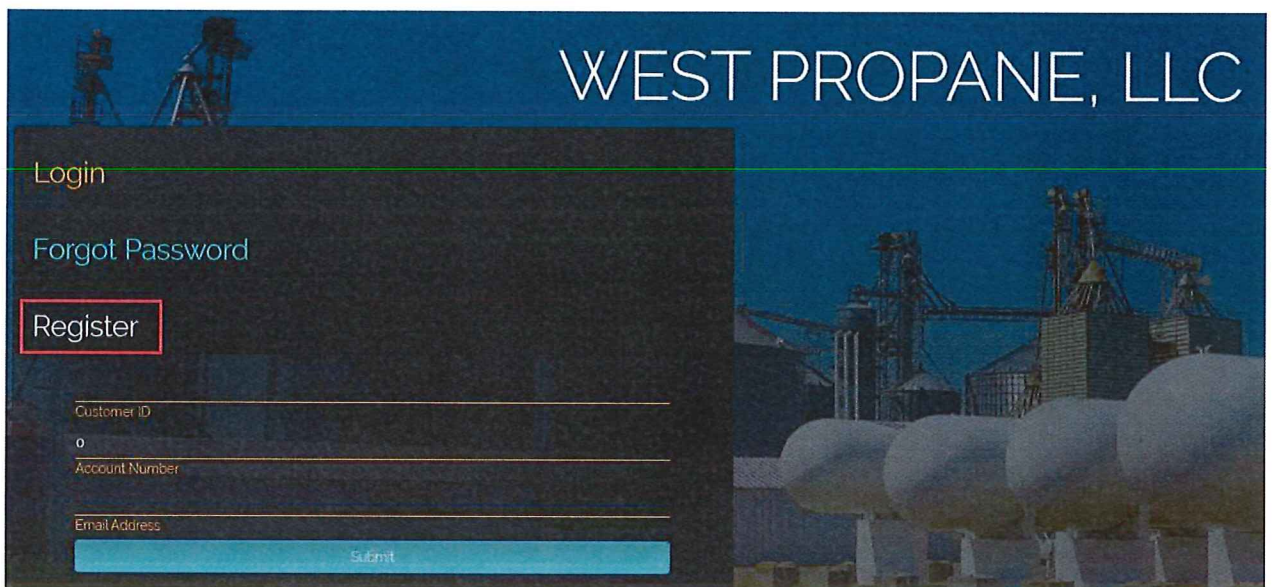


## Web Portal – Register and Login information

\*Web Hub does not work with Internet Explorer web browser. Please use an alternate web browser (Firefox, Google Chrome etc.) when accessing the Web Portal from your computer.

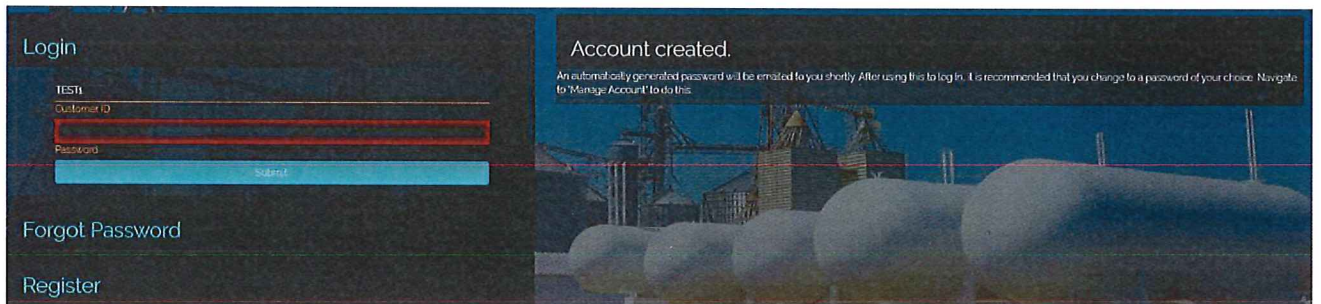
**1. Register your account** – All first time users will need to register before logging into the web portal for the first time.

- Click on the register tab below the 'Login' and 'Forgot Password' options.
- Enter Customer ID, Account # (printed on your statement) and any email address. A temporary password will be sent to the email address you provide.



The screenshot shows the West Propane, LLC registration page. The page has a dark blue background with a large image of propane storage tanks. The text 'WEST PROPANE, LLC' is displayed in white at the top right. On the left side, there are three tabs: 'Login', 'Forgot Password', and 'Register'. The 'Register' tab is highlighted with a red box. Below the tabs, there are three input fields: 'Customer ID' with the value '0', 'Account Number', and 'Email Address'. A blue 'Submit' button is located at the bottom of the form.

- Click Submit
- After clicking submit, a message will appear and inform you that a temporary password was generated and sent to the email address you provided above.



The screenshot shows the West Propane, LLC login page. The page has a dark blue background with a large image of propane storage tanks. The text 'Account created.' is displayed in white at the top right. Below this text, there is a message: 'An automatically generated password will be emailed to you shortly. After using this to log in, it is recommended that you change to a password of your choice. Navigate to "Manage Account" to do this.' On the left side, there are three tabs: 'Login', 'Forgot Password', and 'Register'. The 'Login' tab is selected. Below the tabs, there are three input fields: 'Customer ID' with the value 'TEST', 'Password', and 'Submit'. The 'Password' field is highlighted with a red box.

- The email you receive will look similar to the one below. The temporary password is hi-lighted in my screenshot.

## WEST PROPANE, LLC

Thank you for registering for Web Inquiry with WEST PROPANE, LLC

Your temporary password is:

5rPxW0xNm418153

Please log in using this password, then navigate to *'Manage Account'* to update your password to one of your choice. Your password should contain fifteen or fewer characters.

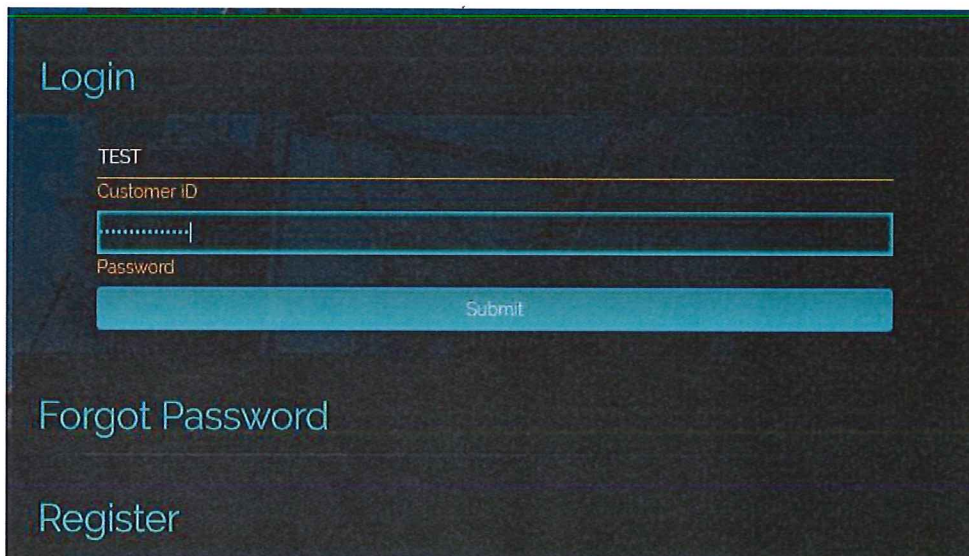
Thank you

HARTSVILLE, SC 29550

843-332-7277 [westpropane@westpropane.com](mailto:westpropane@westpropane.com)

*This email was generated automatically. Please do not reply.*

2. **Login** – After receiving your temporary password, you can now login to your account.



Login

TEST  
Customer ID

.....  
Password

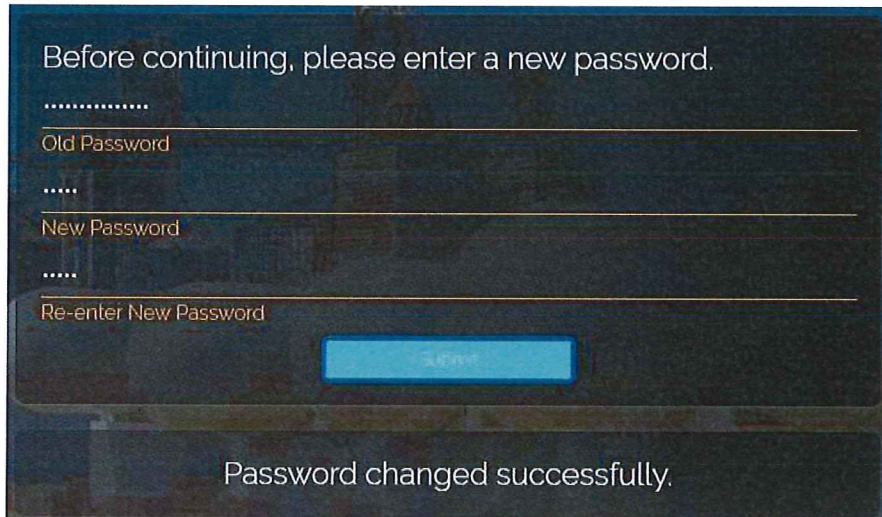
Submit

Forgot Password

Register

- Click on the login tab. It should default to this tab after you register.
- Enter Customer ID (printed on your statement)
- Enter Temporary Password (sent to the email you provided while registering your account).
- Click Submit

3. **Change your password** – after logging in for the first time, we prompt you to change your password.



Before continuing, please enter a new password.

.....

Old Password

.....

New Password

.....

Re-enter New Password

Submit

Password changed successfully.

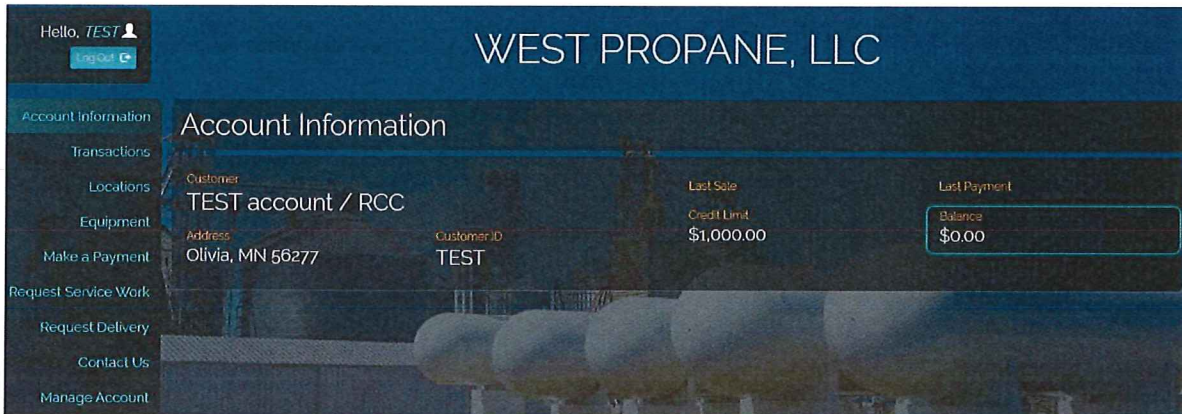
- Enter Old Password (current temporary password)
- Enter New Password (new password you choose)
- Re-enter New Password
- Click Submit
- If passwords matched after clicking submit, a message will appear saying the password changed successfully.

\*going forward you will login with the new password you created in this step.

**4. Ready to begin using the web portal** – your account is registered and you can begin using the web portal features.

*Log Out:* you will see a log out button below your 'Hello, customer ID' in the top left corner of the screen.

*Account information:* displays an overview of your account, including your customer name, billing address, customer ID, last sale date, last payment date, credit limit and balance information. Also, if you click on the balance field, it will display a breakdown of your balance (unpaid & new finance charges and aging balance information). If you have a contract or budget balance this information will display here as well.



*Transactions:* a list of history transactions (sales and payments).

*Locations:* a list of all locations, including delivery address.

*Equipment:* a list of all pieces of equipment tied to your account. If you click the 'Calculate' button, it will display your current estimated tank level percentage.

*Make a payment:* make a payment on your account.

*Request Service Work:* you may request service work to any location.

*Request Delivery:* you may request a delivery to any location.

*Contact us:* if you need to contact us you can find our address, email and phone number here.

*Manage account:* make changes to contacts, payment information or manage your password and background.