



HELP GUIDE: USERNAME/EMAIL CHANGE

CUSTOMER PORTAL | DOWLER-KARN WEB
www.dowlerkarn.com

HOW TO CHANGE YOUR USERNAME/EMAIL

1. Log into your account on the Dowler Karn Customer Portal.
2. Select the “My Profile” tab.
3. In the “Update Your Login Username” section, enter the new email you want to use in the first field. (Note: this will change your log in username to the new email)
4. Re-enter the email in the next field.
5. Select “Update Email” and your email/username will be updated.

The screenshot shows the 'My Profile' page of the Dowler-Karn Customer Portal. The page has a navigation bar with 'Home', 'My Account', 'Make Payment', 'Plan Enrollment', 'My Profile', 'Customer Search', and 'Logout'. The 'My Profile' section is active. Below the navigation bar, there are three main sections: 'Update Your Login Username', 'Change Your Password', and 'Switch Invoice & Statement Format'. The 'Update Your Login Username' section has two input fields: 'New Email Address/Username' (marked with a red circle 3) and 'Confirm New Email Address/Username' (marked with a red circle 4). Below these fields are 'Clear' and 'Update Email' buttons (marked with a red circle 5). The 'Change Your Password' section has 'New Password' and 'Confirm Password' input fields, with 'Clear' and 'Save Password' buttons. The 'Switch Invoice & Statement Format' section has dropdown menus for 'Invoice Format' and 'Statement Format', both set to 'E-Mail', and an 'Email Confirmation To' input field, with a 'Save Invoice Format' button. The 'Add Additional Accounts to Login' section has 'Last Name' and 'Account Number' input fields, with a 'Link Account' button. Red circles with numbers 2, 3, 4, and 5 are overlaid on the page to indicate the steps described in the guide.