

Welcome to the Digital Mailbox Service

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Your documents will be scanned once a week and you will receive an email from julie@texashomebase.com notifying you when mail has been uploaded to your account.

If you need to update the email address currently on your account home page, please let us know via email to dru@texashomebase.com and we will update it for you. This email address will be used to send mail notifications, confirmation of SHRED/HOLD/FORWARD updates, and any “Forgotten Password” emails.

How to Log on to Your Digital Mailbox Account for the First Time

Step 1: Open <https://account.texashomebase.com> on your web browser

Step 2: Enter the “Username” and “Password” you received via email from Texas Home Base

Step 3: Click the “Sign In” button

Step 4: Your account will open and a “Change Password” window will pop up on your browser

Step 5: Enter a new unique password of your choice

This new password must contain one digit, one lowercase, one uppercase and a minimum of 11 characters

Step 6: Confirm your new password by entering it again on the “Confirm Password” line

Step 7: Click the “Change” button on the bottom right hand corner of the window

If the window does not close automatically and the first box is highlighted **red**, your password was not accepted and you will need to use a different password.

If the second box is highlighted **red**, your passwords *do not* match and you will need to reenter your password on the “Confirm Password” line

Step 8: Keep this password in a secure place

If you lose this password at any time, please use the “Forgotten Password” link on the login page – <https://account.texashomebase.com>

When you click the “Forgotten Password” link on this page, a pop up window will open on your browser. Please enter the email address used on your THB account and click the “Done” button. You will receive an email containing a link to change the password on your account. **Don’t forget to check your “spam” folder if you do not see the “Forgotten Password” email shortly.**

If you would like to change your password, you can click on your username at the top left hand corner of your account page after you have signed in. The “Change Password” window will pop up in your browser. Follow steps 5-8 to change your password.

Step 9: To sign out of your account, please click the “Sign Out” button at the top left hand corner of your account page.

Note: Our website is designed to lock out any IP address that uses the wrong password 20+ times on any THB account. The error page will say –

“Opppss looks like you entered an incorrect password too many times and your IP has been blocked. In order to remove your IP block contact Texas Home Base.”

If you receive this error, please call us at (866) 766-2095 and we will promptly fix the issue.

DIGITAL MAILBOX INSTRUCTIONS

- 1.) Log into Digital Mailbox account - <https://account.texashomebase.com>
- 2.) Click **VIEW** to view document in a separate window

-OR-

- 3.) Click **DOWNLOAD** to download document directly to your PC or Mac
 - o Be sure to allow pop-ups from <https://account.texashomebase.com>
- 4.) **Forwarding Requests:** Click **UPDATE ADDRESS** to fill out address form and select mailing options. Click **FORWARDING ADDRESS** to make sure address is correct.*
- 5.) Select HOLD, DELETE/SHRED or FORWARD next to each file name
- 6.) Click **SUBMIT OPTIONS** at bottom of screen

SUCCESS: MAIL SORTING OPTIONS SUBMITTED

ERROR: SORTING OPTIONS NOT SUBMITTED

- 7.) You will receive an email from Texas Home Base titled "THB Sorting Summary" with a list of files and options submitted. **Check your Spam folder if you did not receive it.**
- 8.) Mail requested to DELETE/SHRED or FORWARD will be deleted from your account after the request is completed
- 9.) Mail requested to HOLD will be moved into a folder on your account after the request is complete. Click on the bolded word **HOLD** on your account to view these documents.

*Any forwarding requests submitted **after** 3 pm CST or on weekends/federal holidays will be processed the next business day.

DETAILED INSTRUCTIONS FOR DIGITAL MAILBOX:

Step 1: Use instructions for logging into <https://account.texashomebase.com> on the “How to Log on to Your Texas Home Base Account for the First Time” page

- If you have already changed your password, use the unique password you’ve chosen and the username given to you.


Step 2: You will find these items on your homepage:

1. HOLD folder – this folder will contain all documents you have asked us to “Hold.” We will hold these items until you have instructed us to “Forward” or “Shred” them. As soon as we have completed your “Forward” or “Shred” request the document will be deleted from your account.
2. Scanned documents – you will find your scanned documents on your homepage and they will be numbered sequentially and according to the month received (ex: **01jan-01**, **01jan-02**, **01jan-03**, **02feb-01**, **02feb-03**, **02feb-03**, **03mar-01**, **03mar-02**, **03mar-03**, etc.). The number at the end of the document name is *not* the day of the month the piece is received, but rather the number we have given the document. You will see the date the file has been uploaded to the right of the document.

Step 3: Click on the VIEW button to open a document viewer in a separate window on your browser. Click on the DOWNLOAD button next to your document to download it. If you need assistance downloading your document via your internet browser, please see page 5.

Step 4: Using the “Hold, Shred or Forward” options, instruct Texas Home Base on each document. After we have completed your submitted options we will move any documents you have asked to “Hold” to the HOLD folder and we will delete any documents that are requested to “Shred” or “Forward.” Please see the page 6 for additional information.

Other features on your account -

- You can see an entire list of files uploaded to your account by clicking on the  symbol next to the blue “Sort by Name” button. From this pop up menu, you can also search for specific files.
- Using down arrow on the “Sort by” button, you can sort your documents by name, date or size.
- Using the “Update Address” button you can update the forwarding address for any mail that may need to be forwarded. Please see the “Updating Your Forwarding Address” page for more information.
- The “Forwarding Address” button stores your last used address and email address on file.

Downloading your document:

Click on the DOWNLOAD button next to your document

Each browser will open your downloaded file differently. Please find your preferred browser below for further instruction on how to open your downloaded file.

- **Microsoft Edge (aka Internet Explorer):** Your browser will ask you if you would like to “Save”, “Save As”, or “Cancel” this download. Please click either “Save” or “Save As.”
 - If you click “Save,” your browser will ask you if you would like to “Open”, “Open Folder”, or “View Downloads.” The “Open” option will open the PDF in another browser tab, the “Open Folder” option will open your “Downloads” folder on your PC with the document highlighted, and the “View Downloads” option will bring a pop up window on your browser with all of your downloaded files displayed – you can double click on your new file to open it.
 - If you click “Save As,” your browser will open your computer’s “Downloads” folder. From this folder, you can move the document to any destination on your PC and you will be able to rename the file.

- **Google Chrome:** Click on the file name at the bottom of your browser screen to open it up in a separate tab or you can right click on the download and chose to –
 - “Open” – this will open the file up in a separate tab on your browser
 - “Always Open with System Viewer” - selecting this option will automatically open anything downloaded with your Chrome browser in a separate pop up window
 - “Show in Folder” - this option will open your computer’s “Downloads” folder. From this folder, you can move the document to any destination on your PC and you will be able to rename the file

- **Firefox:** After clicking the “Download” button on your pop up window. Firefox will open a separate window indicating: You have chosen to open: filedoc.pdf, What should Firefox do with this file?
 - “Open with” – this will open your file with a default program or a PDF reader of your choice. Depending on which programs are downloaded onto your PC.
 - “Save File” – this will download the file and save it to your “Downloads” folder on your PC. There will be a blue arrow at the top left hand side of your browser. Click on this arrow to see a list of your downloaded documents. You can either click on the file name to open the document or click on the folder icon to open your “Downloads” folder. From this folder, you can move the document to any destination on your PC and you will be able to rename the file.

Updating Your Forwarding Address:

While logged into your account, you will have the option of updating your forwarding address with Texas Home Base. You can see the address currently on file for you by clicking the “Forwarding Address” button at the top left hand corner of your account page. **We ask that you send us the update before you instruct us to “Forward” any of your mail pieces so that your mail is sent to the correct address*.**

To do so –

- Click on the “Update Address” button on the top left hand corner of your account screen.
- Enter your Name, Street Address, City, State, Zip, Phone Number, and Mailing Method you would prefer Texas Home Base uses to send your mail – USPS Priority, USPS 1st Class, UPS, FedEx.
 - If you choose FedEx or UPS, please specify which service you would like us to use by selecting one of these options – Overnight, 2nd Day or Ground
- Please double check your address and then click the “Change” button at the bottom of the pop up window

Forward/Hold/Shred Instructions:

After you have read your weekly files, you can let us know what to do with each document.

Step 1: Click on the option you would like to use for each document – options include “Hold”, “Forward” and “Shred.” **Remember to update your forwarding address *before* you instruct us to forward any documents*.**

Step 2: After you have selected an option for each document, click on the “Submit Options” button at the bottom right hand corner of the page

SUCCESS: MAIL SORTING OPTIONS SUBMITTED

Your request was submitted successfully

ERROR: SORTING OPTIONS NOT SUBMITTED

There was an error and your request was not submitted. Please try again.

You will receive an email shortly from Texas Home Base with a list of the files and options you have submitted titled “THB Sorting Summary.” Remember to check your “Spam” folder if you do not see this email.

Ex: Texas Home Base mail sorting options summary
Timestamp: 2017-03-01_12:00:00 CST
FILENAME – SORT OPTION
mar01.pdf – HOLD
mar02.pdf – SHRED

*Any forwarding instructions submitted **after** 3 pm CST or on weekends/federal holidays will be processed the next business day.

By signing the statement below:

- I agree that I shall not make any duplicate copies of the Scanning client's mail that I scan, sort, or forward.
- I agree that I shall not allow any other persons outside of Texas Home Base to access the Scanning client's mail or personal information.
- I agree that I shall act in the best interest of all Scanning clients at all times.
- I agree that I shall do my best to ensure that the mail is not misappropriated, intercepted, deleted, destroyed or used by others.
- I agree that I shall not disclose any Scanning client's personal information to any unauthorized persons without the knowledge and approval of the scanning client, unless required by law.

Signed: Elaine Pennarty Date: March 30, 2017

Signed: Juli Stewart Date: 3-30-2017

Signed: Ann Pennarty-Morrison Date: 3-30-2017

Signed: [Signature] Date: 3-30-17