

ORDER FOR ENTERING “PRIVATE ROOM”

Dear subscriber, you can acquaint with the main terms of safe entering “Private room” through this guideline.

Having logged in ID number as user name and password you sign in your “Private room”.

1 If the password corresponds to the safety requirements, you may carry out transactions through “Private room”.

2 If you have mentioned e-mail at subscription and your current password doesn't correspond to safety requirements, you will receive **the following message:**

“Dear subscriber,

your current password doesn't correspond to the safety requirements **(it should contain at least 8 Latin symbols with combination of capital and small letters /a-z, A-Z/ and figures 0-9).**

To change the password, please click the [link](#).

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After clicking the link a relative page appears where you should point login (ID number) and e-mail provided at subscription in order to receive the corresponding [link](#) to change the password.

FORGOT YOUR PASSWORD?

To reset your password, enter your ID and e-mail. If you have not specified any e-mail for Ucom, please contact customer support service.

Login

E-Mail

Enter symbols on security image *



 - Refresh

SEND

The link to reset your password the link has already been sent to your electronic mail. Please, click the [link](#) to change the password.
The link is active during **24 hours**.

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Following the [link](#) you'll see a window to **enter new password**:



Change password

Password

New Password

Confirm Password

CHANGE **CANCEL**

3

If at subscription you have mentioned only e-mail, please click **“Have you forgotten the password?”** link.

After clicking the link a page appears where you should enter login (ID number) and e-mail provided at subscription. Following the link sent to your e-mail, you'll see a window to enter the password.

4

If at subscription you didn't provided any e-mail and the password doesn't correspond to the safety requirements, you'll receive the following message:

"Dear subscriber,

your password doesn't correspond to the safety requirements (**it should contain at least 8 symbols with combination of capital and small letters /a-z, A-Z/ and figures 0-9**), and you haven't provided a valid e-mail.

To add service/to change or to renew tariff plan you must have e-mail and "strong" password.

Please visit any service centers of Ucom Telecommunications Company.

After carrying out the described actions you'll be able to change the password by steps described in point **2**.

5

You may change the password in "Personal information" section by mentioning:

- available password;
- new password;
- confirmation of new password.

After confirmation your password is changed, and corresponding message appears.

6

You may change e-mail in "Personal information" section by mentioning new e-mail. After successful replacement a corresponding message appears.