

Welcome to Cooperative Elevator Co. customer account website!

Provided below are some frequently asked Questions & Answers. If you have additional questions or need further assistance click here <http://www.coopelev.com/cooperative-elevator-co-/contact-us> to be directed to the website administrator.

1. How do I register?

To use the website you must be a registered member. To become a registered member click on the Register button at the top of the menu. On the Registration screen, ALL fields noted with an asterisk are required to be filled in. After filling in all required fields click on the Register button at the bottom of the page. You will receive a popup message stating that your information has been registered and that you will be contacted upon approval.

The information you supply in the User ID field will be your User ID used for logging in during subsequent visits to the Coop website.

Upon approval of your registration, you will receive a confirmation e-mail. At this time, your account is accessible by logging in with the User ID and password you supplied.

The confirmation e-mail contains an attached .PDF file that confirms your registration information. In order to open this .PDF file, Adobe Acrobat Reader software is needed. If you do not have Adobe Acrobat Reader, it is free for download at www.adobe.com. Click on the "Get Adobe Reader" button.

2. How do I change my password?

The password you supplied during registration will be your password. You will have the ability to change your password at any time from the "Change Your Password" link on the Customer Login screen.

When creating your "My Coop Account" password follow these simple tips to ensure best security procedures:

- Do use a combination of at least 6 to 8 letters, numbers, and special characters (Example: Coopfan#28, Acoopmember1963).
- Do use multiple words without spaces (Example: Bestcoopcust#1).
- Do NOT use single words that can be found in a dictionary (Example: apple).
- Do NOT use personal information others can easily obtain or guess (Example: Your Name, Phone Number, or Birth Date).
- Do NOT use your email address or the User ID that you established.

After creating or changing your password, please secure it. Do not share your password with others, and avoid using the same password for other online accounts.

3. How do I change my User ID?

To change your User ID go to the menu bar "My Account" on the Select Customer screen and click on the "Change User ID." The Change User ID screen will appear where all the information is required to be entered. Once completed click on the Continue button. If the User ID is available you will receive a message of: Your User ID has been changed. Then click on the Home button at the top of the screen. Now click "My Coop Account" and log into your account with your new User ID.

4. How do I log in?

To Log In to your "My Co-op Account" type in your User ID and Password you supplied when you registered. Upon your first login the "Terms and Conditions" of the use of the website will be displayed. If you accept the Terms and Conditions of use, click the "Accept" button. The login process will proceed. If you choose to decline the Terms and Conditions of use, click the "Decline" button. The login process will be terminated at this point and you will be unable to access the website. You will be taken back to the Customer Login Screen where you may log in again if you wish, where you will be presented again with the Terms and Conditions of the use of the website.

After your initial login and acceptance of the Terms and Conditions, you will not be presented again with the Terms and Conditions unless there has been an addition, deletion, and/or changes made to the Terms and Conditions.

Each time there is an addition, deletion, and/or substitution to the Terms and Conditions, the change will be highlighted in yellow for your acceptance or declination.

5. What do I do if I forgot my Password?

If you cannot remember your password, you can click on the "Forgot Your Password" button on the Customer Login screen. Your password will be e-mailed to the e-mail address you designated. You will see a message stating that your password has been e-mailed to you and you will then be returned to the Customer Login screen. Your password is contained in a .PDE file attachment within the e-mail sent to you. In order to open this .PDF file, Adobe Acrobat Reader software is needed. If you do not have Adobe Acrobat Reader, it is free for download at www.adobe.com. Click on the "Get Adobe Reader" button. You, then, can proceed to log in using your new password.

6. Why can't I see any information?

If you log in and are unable to view any information, this is an Internet Explorer compatibility issue. To correct, go to the home page of the Coop website, click on the Tools button located in the upper left hand corner. Next, click on the tab that reads "Compatibility View Settings" this is located about half way down on the drop down window. You will then need to type

www.coopelev.com in the “add this website” box. Next, click close. Once you have completed these steps log back into “My Coop Acct”.