

CUSTOMIZING YOUR PROFILE – PUBLIC UTILITIES ONLINE PROFILE

In our first guide we set up your new “Profile”. This guide is designed to show you how to add more utility accounts to your profile, update your profile details, and modifying your accounts.

ADD A UTILITY ACCOUNT TO YOUR PROFILE

From the “Summary of Accounts” screen, click on the [Manage Account\(s\)](#) link.

Summary of Accounts

Customer Information		Customer Tools	
Name:	John Doe	 Manage Profile	 Manage Account(s)
Email:	jd@email.com	 Logout	
Phone:	561-000-0000		

Instructions: For consumption history, payment history, or a statement detail, please click on the account number link that you would like to view.

Attached Accounts					
Nickname	Account #	Service Address	Pay	Balance	 Pay Amount
JD	1234567890	200 MAIN ST	<input type="checkbox"/>	282.08	<input type="text" value="282.08"/>
Selected Payments Total					0.00

STEP 1a: MANAGE YOUR ACCOUNTS SCREEN

On this screen you may add or remove accounts to your main profile. We will start by walking you through the steps of adding an account to your profile. Please begin by clicking on the “[Add a Utility Account to your Profile](#)” link.

Manage Your Accounts

Remove	Nickname	Account Number	Service Address
<input type="checkbox"/>	JD	1234567890	200 MAIN ST



NOTE: To Change the Nickname on an account, click on the name to be changed.

STEP 1b: ATTACH A UTILITY ACCOUNT TO YOUR PROFILE

Please note: In order to attach accounts to your profile you must have the account number and house number. Please enter the Account number and House number; next click on the “Verify accuracy” button.

Attach Your Utility Account to Your Profile

Your account number is shown on your bill. Please enter the 1st 10 digits of your account number and the house number of your service address.

Account Number: *

House Number: *

Click to verify accuracy of account and house number combination.

** Required Field*

STEP 1c: CONFIRM ACCOUNT INFORMATION

Confirm Account Information

1) Name On Account HOBBY,ROB
Account Number 0987654321
Service Address 600 WEST DR

2) If you would like to give this account a simple, easy to recognize nickname, please do so here:
Account Nickname (You can change this if you wish to.)

3) Please indicate that you have verified that the above information is correct by selecting the checkbox.

4)

1) Please take a moment and review the account name, account number, and service address information.

2) On this screen you may also assign a “Nickname” for the account. You may do so by entering the desired name in the “Account Nickname” field.

3) Placing a check in the checkbox indicates you verified your account information is accurate.

4) Clicking on the “Complete Attachment” button will finalize the process.

Upon completion of the above steps you should now be viewing the “Summary of Accounts” screen. The new utility account should appear under the “Attached Accounts” section.

Summary of Accounts

Customer Information	
Name:	John Doe
Email:	jd@email.com
Phone:	561-000-0000

Customer Tools	
	Manage Profile
	Manage Account(s)
	Logout

Instructions: For consumption history, payment history, or a statement detail, please click on the account number link that you would like to view.

Attached Accounts					
Nickname	Account #	Service Address	Pay	Balance	 Pay Amount
JD	1234567890	200 MAIN ST	<input type="checkbox"/>	282.08	<input type="text" value="282.08"/>
ROBBIE	0987654321	600 WEST DR	<input type="checkbox"/>	667.39	<input type="text" value="667.39"/>
Selected Payments Total					0.00

[Pay with Credit Card](#)

[Pay with eCheck](#)

REMOVING ACCOUNTS

To remove an account - return to the "Manage Your Accounts" screen by clicking on the "Manage Account(s)" link located on the "Summary of Accounts" page.

Summary of Accounts

Customer Information		Customer Tools	
Name:	John Doe	 Manage Profile	
Email:	jd@email.com	 Manage Account(s)	
Phone:	561-000-0000	 Logout	

Instructions: For consumption history, payment history, or a statement detail, please click on the account number link that you would like to view.

Attached Accounts					
Nickname	Account #	Service Address	Pay	Balance	 Pay Amount
JD	1234567890	200 MAIN ST	<input type="checkbox"/>	282.08	<input type="text" value="282.08"/>
ROBBIE	0987654321	600 WEST DR	<input type="checkbox"/>	667.39	<input type="text" value="667.39"/>
Selected Payments Total					0.00

[Pay with Credit Card](#) [Pay with eCheck](#)

STEP 1: SELECT THE ACCOUNT YOU WISH TO REMOVE

Place a check in the checkbox that appears next to the account you wish to remove.

Manage Your Accounts			
Remove	Nickname	Account Number	Service Address
<input type="checkbox"/>	JD		200 MAIN ST
<input checked="" type="checkbox"/>	ROBBIE		600 WEST DR
Remove Selected Account 		 Add a Utility Account to your Profile	
NOTE: To Change the Nickname on an account, click on the name to be changed.			
Return To Summary			

Next click on the "Remove Selected Account" button.

Upon removal of the account you will receive the following confirmation message.

Manage Your Accounts

The accounts you selected have been removed from your profile.

Remove	Nickname	Account Number	Service Address
<input type="checkbox"/>	JD		200 MAIN ST

Remove Selected Account
+ [Add a Utility Account to your Profile](#)

NOTE: To Change the Nickname on an account, click on the name to be changed.

Return To Summary

CHANGING A NICKNAME

You may change an account nickname by accessing the [“Manage Account\(s\)”](#) link on the “Summary of Accounts” screen.

Summary of Accounts

Customer Information

Name:	John Doe
Email:	jd@email.com
Phone:	561-000-0000

Customer Tools

- [Manage Profile](#)
- [Manage Account\(s\)](#)
- [Logout](#)

From the “Manage Your Accounts” screen click on the Nickname you wish to modify.

Manage Your Accounts

Remove	Nickname	Account Number	Service Address
<input type="checkbox"/>	JD		200 MAIN ST
<input type="checkbox"/>	FLAG		500 EAST DR

Remove Selected Account
+ [Add a Utility Account to your Profile](#)

NOTE: To Change the Nickname on an account, click on the name to be changed.

Return To Summary

You may now enter the new Nickname in the “Account Nickname” field.

Edit This Attachment

Name On Account FLAG

Account Number 7258764610

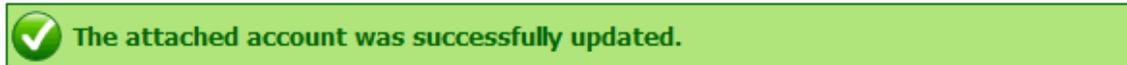
Service Address

If you would like to give this account a simple, easy to recognize nickname, please do so here:

Account Nickname *(You can change this if you wish to.)*

Click on the “Complete Attachment” button to submit your changes.

If your information was added correctly you will receive the following confirmation message.

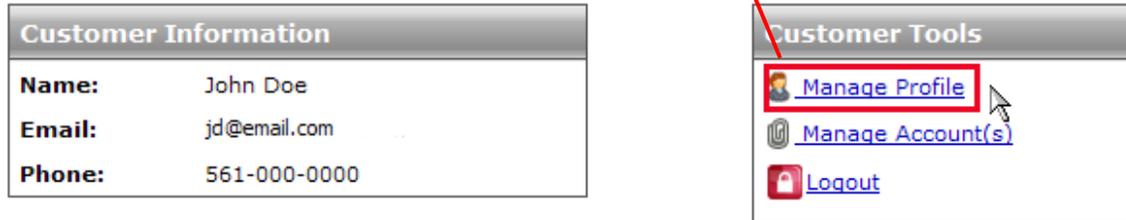


MODIFYING YOUR PROFILE

Changing your Login, Password, E-Mail Address or Telephone Number

From the “Summary of Accounts” screen, click on the “[Manage Profile](#)” link.

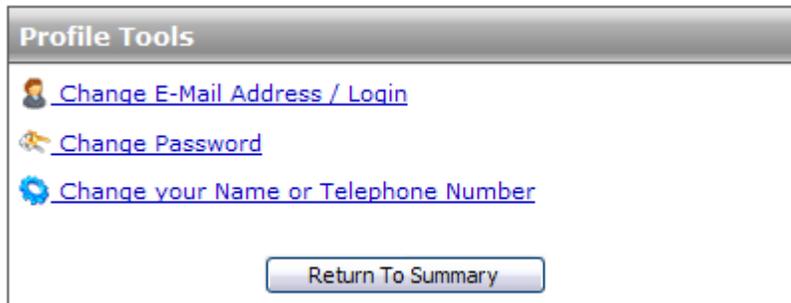
Summary of Accounts



The screenshot shows two side-by-side panels. The left panel, titled "Customer Information", contains the following text: "Name: John Doe", "Email: jd@email.com", and "Phone: 561-000-0000". The right panel, titled "Customer Tools", contains three links: "Manage Profile" (with a person icon), "Manage Account(s)" (with a document icon), and "Logout" (with a lock icon). A red box highlights the "Manage Profile" link, and a red arrow points from the text above to this link. A mouse cursor is visible over the "Manage Profile" link.

MANAGE YOUR PROFILE - TOOLS MENU

This screen provides you with the ability to modify your login information / profile e-mail address, profile password, and profile telephone number.



The screenshot shows a "Profile Tools" menu with three links: "Change E-Mail Address / Login" (with a person icon), "Change Password" (with a key icon), and "Change your Name or Telephone Number" (with a gear icon). At the bottom of the menu is a button labeled "Return To Summary".

Important Reminder: Your e-mail address is also your account login. If you change your email address your login information will also change.

CHANGING YOUR E-MAIL ADDRESS / LOGIN INFORMATION

If you wish to modify your email account – start by clicking on the “Change E-mail Address / Login” link from the Profile Tools screen.



On the “Change Your Login / E-Mail Address” screen enter your new email address. You will also be required to enter your profile password. Click on the “Change Profile” button to submit your changes.

Change Your Login / E-Mail Address

Your new login won't work until you respond to the confirmation e-mail. Please respond to this e-mail within 3 days, or your profile will reset to your current login. Please be aware that due to a high volume of E-Mail traffic you may experience a delay receiving this E-Mail.

Current Login:

New Login: *

(Valid email address)

Re-Enter: *

Current Password: *

If you would also like to update your password at this time, you can change it here. Otherwise, please leave these fields blank and the password will remain the same.

New Password:

Re-Enter:

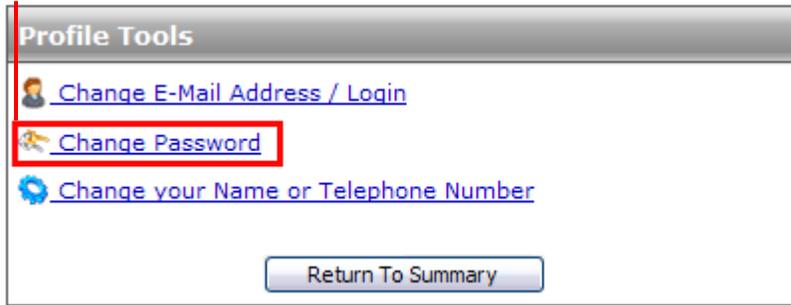
* Required Field

If your information was added correctly you will receive the following confirmation message. You will be required to respond to the confirmation e-mail.



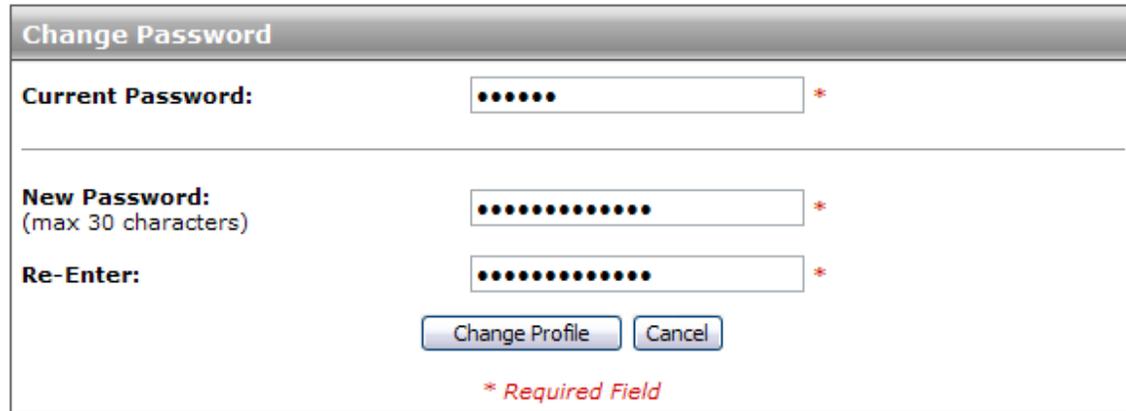
CHANGING YOUR PASSWORD

If you wish to change your password start by clicking on the “Change Password” link from the Profile Tools screen.



The screenshot shows a web interface titled "Profile Tools". It contains three links: "Change E-Mail Address / Login", "Change Password", and "Change your Name or Telephone Number". The "Change Password" link is highlighted with a red rectangular box. Below the links is a button labeled "Return To Summary".

On the “Change Password” screen enter your current password and then enter your desired new password. Click on the “Change Profile” button to submit your changes.



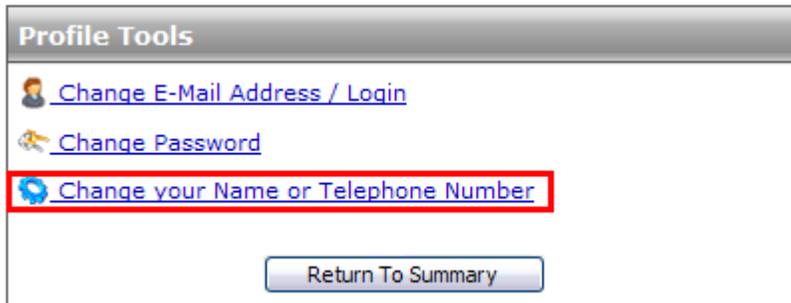
The screenshot shows the "Change Password" form. It has three input fields: "Current Password:" with 6 dots, "New Password:" with 10 dots and "(max 30 characters)" below it, and "Re-Enter:" with 10 dots. Each field has a red asterisk to its right. Below the fields are two buttons: "Change Profile" and "Cancel". At the bottom center, there is a red asterisk followed by the text "* Required Field".

If your information was added correctly you will receive the following confirmation message.



CHANGING YOUR NAME OR PHONE NUMBER

If you wish to change your Name or Phone Number start by clicking on the “Change Your Name or Phone Number” link from the Profile Tools screen.

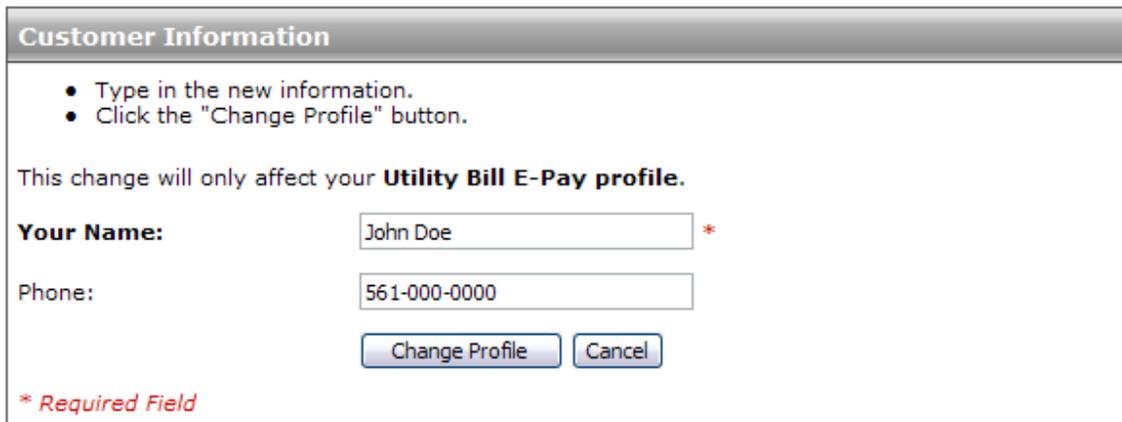


Profile Tools

- [Change E-Mail Address / Login](#)
- [Change Password](#)
- [Change your Name or Telephone Number](#)

[Return To Summary](#)

On the “Customer Information” screen enter your new name or phone number. Click on the “Change Profile” button to submit your changes.



Customer Information

- Type in the new information.
- Click the "Change Profile" button.

This change will only affect your **Utility Bill E-Pay profile**.

Your Name: *

Phone:

[Change Profile](#) [Cancel](#)

* Required Field

If your information was added correctly you will receive the following confirmation message.

