



Customer Portal Sign-Up

Welcome to the Quantix IT Services *Customer Portal*. Following are the steps required to activate your user account and gain access to your customer information contained within the portal.

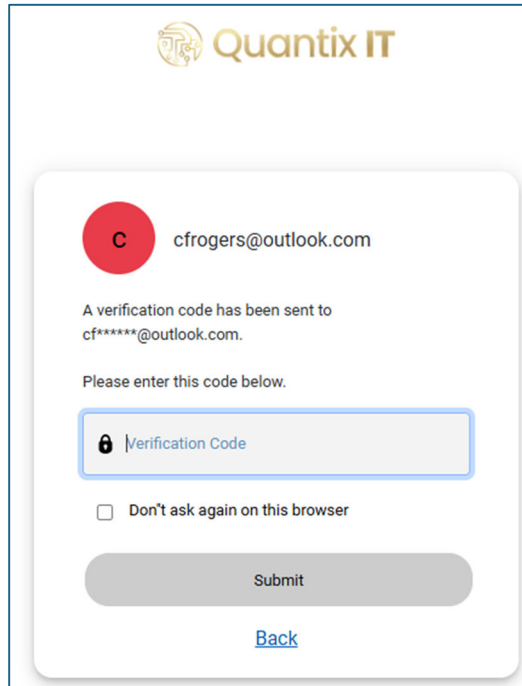
- 1) Access to the *Customer Portal* is obtained by making a request to support@quantixit.com. We will confirm the request, and the access type provided, with the applicable authority within your organization prior to creating your user account.
- 2) Once approved, you will receive an email with the subject line “*Quantix IT Services – Customer Portal*”. This email contains your new **Username** (email address), a link to setup your **Password**, and the **URL** for the *Customer Portal*.
- 3) After clicking on the Password link within the email you will be directed to a web page where you enter your Username (email address), and the password you would like have setup.

Password Strength Requirements

- 10-character minimum length
- No more than two (2) identical characters in a row
- At least one (1) lower case letter
- At least one (1) upper case letter
- At least one (1) number
- At least one (1) special character

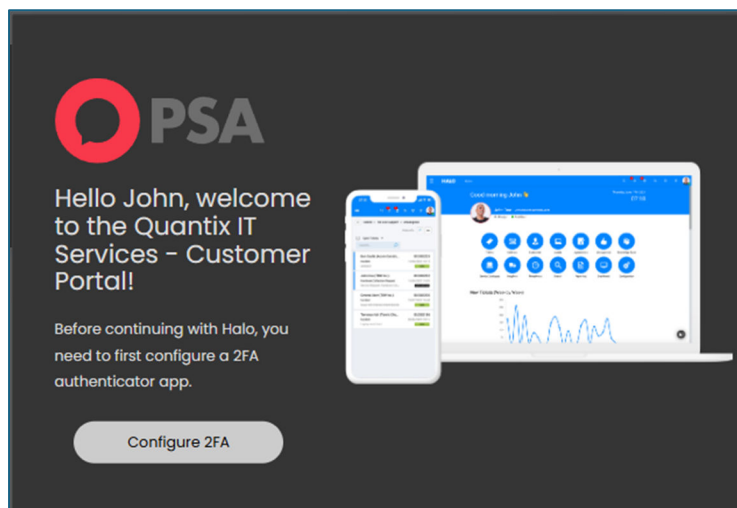
A screenshot of the Quantix IT "Reset Password" web form. The form is centered on a white background with a light gray border. At the top, the Quantix IT logo is displayed. Below the logo, the title "Reset Password" is shown in a bold, dark gray font. Underneath the title, a small instruction reads "Please enter your email address and a new password..". The form contains three input fields: "Email Address" with a person icon, "New Password" with a lock icon, and "Re-enter New Password" with a lock icon. Each input field has a light gray background and a blue placeholder text. At the bottom of the form, there is a "Submit" button with a dark gray background and white text.

- 4) After entering your password, you will need to click on the **Submit** button, your browser screen will change to a page that is asking you for a *verification code*. This code will be sent to your email address associated to your user account. Enter the code provided in the “Verification Code” field and click the Submit button.

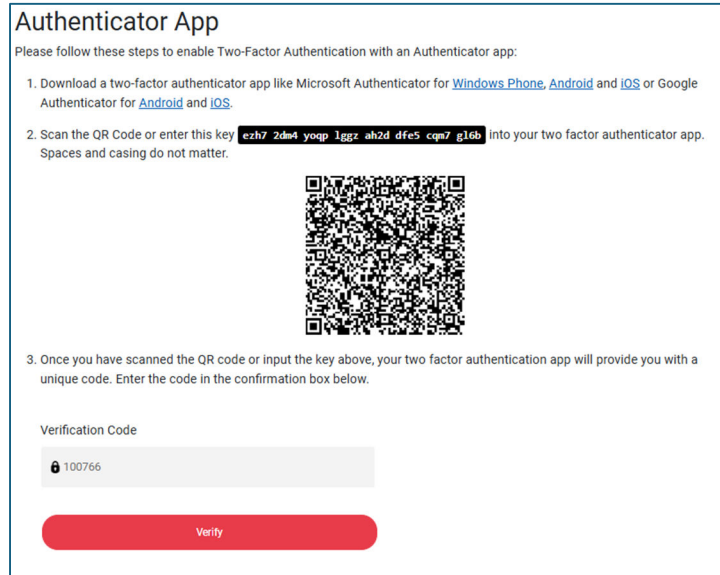


This code will be sent to your email address associated to your user account. Enter the code provided in the “*Verification Code*” field and click the **Submit** button.

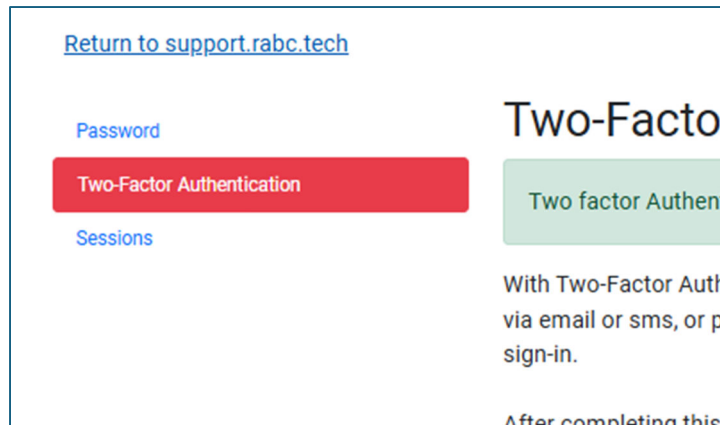
- 5) You will now see a browser page requiring you to setup the 2FA security settings for your user account. This will require an *authenticator* application (i.e., Microsoft Authenticator, 2FAS Auth, Google Authenticator, etc.) to be installed on your mobile device.



- 6) After clicking on the **Configure 2FA** button, you will be presented with the instructions for setting up your 2FA authentication process for your new Customer Portal account.



- 7) After successfully setting up your 2FA authentication process, you will be redirected to a page where you can click on the “*Return to support.rbc.tech*” to go to the *Customer Portal*.



Note:

If you require any assistance with setting up your new Customer Portal user account, please feel free to reach out to Quantix IT Support via one of the following methods.

- Email: support@quantixit.com
- Phone: 506-596-0778