

ACCOUNT DISCONNECTION

Worried about security? Changed your mind about using MyConnectSV? No problem!

You can disconnect your account anytime in your **Client Profile Settings**. Your info stays safe but won't be visible to you.

Want back in? Reconnect anytime by talking to a service provider. You're in control here!



How to Disconnect your Account

1

Open your Client Profile Settings

2

Scroll to the bottom of the page to Community Management Settings

3

Look for your MyConnectSV account displayed next to the red trashcan

4

Click the trash can icon and press "ok" on the warning pop-up

5

Your account is now disconnected!

 COMMUNITY MANAGEMENT

Customer Portal



ACCOUNT DISCONNECTION



Reasons to Disconnect your Account

**You Lost
Access to
Personal Email**

If you can't access the email you used to sign up for your account, disconnect your account. Your service provider will send you an invite to your new email.

**Personal Email
Account is
Compromised**

Did someone get access to your email? Were you hacked? If so, disconnect your account. Your service provider will send you an invite to your new email.

**You Updated
Your Personal
Email**

If you have a new email address, disconnect your account with the old email and ask your service provider to send an invite to your new email.

**Your
MyConnectSV
Account is
Compromised**

If someone has accessed your account without your permission, please disconnect immediately. Then, contact your service provider!

**You Don't
Want a
MyConnectSV
Account
Anymore**

If you don't want an account anymore, no worries! Just disconnect your account. You can rejoin at any time by asking your service provider to reconnect you