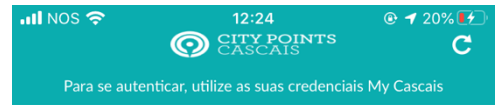# REGISTRATION AND AUTHENTICATION:
## City Points Cascais

Minimum versions for a good app functioning:

- Android: 6.0
- iOS: 10

**ARE YOU REGISTERED IN MYCASCAIS?**

1. **YES** – use your credentials (e-mail and password).

2. **Yes, but you can't remember your password** – get it back.

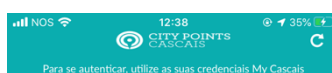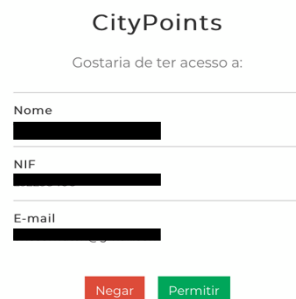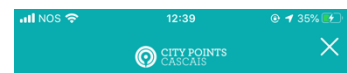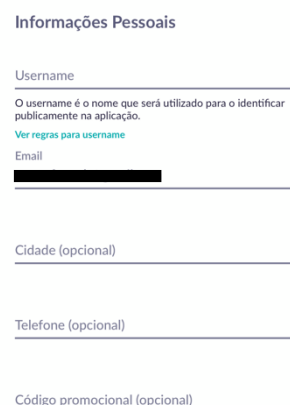3. **NO** (or don't remember) – make a registration.



**IF 1. (Yes – AUTHENTICATE):**

- After introducing your credentials correctly, the app will ask your permission to use your data.
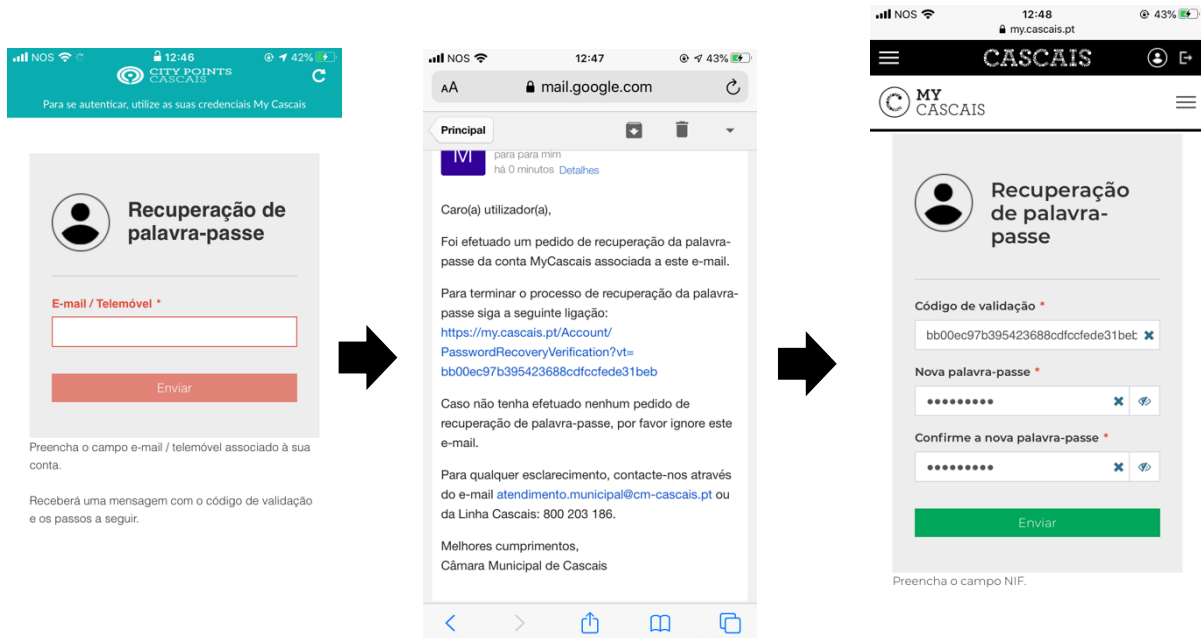- Thereafter, you must fulfil your personal information.
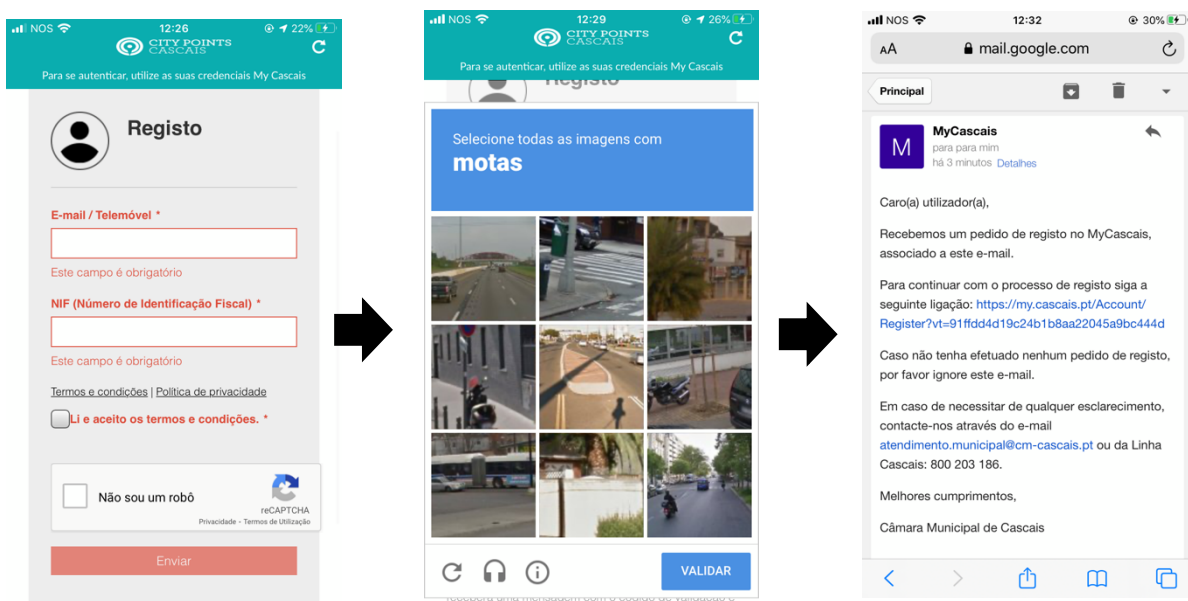
## IF 2. (Yes – RECOVER YOUR PASSWORD)

- Complete the field E-mail with the electronic address linked to your account and tax number (NIF).
- You'll receive a message in your e-mail account with the validation code and the steps to follow.



## IF 3. (No – MAKE A REGISTRATION)

**STEP 1**
- Complete the fields with the E-mail/telephone you wish to link to your account and with your tax number (NIF).
- Accept the terms and conditions and click in "I'm not a robot".
- Validate by clicking in the images requested.
- Thereafter, you'll receive a message in your e-mail account with the connection you must follow to complete registration.
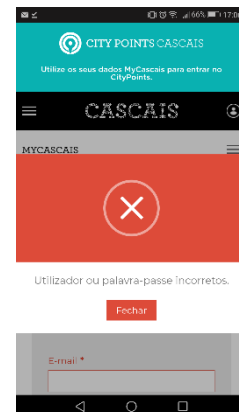
**STEP 2**

- Fill out the field Full name and establish your password, according to safety suggestions. The field validation code will appear automatically fulfilled.
- Complete the communication authorizations field. After confirmation, the registration process is completed, and you must return to the app City Points and login.
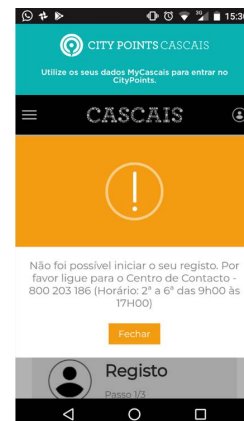
**POSSIBLE DIFFICULTIES**

1. **When you authenticate, the password and e-mail are not accepted:**

   - Try completing your data again.
   - If the problem remains, recuperate the password (see instructions above).
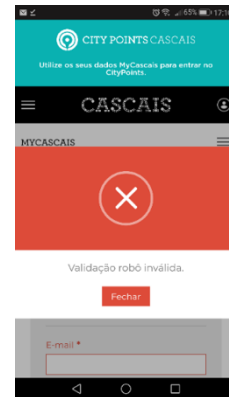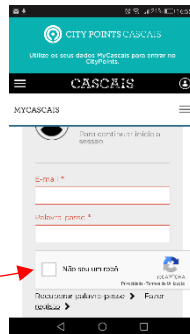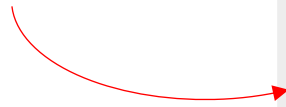   - If it doesn't work, call 800 203 186 (free).



2. **When trying to register, after Step 1, you receive a message saying that it's not possible to register.**
   - Call 800 203 186 (free)
   Possibly, your NIF or e-mail is already registered in My Cascais and you don't remember.

3. **You receive the message "Invalid robot validation"**

- Verify if you marked the field "I'm not a robot".

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**ANOTHER DIFFICULTIES**

**With the registration My Cascais:** Call 800 203 186 (free)

**While using the app City Points**: Call 21 481 5889 (City Points team) or send an e-mail to citypoints@cm-cascais.pt