



Coopeguanacaste

**STEP-BY-STEP**  
GUIDE TO CREATE A

**COOPE VIRTUAL**

**ACCOUNT**



# STEP-BY-STEP GUIDE TO CREATE A COOPE VIRTUAL ACCOUNT WITHOUT AN ASSOCIATED METER

## Important Note

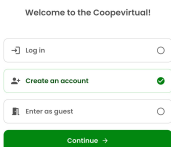
During the final steps of the registration process, the application will request sensitive information, such as photos of both sides of your identification document and a facial photo of the user. This information is required to validate and verify the identity of the person completing the registration, helping ensure greater security throughout the process.



## Step 1

When you open the Coopeguanacaste app, Coope Virtual will display the available access options.

In this case, select **“Create an Account.”**



## Step 2



The application will display three registration options. Select:

**“I do not currently have a contract with Coopeguanacaste.”**

## < Sign up

Select the option that best represents you

I currently have a contract with Coopeguanacaste

I do not have a contract with Coopeguanacaste

I am a guest on someone else's contract

I already have an account [Log in](#)

Continue

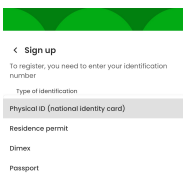
## Step 3 Registration

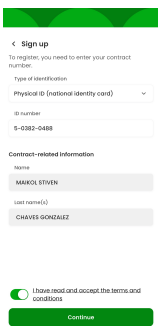
At this stage, the application will ask you to enter an identification number. You may use different types of identification, such as:

- ▶ National ID
- ▶ DIMEX
- ▶ Corporate ID
- ▶ Passport
- ▶ Other valid documents

### Procedure:

- ▶ Select the corresponding type of identification.
- ▶ Enter your identification number.





**< Sign up**

To register, you need to enter your contract number.

Type of identification  
Physical ID (national identity card) ▾

ID number  
5-0382-0488

Contract-related information

Name  
MAIKOL STIVEN

Last name(s)  
CHAVES GONZALEZ

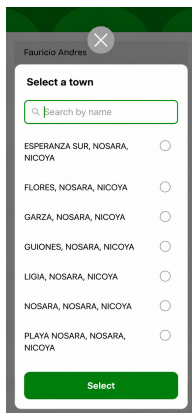
I have read and accept the terms and conditions

Continue

#### Step 4

Complete the following information:

- ▶ Email address
- ▶ Mobile phone number

Fauricio Andres

**Select a town**

🔍 Search by name

ESPERANZA SUR, NOSARA, NICOYA

FLORES, NOSARA, NICOYA

GARZA, NOSARA, NICOYA

GUIONES, NOSARA, NICOYA

LIGIA, NOSARA, NICOYA

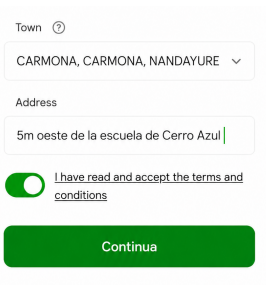
NOSARA, NOSARA, NICOYA

PLAYA NOSARA, NOSARA, NICOYA

Select

#### Step 5

Select your location. The application allows you to filter by city, district, or neighborhood where you currently live.

Town ?

CARMONA, CARMONA, NANDAYURE ▾

Address

5m oeste de la escuela de Cerro Azul |

I have read and accept the terms and conditions

Continua

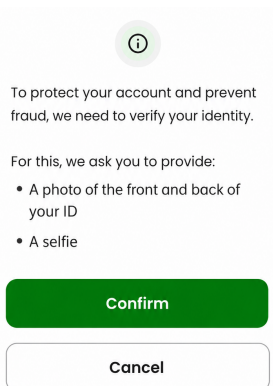
#### Step 6

Select your place of residence and complete the information with your exact home address.



#### Step 7

Verify that all the information entered is correct before continuing.

**i**

To protect your account and prevent fraud, we need to verify your identity.

For this, we ask you to provide:

- A photo of the front and back of your ID
- A selfie

Confirm

Cancel

#### < Confirm your email

This is the email you entered:

**fa.mejias.gonzalez@gmail.com**

If there is any error, you can correct it now. We will use it to send you important information.

It's correct, continue

Change email

#### Step 8

The application will request photos of both sides of the user's identification document, as well as a facial photo, in order to validate and verify the identity of the person completing the registration.



### Step 9

Your request has been submitted successfully. You will now need to wait 10 to 15 minutes to receive an email confirming that your account has been created.

Afterward, a confirmation screen will be displayed to complete the process.



¡Solicitud enviada!

Muchas gracias por su solicitud de inscripción, pronto le estaremos enviando un correo electrónico con el resultado de su solicitud. Si no recibe una respuesta después de 10-15 minutos puede contactarnos en el siguiente número de teléfono: 2681-4700

Listo

## Password Recovery

### Step 1

Select "Log In."



Buenos días  
¡Bienvenidos (as) de nuevo!



Reconocimiento facial

Iniciar sesión

¿No tienes una cuenta? [Crear cuenta](#)

### Step 2

Select the option:

**"Forgot your password?"**

Then, open the recovery link.



### Step 3

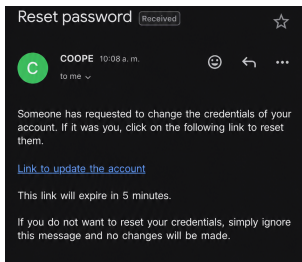
Enter your identification number in the "User" field.

After this, wait for the verification email to proceed with the password change.

### Step 4

Once you receive the validation email, select the link identified as:

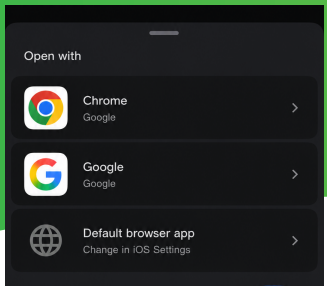
**"Link to update your account."**



**Step 5**



Open the link and select your preferred browser.



Change password

**⚠ You need to change your password.**

New password

Confirm password

Sign out of other devices

Send

**Step 6**

Create a new password that is secure and easy to remember.



**Step 7**



Once your password has been successfully updated, a confirmation screen will appear.

Select **“Return to the application.”**



English

**Account updated**

Your account has been updated.

[Return to the application](#)

CG Coopeguariacaste

**Log in**

Welcome to Coope Virtual

Identification number

Ex: 123456789 or A1234567

Enter your identification number exactly as it appears on the document, without dashes or spaces.

Password

Keep me signed in

[Forgot your password?](#)

Log in

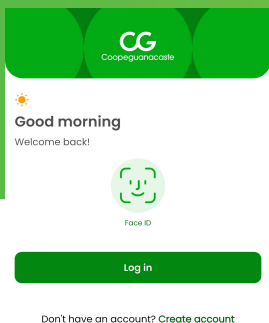
**Step 8**

Return to the main screen and log in again.



### Step 9

Select "Log In."



Don't have an account? [Create account](#)

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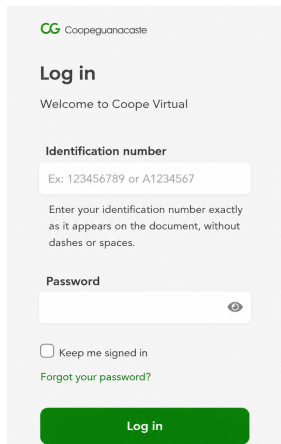
### Step 10



Enter the requested information:

Identification number

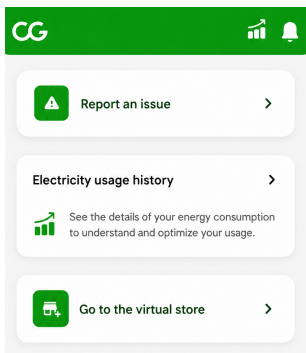
Password



### Step 11

You're all set!

You can now access Coope Virtual and enjoy all its features.



Available On  
**Google Play**



Available On  
**App Store**



Available On  
**Portal Web**

[portal.coopeguanacaste.com](http://portal.coopeguanacaste.com)

For Assistance

Email: [coopevirtual@coopeguanacaste.com](mailto:coopevirtual@coopeguanacaste.com)