

What is the TKS service ID and what is its purpose

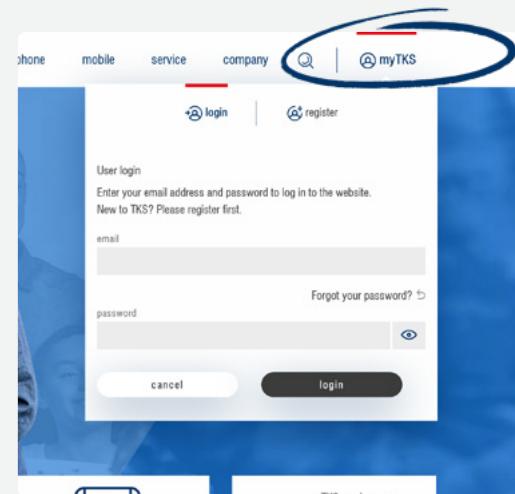
Your service ID is a unique, randomly-generated security code that is assigned to your myTKS customer account. It is there to provide an additional layer of protection and will be used to confirm and verify your identity. When calling the TKS customer service hotline for example, you must be able to provide your service ID to the TKS representative. Your sensitive customer data and billing information cannot be accessed without the service ID.

Where do I find my service ID

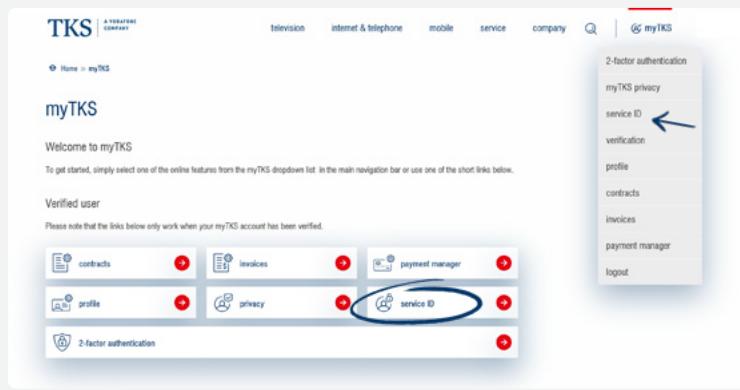
Your service ID can be found online by logging in to your myTKS customer account at www.tkscable.com. When logged in to your myTKS account, you will be able to view the default service ID, and you will also be provided with the option of creating your own custom service ID.

Getting started: log in to myTKS

- 1 To access your service ID, go to www.tkscable.com, click on myTKS in the main navigation and log in to your myTKS customer account.



- 2 Navigate to the service ID page by clicking on service ID at the myTKS welcome page, or on the link in the myTKS dropdown menu.



- 3 Your current service ID will be displayed at the bottom of the service ID page. When asked, please provide this code to verify your identity.

OPTIONAL: create a new service ID

If you would like to create a customized service ID instead of using the existing code, type the desired series of characters in the field, and then click on save.

service ID

Change your myTKS app service ID

Using your service ID for the myTKS app, you will be able to manage your contracts and use different functions of the app. Within the myTKS app you can also change your login credentials.

You may create your own ID that you can easily remember.

Requirements for the ID are:

- 6-10 characters long
- Combinations of upper / lower case letters and / or numbers