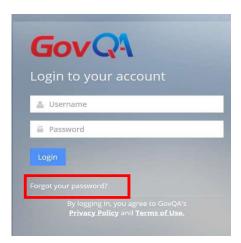


Log in Instructions:

Admin Portal initial login instructions.

Tools required: Public Records Center Admin Portal User Name: Your current username is the first portion of your Town of Milton email address in lower case. Internet access. Access to your Town of Milton mailbox.

- Go to: https://miltonma.mycusthelpadmin.com/WEBAPP/ZAdmin/AdvancedLogin/Login.aspx
- 2. Click "Forgot your password?" link.



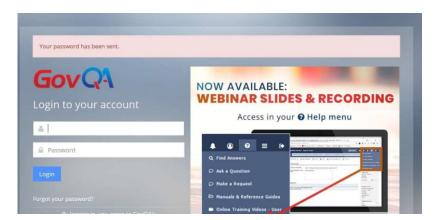
3. Enter your Username.



GovQA is a division of WebQA Inc., one of the world's leading providers of public sector compliance solutions and serves over 800 government entities across North America. GovQA's products offer a comprehensive set of multilingual and multichannel service, communication, collaboration, and payment capabilities. GovQA solutions support portal and mobile citizentogovernment interaction including Public Records Request Processing, Subpoena Request Management, 311/CRM, and Public Safety Reporting.



4. Click submit.



- 5. Access your Milton, MA mailbox and locate the recent email with the following subject line.
 - a. Subject Line: [GovQA] Password Assistance
 - b. Confirm the user name and time stamp of the email.
- 6. Use the temporary password listed in the email to login.
 - a. url:
 https://miltonma.mycusthelpadmin.com/WEBAPP/ZAdmin/AdvancedLogin/Login.aspx
- 7. You will be prompted to change this temporary password.