

## **FREQUENTLY ASKED QUESTIONS:**

### **What is a portal?**

A portal is a private doorway to information. NetClient CS portals are password protected, secure areas on the Internet accessible to you via our website. Think of NetClient CS as a private online office that only you and we can enter.

### **What types of files can I exchange with you?**

You can exchange any type of file! You can exchange Microsoft Office files, budget templates, and forecasting documents with no faxing, postage, or courier costs-all in a secure environment!

### **How do I access my account information?**

It's easy:

1. Visit our website.
2. Click on the "client login" link.
3. Login using your personalized ID and password.
4. Use any or all of the available online services we have personalized for you.

### **When and how often can I access my account information?**

You can access your account as often as you like-any time of the day or night, any day of the week, from any place where you have an internet connection.

### **Do I need a password?**

Yes. Once you sign up to use NetClient CS, you'll receive your own private ID and password.

### **What do I do if I forget my password?**

Click on the "forgot your password?" link and we'll email it to you promptly.

### **Is NetClient CS secure?**

Absolutely! Your software and data are in the most secure location available-a Class-IV, IBM-certified data center. The data center takes every precaution to guarantee the safety and integrity of your data.