

# myCSVaccess Portal Frequently Asked Questions

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

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

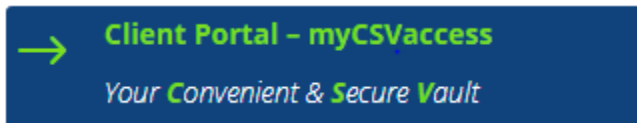
## ***What types of files can I exchange with you:***

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

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

It's easy:

- 1) Visit our website ([www.carlsonsv.com](http://www.carlsonsv.com))
- 2) Click on the Client Portal – myCSVaccess link located on the lower right hand side of the home page



**OR** Click on the myCSVaccess link at the top of the page.

On mobile devices, scroll down and click on the Client Portal – myCSVaccess link.

- 3) Log in using your personalized login 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. When you sign up to use myCSVaccess, you will create your own private login and password. We recommend using your email address as your login so it is easy to remember.

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

After you have tried to sign in, click on the “Forgot password?” link and you can reset your password via email or security questions.

## ***Is myCSVaccess 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.