



Assistive Technology Network
California's Tech Act Project

Guide To Requesting a New AT Exchange Account

Ability Tools / AT Exchange

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www.exchange.abilitytools.org

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The goal of this step by step document is to guide individuals in requesting a new AT Exchange Account.

Who can request an account?

The AT Exchange website is open to the public, but is geared for those who are in need of acquiring or recycling assistive equipment.

Step 1: Where do I request a new account?

Go to <http://www.exchange.abilitytools.org> and to the left of the AT Exchange website, under the Login section locate for a link called "Request a New Account".

Figure 1 Where do I request a new account? Screen capture of AT Exchange Web Page: www.exchange.abilitytools.org

The screenshot shows the AT Exchange website interface. At the top right, there is a "Login" link. The main header features the "Ability Tools" logo (Assistive Technology Network) and the text "Welcome to the AT Exchange". Below the header is a navigation bar with links for HOME, MY ACCOUNT, ITEMS, CONTACT US, and HELP. A yellow search bar contains the text "START HERE:" followed by an input field for "Enter Keyword or Phrase", a dropdown menu for "- All Categories -", a "Search" button, and a link for "Advanced Search".

The "LOGIN" section is highlighted with a red box. It includes an "Email:" input field, a "Password:" input field, and a "Submit" button. Below the input fields are two links: "Request a New Account" and "I Forgot My Password!".

To the right of the login section, there is a red banner with the text "BORROW - BUY/SELL - DONATE - TRYOUT - GADGETS & DEVICES". Below this banner is a "Welcome to the AT Exchange!" heading. The main content area describes a "FREE" service connecting Californians to assistive technology (AT) devices. It lists "You can:" followed by a bulleted list: "Borrow devices to try for 30 days", "Find used devices for free or low-cost", "Sell used devices", "Give away devices", and "Place want ads for devices you need".

On the right side, there is a "Begin Your Search!" section with an "Item Search:" input field, a "Category:" dropdown menu, and a "Search..." button.

On the left side, there is a "FEATURED EQUIPMENT" section with two items: "3Doodler 3D Printing Pen" and "Amigo RT scooter".

Step 2: How do I request a new account?


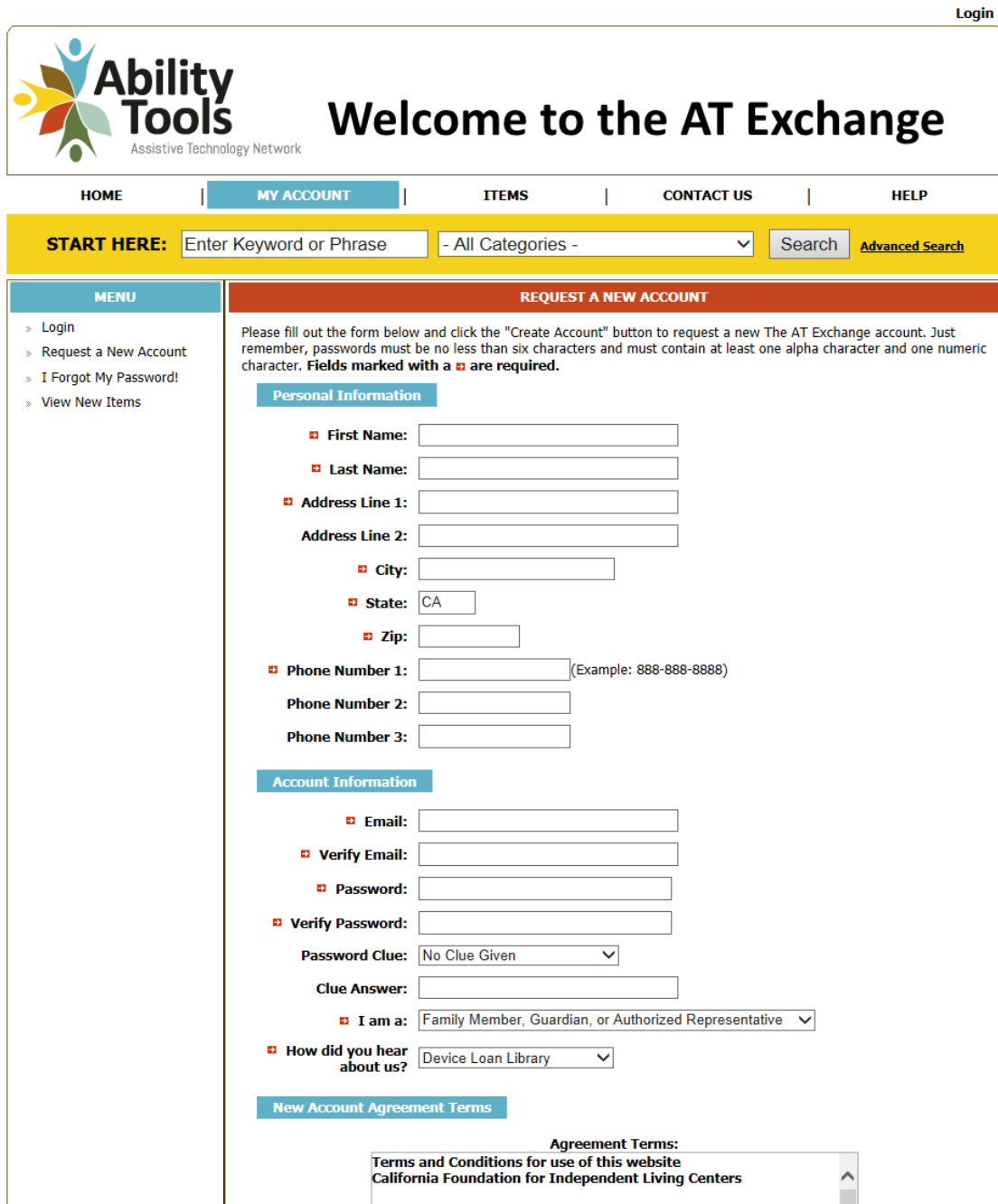
Simply fill out the form given after clicking on "Request a New Account" in the left-hand side menu. Passwords must be no less than six characters and must contain at least one alpha character and one numeric character. **Fields marked with a  are required.**

Figure 2 Screen capture of AT Exchange Request A New Account Web Form



Ability Tools
Assistive Technology Network

Welcome to the AT Exchange


HOME | MY ACCOUNT | ITEMS | CONTACT US | HELP

START HERE: - All Categories - [Advanced Search](#)

MENU

- > Login
- > Request a New Account
- > I Forgot My Password!
- > View New Items

REQUEST A NEW ACCOUNT

Please fill out the form below and click the "Create Account" button to request a new The AT Exchange account. Just remember, passwords must be no less than six characters and must contain at least one alpha character and one numeric character. **Fields marked with a  are required.**

Personal Information

- First Name:**
- Last Name:**
- Address Line 1:**
- Address Line 2:**
- City:**
- State:**
- Zip:**
- Phone Number 1:** (Example: 888-888-8888)
- Phone Number 2:**
- Phone Number 3:**

Account Information

- Email:**
- Verify Email:**
- Password:**
- Verify Password:**
- Password Clue:**
- Clue Answer:**
- I am a:**
- How did you hear about us?**

New Account Agreement Terms

Agreement Terms:
Terms and Conditions for use of this website
California Foundation for Independent Living Centers

After you have completed the form, reviewed the Agreement Terms, select "I AGREE to these terms", then click on the Create Account button.

Step 3: Activating your account

When you request an account, an email is sent to the valid email address you provided. Be sure to check your Junk or Spam folder. In this email is a link to activate your account. Make sure you have received the email (Subject: The AT Exchange Account Activation) and activated your account. Then be sure to enter your full email address and password when trying to login.

Figure 3 Screen capture of the AT Exchange Account Activation email.

From: Rosemarie Punzalan
Sent: Monday, August 25, 2014 8:39 AM
To: Rosemarie Punzalan
Subject: The AT Exchange Account Activation

Dear Rosemarie Punzalan!

Thank you for requesting an The AT Exchange account. Please click the link below and enter your password when prompted to complete the activation process.

<https://exchange.abilitytools.org/accounts/AccountVerify.aspx?Email=rosemarie@cfilc.org>

If the above link isn't clickable, you will need to copy and paste the link into your web browser.

Step 4: Account Verify

After activating the account process, you will be directed to the AT Exchange's Account Verify Web Page with a message, "Thank you for activating your The AT Exchange account! Please click here to login."

Help: Questions and Answers

Question: What is the message I get about my email existing when I try to request an account?

Answer: If you already have an account, then you will not be able to create another account with the same email address. If you get a message about your email address already existing, then your account has already been created, and you may login. If you do not remember your password, check out the account passwords help below.

Question: I requested an account but cannot login, what do I do now?

Answer: When you requested an account, an email is sent to the address you provided. In this email is a link to activate your account. Make sure you have received the email and activated your account. Then be sure to enter your **full** email address and password when trying to login in.

Question: I requested an account, but did not receive an email to activate my account, what happened?

Answer: The email sent to you that allows you to activate your account is sent to the email address you entered while creating the account. If you entered your correct email address, the email should arrive in shortly after you requested the account.

Question: What do I do if I don't see a link in the email to activate my account?

Answer: The link to activate your account is included near the end of the email; however, some email clients may not turn the included URL into a clickable link. If this is the case, you can still copy and paste the URL (including the "http://") into your web browser.