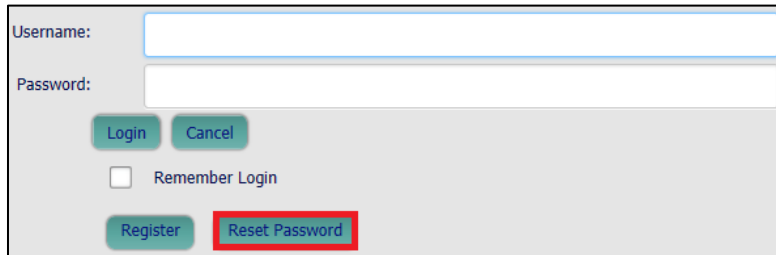


SUB Online Portal – Frequently Asked Questions

1. I can't remember my password.

If you have already registered for the online portal and cannot remember your password, click the “Reset Password” button. You will be prompted to enter your username and verify a security code.



A screenshot of the login form. It features two input fields: "Username:" and "Password:". Below the fields are four buttons: "Login", "Cancel", "Remember Login" (with an unchecked checkbox), and "Reset Password". The "Reset Password" button is highlighted with a red rectangular border.

Upon entering your username and verifying a security code, an email with a password reset link will be sent to the email address used to register your account. Follow the instructions within the email to reset your password.

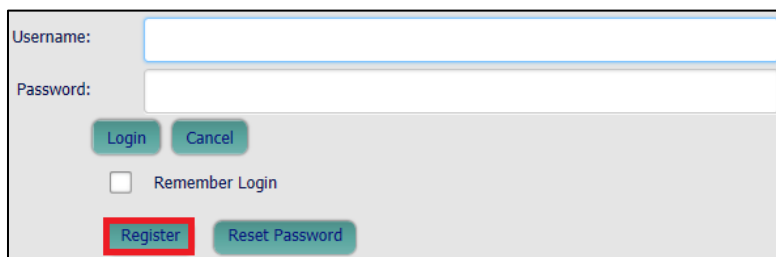
Your password must include 1 small-case letter, 1 capital letter, 1 number, and 1 special character. An example of a special character is %, \$, (, or #. The length must be between 7-30 characters and spaces are allowed.

2. I am not getting my Reset Password email.

If you aren't receiving the reset password email, please check your junk/spam folder. If after 15 minutes you still haven't received the reset email, you may have miskeyed your email address when registering your username.

SUB customer service is unable to view or change the email address linked to your username.

You may register a new username by clicking the “Register” button and completing a new registration form.



A screenshot of the login form. It features two input fields: "Username:" and "Password:". Below the fields are four buttons: "Login", "Cancel", "Remember Login" (with an unchecked checkbox), and "Register". The "Register" button is highlighted with a red rectangular border.

3. I can't remember my username.

If you cannot remember the username you chose when registering your account, please call our Customer Service department at (541)746-9852. They can look up your username if it was linked to a SUB account number.