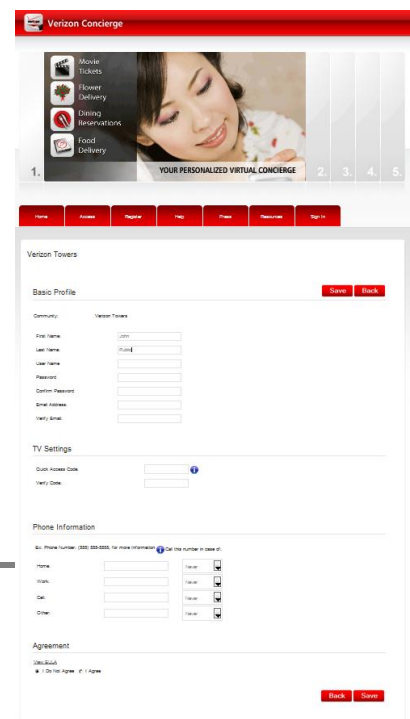# Resident Registration and Profile Updates

To realize the benefits of Verizon Concierge, you will need to establish a username and password. If you plan to order services using Verizon Concierge (for example, order Pizza delivery using the Verizon Conicerge FiOS TV widget), you will need to update your profile with payment information. This information that you enter once will support all your Verizon Concierge transactions whether your access is by web browser, smartphone app or FiOS TV widget.

Choice 1: Registration and Profile Updates Via Web Browser

To establish your username and password (i.e, "register") using your web browser, navigate to www.verizonconciere.com/register and then press <continue> next to the words "Community Registration". If you have your "registration code", enter the code at this point. If you do not have your registration code, follow the instructions to find your property then your apartment number in order for the registration code to be texted to you on your cell phone. Enter the texted registration code to proceed to the next step. (If you do not have a text capable cell phone, contact your property manager for assistance.)

At this point, an on-line form will appear (see right) where you can enter: Username, Password, e-mail address, "Quick Access Code" (optional code used to validate widget sessions); Home, Work, Cell and Other Phone numbers. For each phone number entered, the user will be asked whether the phone number should be used for: Emergencies Only, Non-emergencies Only, Emergencies and Non-emergencies or Never. The user must

then click "I agree" to the EULA (licensing agreement) and then <Save> to complete the registration process.

Optional entry of payment information: To enter payment information, logon at www.verizonconcierge.com and then select the <My Profile> option (see screen at right). Select the "Payment Accounts" option to enter your billing information. Other updates possible under <My Profile> include: Account Details (e-mail address, phone numbers); Authentication (password, widget access code, purchase confirmation code); and recipients (list of recipients where you have items delivered.)

Choice 2: Use of Smartphone app to register and update profile.

To establish your username and password (i.e., "register") using the Verizon Concierge smartphone app, you will first need to find the free Verizon Concierge app in your app marketplace and request that it be downloaded. Once it is downloaded, launch the Verizon Concierge App. On the first screen, select the <Search for Communities> option.

On the next screen, enter your property name or property zip code and press <Search>. Select your property from the returned list then select <Register Now> twice. Follow the prompts to find your apartment number and have your "registration code" texted to your smartphone. Enter the returned registration code and press <Go>. A data entry screen will then appear (see image at right) where you will be prompted to enter: Username, Password, e-mail address, "Quick Access Code"

(optional code used to validate widget sessions); Home, Work, Cell and Other Phone numbers. For each phone number entered, the user will be asked whether the phone number should be used for: Emergencies Only, Non-emergencies Only, Emergencies and Non-emergencies or Never. The user must then click "I agree" to the EULA (licensing agreement) and then <Save> to complete the registration process.

Optional entry of payment information: To enter payment information, re-launch the Verizon Concierge app and select <I Have an Account> on the first screen. On the next screen, log-in using your username and password. Once logged in, select the <Profile> option to return the screen visible at right. Select the <Payment Settings> to enter your billing information. Other updates possible under this screen include: Your Profile (address, e-mail, phone numbers); Security Settings (username, password, confirmation code); and Manage Recipients (list of recipients where you have items delivered).