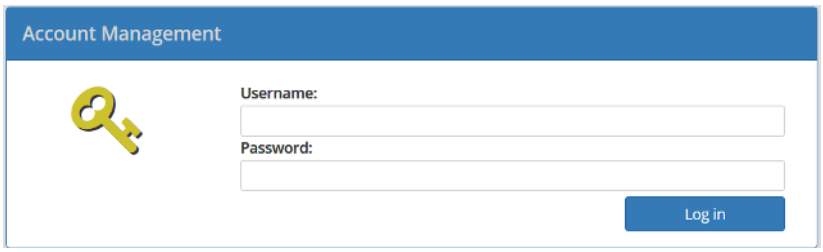
Customer Security and Password reset

Before you can reset your password, you need to setup your security settings.

If you have lost your password before this point contact CimTel Service and Support to get a temporary password.

Once you have your temporary password continue with the instructions below.

Click on this link: https://myapplicationportal.com/security



You will enter your email address and current password and click Login.

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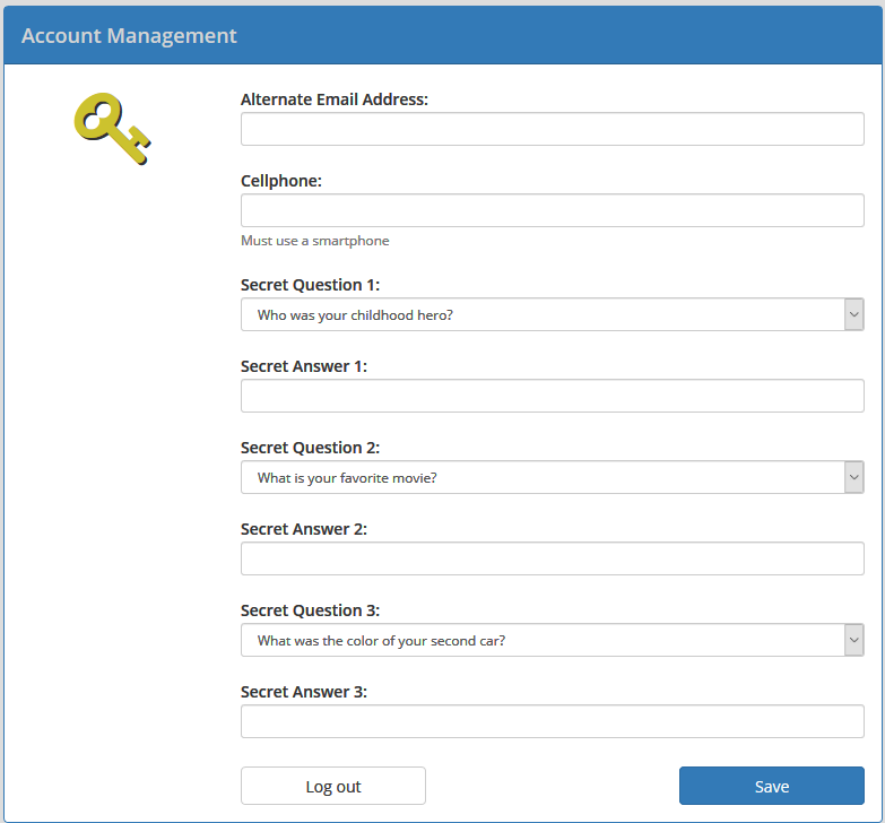

Fill-out the Security Settings form:

1. Alternative email address
2. Cell Phone
3. Series of Security questions
    a. What is the last name of your fourth grade teacher?
    b. Who was your childhood hero?
    c. What was the color of your second car?
    d. What was the first concert you attended?
    e. What is your favorite movie?
    f. What was your high school mascot?

You do not have to fill out all three of these sections, but if you do not have at least have one filled out you will not be able to recovery your password. For example, if you do not have an Alternative Email Address, you may leave that blank.

After you have filled this form out click Save.

Once the Security Settings are filled out click on this link: https://myapplicationportal.com/password

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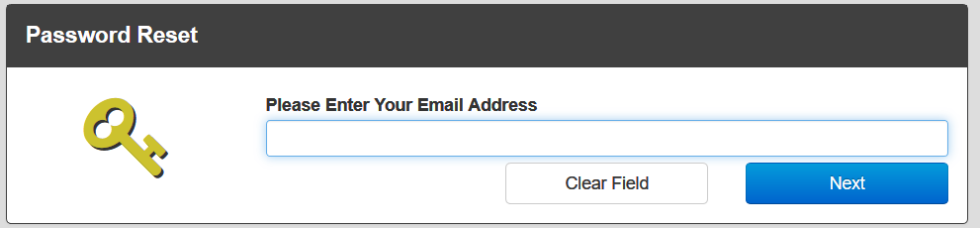
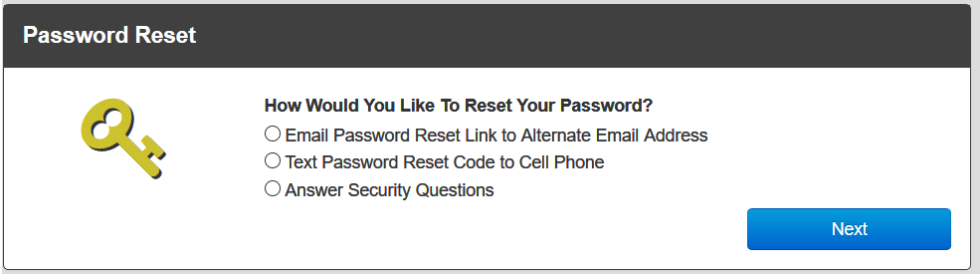


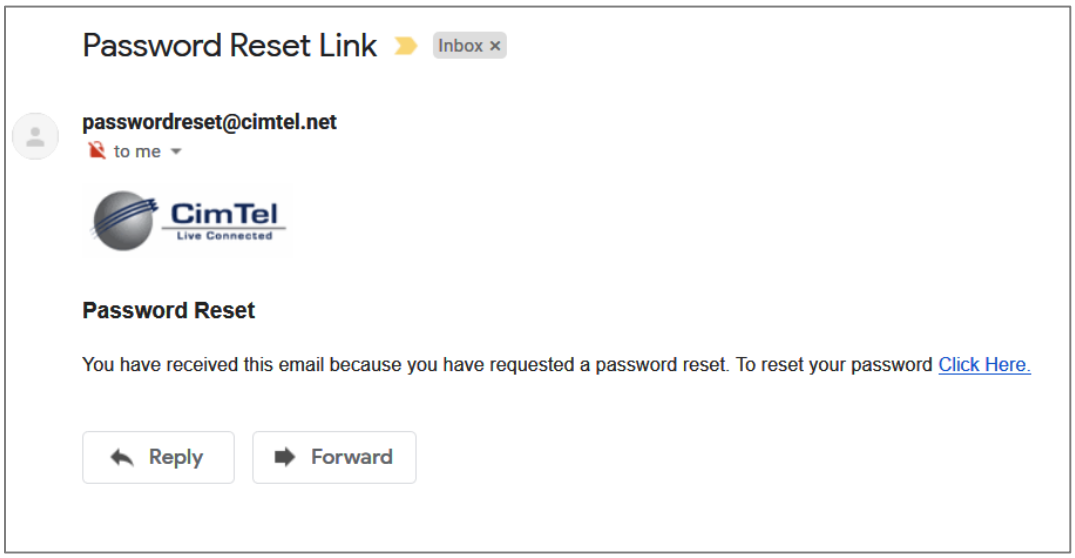
Now enter your Email address and click Next.



Choose one of the methods of recovery above. You will then see one of the following.

If you have not completely filled out all three sections of the Security Settings page you will only see options for the sections you have filled out.

Email



Click the Click Here in the email above.

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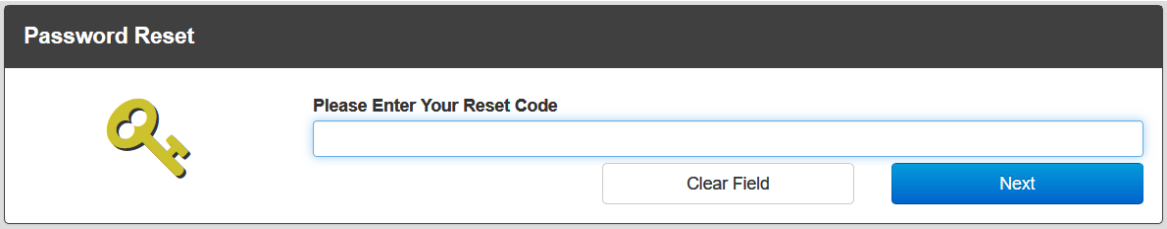
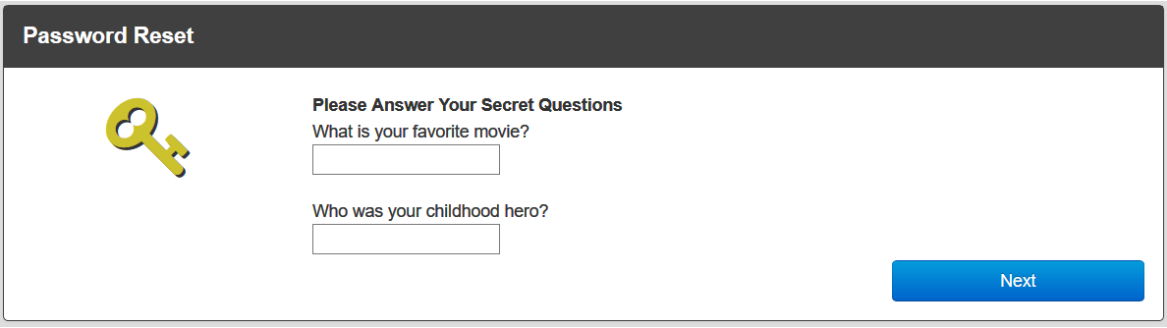
Text



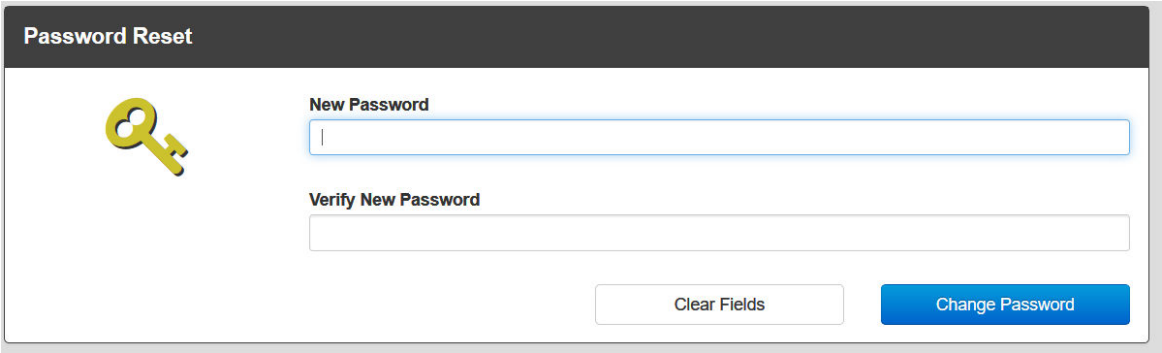
You will receive a code via text to the Mobile phone number you supplied. Enter that code here and press Next.

Answer Questions



You will be asked two of your security questions. Answer correctly and press Next.

After choosing one of the three options above, you will finally see the Password Reset screen.



Enter your new password in the first box. Then enter it again in the second box to confirm it.

Now press Change Password.

Then go to https://login.cimtel.net and login with your email address and NEW password.