



## STAY CONNECTED WHILE ENJOYING THE OUTDOORS

When the weather turns nice, there's no better place to be than outside. Whether streaming music into your yard, tackling projects in the garage, or simply relaxing on the patio, ITC has everything you need to stay connected with fast, reliable Internet.

### Take Your Internet Outside

Outdoor Wi-Fi means you can truly relax. Picture yourself lounging on the deck after a long day, catching up on your favorite shows, streaming a movie with the family, or watching the big game while enjoying the evening breeze. With reliable outdoor coverage, you can bring your entertainment outdoors and enjoy it without interruption.

### Reliable Connectivity

Working from home has never been this fun. Bring your laptop out to your patio for the day to enjoy the nice weather while getting your work done. Answer emails, take video calls, and enjoy the simple pleasure of stepping away from your desk. With reliable Internet reaching outside, your outdoor space can become the most enjoyable office you've ever had.

### GigaSpire Blast Outdoor Wi-Fi

ITC makes it possible with the GigaSpire Blast outdoor system, designed to extend powerful Wi-Fi beyond your home and into your outdoor spaces. Powered by the latest Wi-Fi 6 technology, the system delivers blazing speeds of up to 1 Gig per second, providing the fast, reliable connection you expect.

Installation is simple. The outdoor system connects to your existing ITC router to extend your whole-home Wi-Fi signal outside. The result is seamless connectivity that follows you outside.

So go ahead and enjoy those beautiful days outside. Work, relax, stream, and stay connected while enjoying some sun! To learn more about extending Wi-Fi to your outdoor spaces, contact ITC at 1.800.417.8667.



# EMAIL PASSWORD CHANGE

*By Michael Martinell, Network Broadband Technician*

In the past, if you misplaced your email password, you could call the ITC Help Desk, and most of the time, we were able to help you regain access without needing to reset it. As part of our ongoing effort to strengthen account security, that process has changed.

For most customers, nothing will change in day-to-day use. Your email will continue to work exactly as it always has. The only time you will notice this difference is if you forget your password and need assistance from the Help Desk.

If that happens, our staff will assist you in resetting the password. Once the new password is created, you will need to update it on all devices where you check your email. That may include Webmail, your phone, tablet, computer, or any other email program connected to your account. Changes like this are part of keeping your email account as secure as possible, as technology continues to evolve.

### Tips for Stronger Passwords

It is also a good reminder that strong passwords are one of the ways to protect your online accounts.

A good password should be:

- Unique – Avoid reusing the same password across multiple websites.
- Longer rather than shorter – More characters make passwords harder to guess.
- Difficult to guess – Avoid obvious words, names, or dates like birthdays.

Many people find that using a short phrase or a combination of unrelated words makes passwords both strong and easier to remember.

Avoid using the same password for multiple accounts. Reused passwords can allow attackers to try the same password on other services, such as email, banking, or shopping accounts. Using different passwords for important accounts greatly reduces that risk.

You should also periodically review and update important passwords. If you have been using the same password for several years, it may be a good time to create a new one.

### Extra Protection

Consider enabling two-factor authentication in your webmail settings. This adds an extra layer of protection by requiring a second verification step during login. Even if someone learns your password, they still cannot access your account without your device.

Finally, remember that ITC will never email you asking for your password or directing you to a link to “verify” your account credentials. Messages like that are scams and should be deleted immediately.

If you ever have questions about your email or need assistance resetting a password, the ITC Help Desk is always happy to help at 1.888.217.5718.

# SOCIAL MEDIA

*By Holly Stormo, Marketing Communications Specialist*

ITC University will be teaching a Social Media 101 class in April. We will show you the most popular social media sites and how to use them. After this class, you will have a basic knowledge of which social media platforms are right for you. From Facebook to Pinterest, we will talk about them all.

For more information on dates and to sign up for class, please visit our website at [www.itc-web.com/itcuniversity](http://www.itc-web.com/itcuniversity) or scan the QR code with your phone’s camera.

If you have any questions or ideas for future classes, please call ITC at 1.800.417.8667.



# E-STATEMENT

Sign up for Auto-Pay and go paperless with E-Statement, and ITC will give you a one-time \$20 bill credit. The best part about signing up for both services is that you never have to leave home to pay your bill or worry about being late. If you only sign up for one of these services, we’ll still give you a one-time \$10 bill credit.

When you sign up for Auto-Pay, your monthly bill amount is deducted from your account. If you pay using your checking account, you can choose to have it deducted on either the 10th or the 17th of the month. If you pay with a credit or debit card, you can choose the date (from the 1st to the 17th of the month). Call ITC’s offices at 1.800.417.8667 to sign up.

When you sign up for E-Statement and go paperless, ITC will notify you by email each month that your bill is ready. You can log in to see the information, save it, or print it if you want a paper record. To go paperless, sign in to [www.itcebill.com/estatement/login](http://www.itcebill.com/estatement/login) and follow these instructions:

1. Log into E-Statement.
2. Go to “Settings” & click the “General” tab.
3. Under “Invoice Preference,” choose “Web Bill Only.”
4. Then click “Change Preference.”

Do you like the ease of an app? ITC has just the app for you! The ITC eBill mobile app is a simple way to pay your bill! To get started, search “ITC eBill” in the App Store for Apple devices or Google Play for Android devices. Once downloaded on your device, you can log in using your existing bill pay website credentials. It’s that easy!

For questions on E-Statement, Auto-Pay, or the ITC eBill app, please call ITC at 1.800.417.8667.



**HAPPY EASTER!**  
**ITC will be closing at noon**  
**on April 3 for the holiday.**