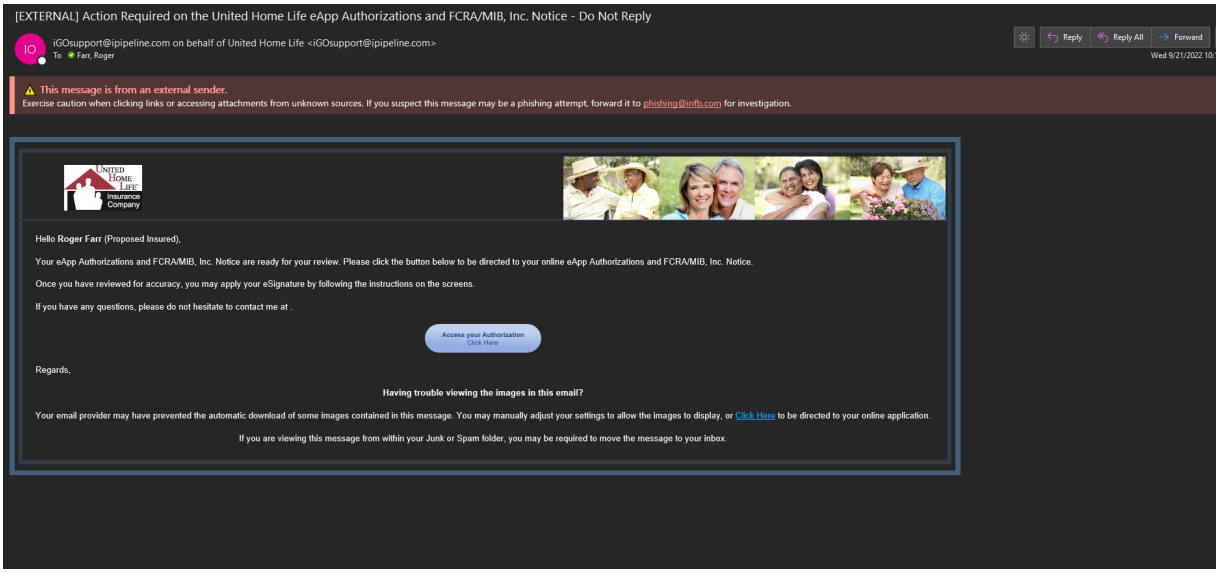
Customer View from Desktop/Laptop

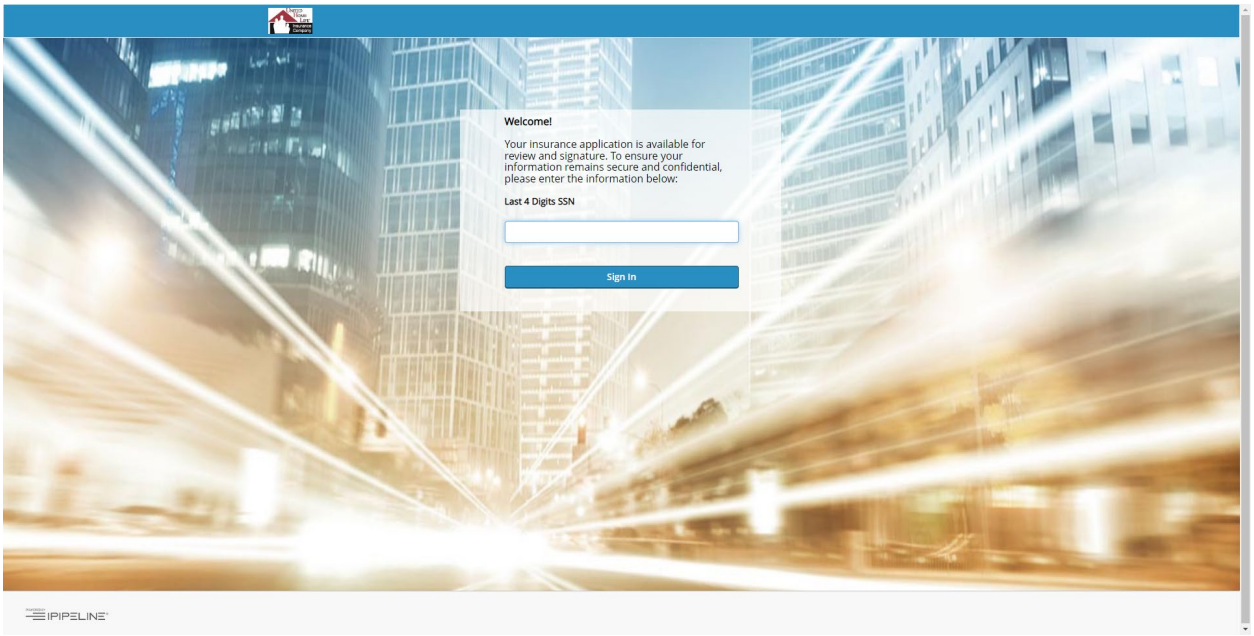
This is the email they will receive in their inbox. This will be from iGoSupport, not from UHL/UFFL.



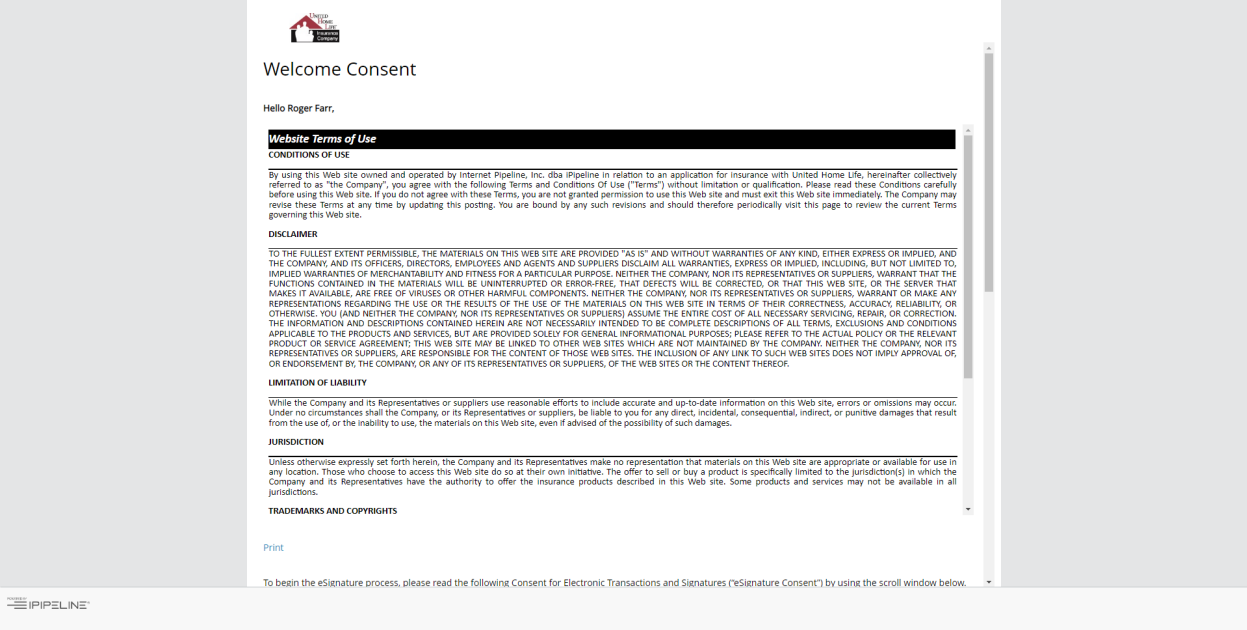
Once they open the email, they will need to click the blue “Access your Authorization” button in the middle of the email.



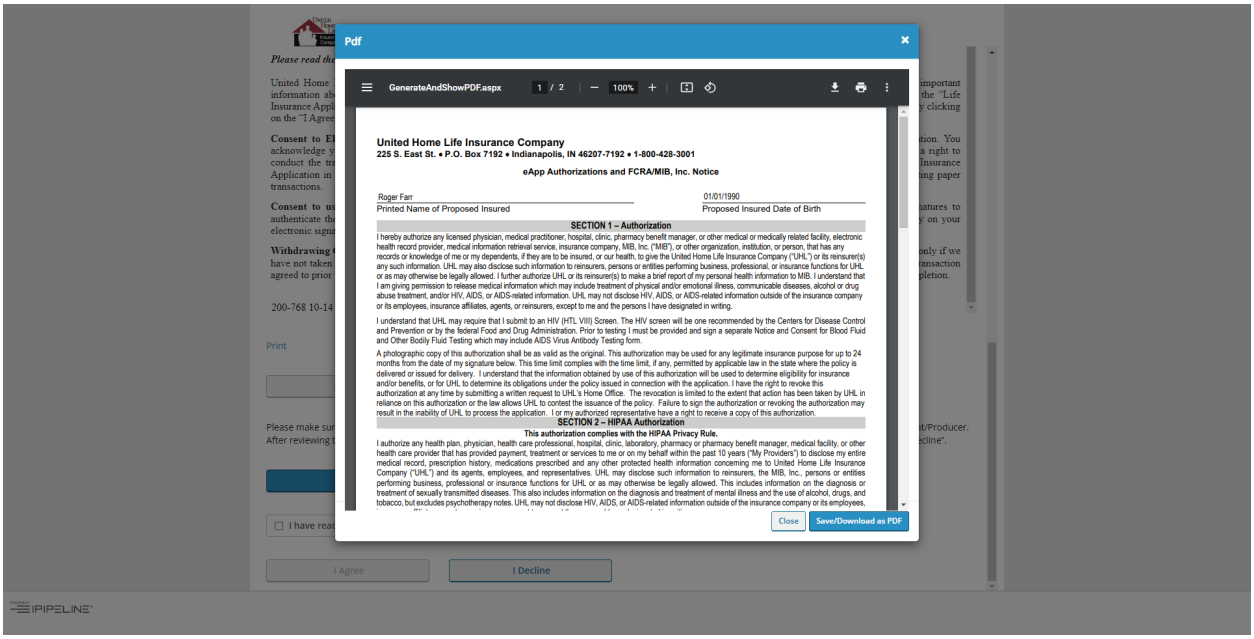
Have them enter the last 4 of their SSN to sign in.



They will now see the consent form. On this form they will need to scroll to the bottom and agree.



A PDF version will pop up and be available for them to save. After they save or download, they will need to provide confirmation that they have reviewed.



The last step will be for them to eSign. Check the box attesting and enter their City/State, and click “Apply e-Signature”

