

# Create an eUtilities User Profile

This page describes how eUtilities users create their user profiles.

1. Open eUtilities and click **Create Your Account**.



Tyler City Utilities Services  
Powered by Tyler Technologies

Sign In

Username

Password

Remember Me

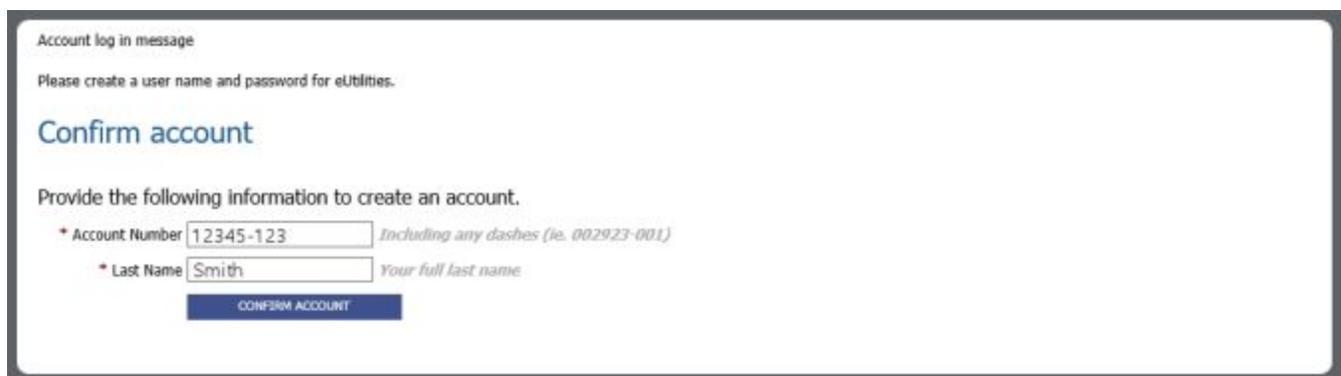
[Create Your Account](#)

[Forgot Username?](#)

[Forgot Password?](#)

2. The **Confirm Account** page will open. Here they would enter their **Account Number** and name as it appears on your bill.

3. Click **CONFIRM ACCOUNT**.



Account log in message

Please create a user name and password for eUtilities.

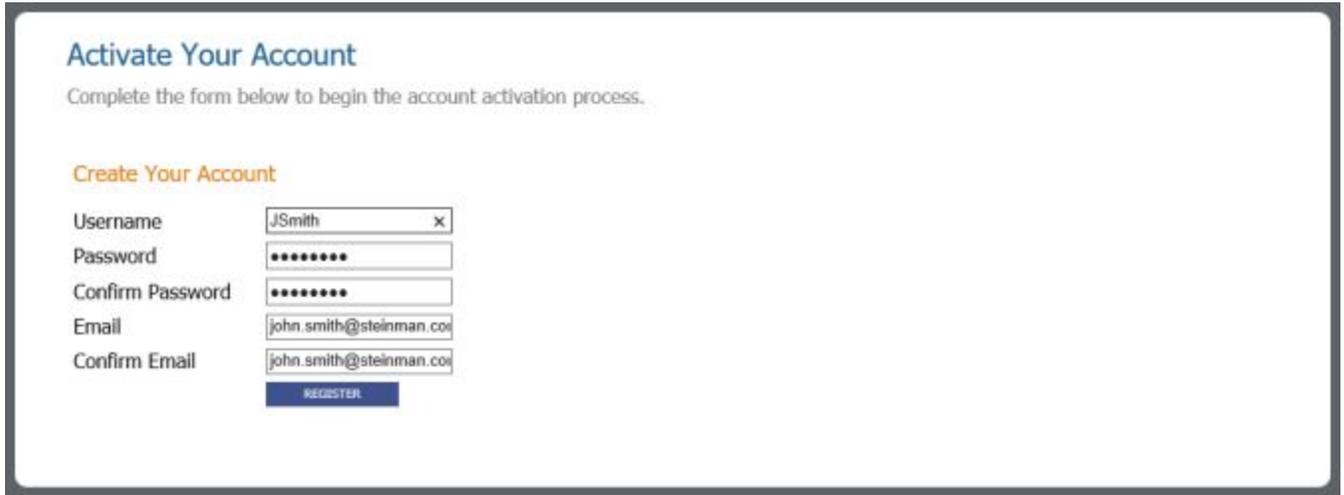
Confirm account

Provide the following information to create an account.

\* Account Number  *Including any dashes (ie. 002923-001)*

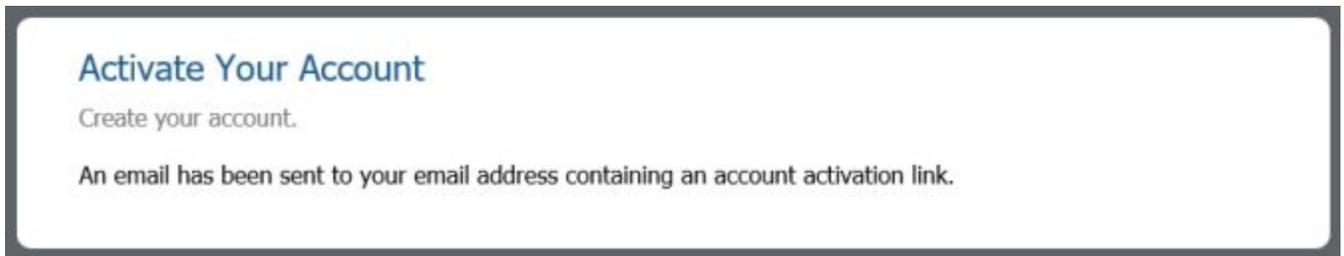
\* Last Name  *Your full last name*

4. The **Activate Your Account** page will open. This page allows the user to create their **new** sign-in credentials, i.e., the username and password they will use to sign into eUtilities. All fields in this window are required. Make the necessary entries and click **REGISTER**.



The screenshot shows a web form titled "Activate Your Account" with the instruction "Complete the form below to begin the account activation process." Below the title is a section labeled "Create Your Account" containing five input fields: Username (with "JSmith" and a clear button), Password (masked with dots), Confirm Password (masked with dots), Email (with "john.smith@steinman.co"), and Confirm Email (with "john.smith@steinman.co"). A blue "REGISTER" button is positioned below the Confirm Email field.

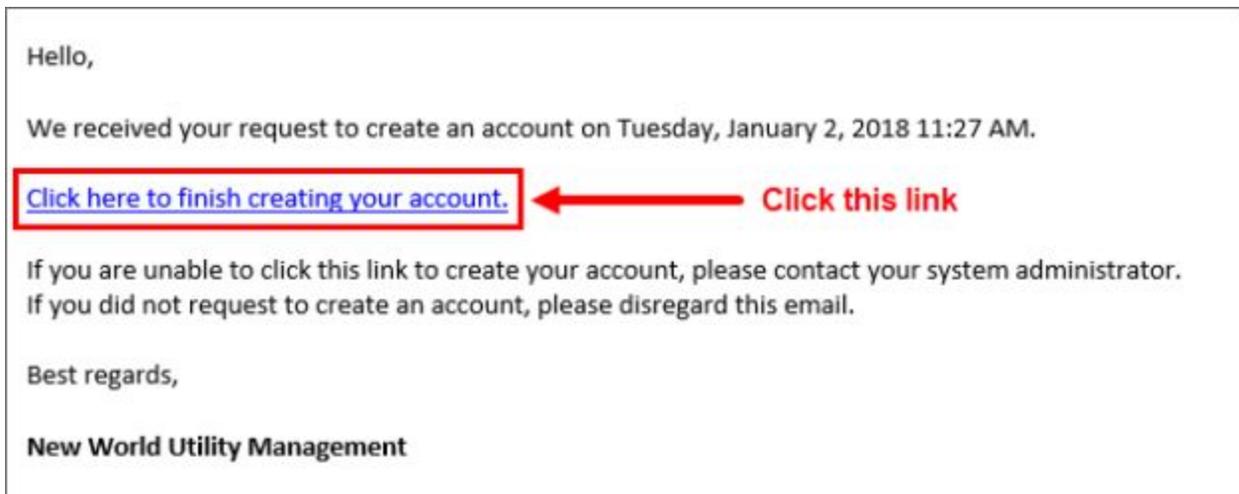
5. The following window will display:



The screenshot shows a confirmation message titled "Activate Your Account" with the instruction "Create your account." Below this, it states "An email has been sent to your email address containing an account activation link."

At this point, the user should check their email. They will receive an email message with a subject line similar to the following: "**eSuite UM Account Creation Requested.**"

It could take several minutes for the email message to arrive, but when it does, the user must open it and click the link located within the body of the message.



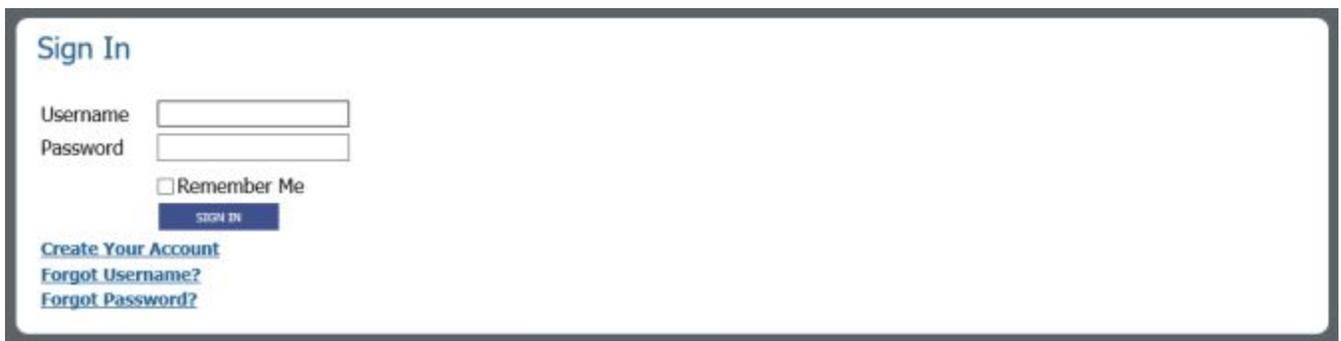
The screenshot shows an email message with the following content: "Hello," followed by "We received your request to create an account on Tuesday, January 2, 2018 11:27 AM." A blue hyperlink "Click here to finish creating your account." is highlighted with a red box, and a red arrow points to it with the text "Click this link". Below this, it says "If you are unable to click this link to create your account, please contact your system administrator. If you did not request to create an account, please disregard this email." The message ends with "Best regards," and "New World Utility Management".

Only by clicking this link will the activation process be completed. If the user does not click this link, the user's account will remain inactive and they will not be able to access their eUtilities account.

**Note:** It is important to complete the activation process in a timely manner, as the registration process will eventually time-out. If that happens, the user will receive a message when they try to log in that will inform them how to have the account activation email resent.

6. At the new Sign In page, the user can now do the following:
  - a. Enter their new **Username** and **Password**, i.e., the credentials created in step 3 above.
  - b. If they would like this page to remember their **Username**, i.e., to retain that value for future sign-in sessions, they can select the **Remember Me** check box. Otherwise, they can leave this check box unchecked.

**Note:** For security reasons, the password will not be retained.
  - c. Click **SIGN IN**.



Sign In

Username

Password

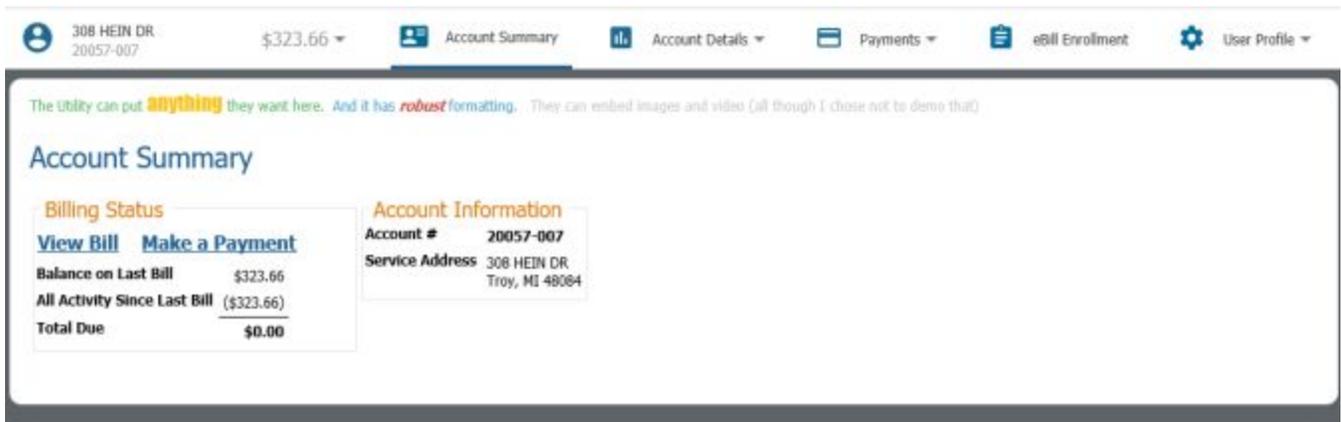
Remember Me

[Create Your Account](#)

[Forgot Username?](#)

[Forgot Password?](#)

7. The **Account Summary** page will open (i.e., the default page for the customer's account), thus completing the customer account activation process.



308 HEIN DR  
20057-007

\$323.66

Account Summary

Account Details

Payments

eBill Enrollment

User Profile

The utility can put **anything** they want here. And it has **robust** formatting. They can embed images and video (all though I chose not to demo that)

### Account Summary

Billing Status		Account Information	
<a href="#">View Bill</a>	<a href="#">Make a Payment</a>	Account #	20057-007
Balance on Last Bill	\$323.66	Service Address	308 HEIN DR Troy, MI 48064
All Activity Since Last Bill	(\$323.66)		
Total Due	\$0.00		