

# Frequently Asked Questions

## UNIVERSAL AUTHENTICATION PORTAL AND DIGITAL SECURITY

Protecting your personal information online is important to us. To enhance your account security with updated tools and practices, **we are launching a new authentication portal on November 5, 2019.** The portal will enable you to log in, reset your password, access your ownership and more. **The updated login processes will help strengthen your username and password security.**

### **Q: What changes are taking place to my web login credentials?**

**A:** As part of our ongoing security enhancements, the username and password you utilized prior to November 5, 2019 will no longer give you access to your online account, and you will need to create a new username and password. Upon completion, you can link your web account to your product information by entering your customer identification number.

### **Q: How will I manage my ownership, make reservations and take advantage of the many useful tools on the Owner website?**

**A:** When you attempt to access your account after November 5, 2019, you will be required to update your credentials by clicking on "Create New Account."

### **Q: What do I need to update my credentials?**

**A:** You will need your first and last name, and email or mobile phone number. You can then access your ownership information when you add your customer ID number to the account. Each person named in your vacation ownership has his or her own customer ID number, and may have his or her own website login credentials. For example, if you and your spouse are both on the title for your ownership, you each have your own customer ID and may each have your own unique website login credentials to book reservations and manage your ownership.

### **Q: I set up my online account recently. Do I still need to update my credentials?**

**A:** Yes. As of November 5, 2019, your former credentials will no longer allow you to access your account.

### **Q: Why are these changes being made?**

**A:** We want to provide a more secure online experience, so we have implemented new tools to enhance your account's online digital security.

### **Q: How often do I need to update my credentials?**

**A:** You are required to update your credentials one time. After you have updated your credentials, you can log in to the website to manage your ownership, explore destinations and make reservations.

### **Q: Is the process difficult and time-consuming?**

**A:** No. Just follow these steps:

1. Click on the login button located in the top right corner of the website.
2. You will be directed to a new login page.
3. Click on "Create New Account."
4. Enter a new username, password and email. Optionally, you may provide a mobile phone number to receive a verification request via text message.
5. You will receive a message to activate your changes via email or text.
6. Activate and return to the website to log in. You will be prompted to enter your customer ID, first name and last name to associate your ownership with your new credentials. Once you've logged in, enjoy the many features on your Owner website.

### **Q: What happens if I don't update my login credentials by November 5th, 2019?**

**A:** You will be required to update your login credentials the next time you attempt to log in to the website after November 5, 2019.

**Did we answer your questions? For more information, please contact [owner.services@vacationclub.com](mailto:owner.services@vacationclub.com).**

