Create an eUtilities User Profile

This page describes how eUtilities users create their user profiles.

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

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**.
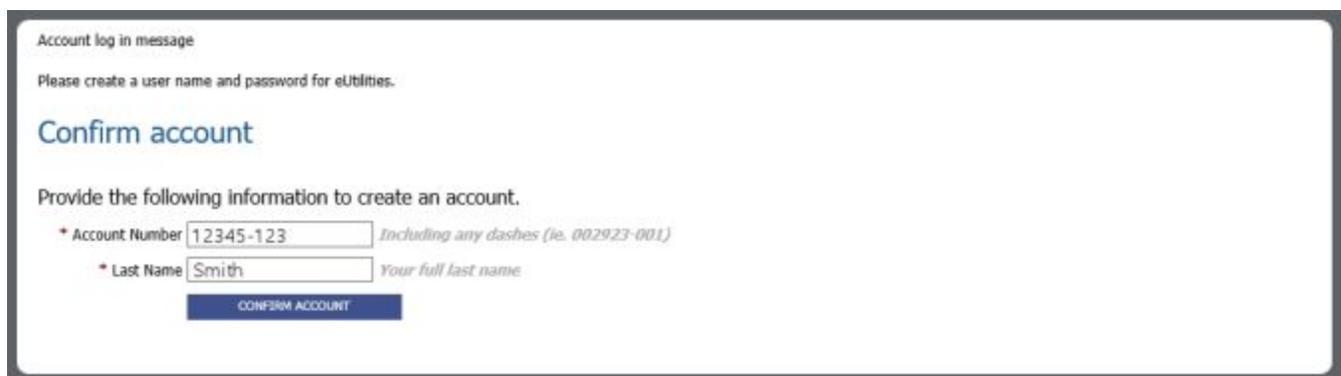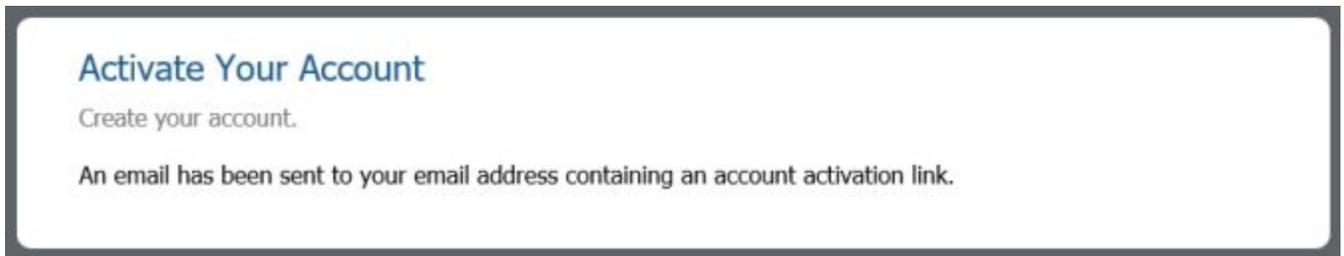
4. The **Activate Your Account** page will open. This page allows the user to create their **new** sign-in credentials, i.e., the username and password they will use to sign into eUtilities.

   All fields in this window are required. Make the necessary entries and click **REGISTER**.
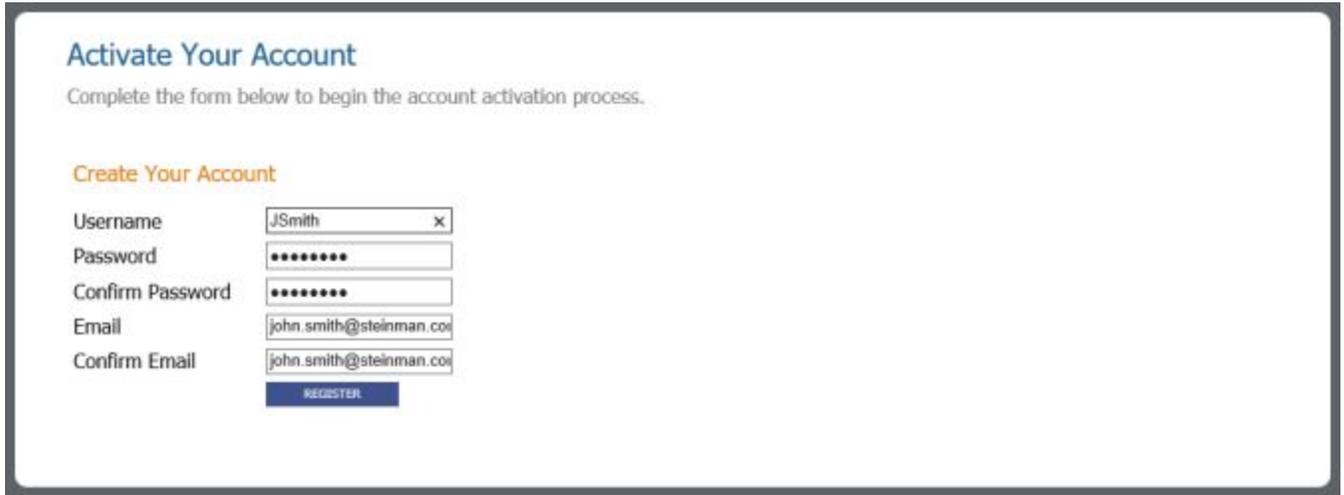
5. The following window will display:

   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.
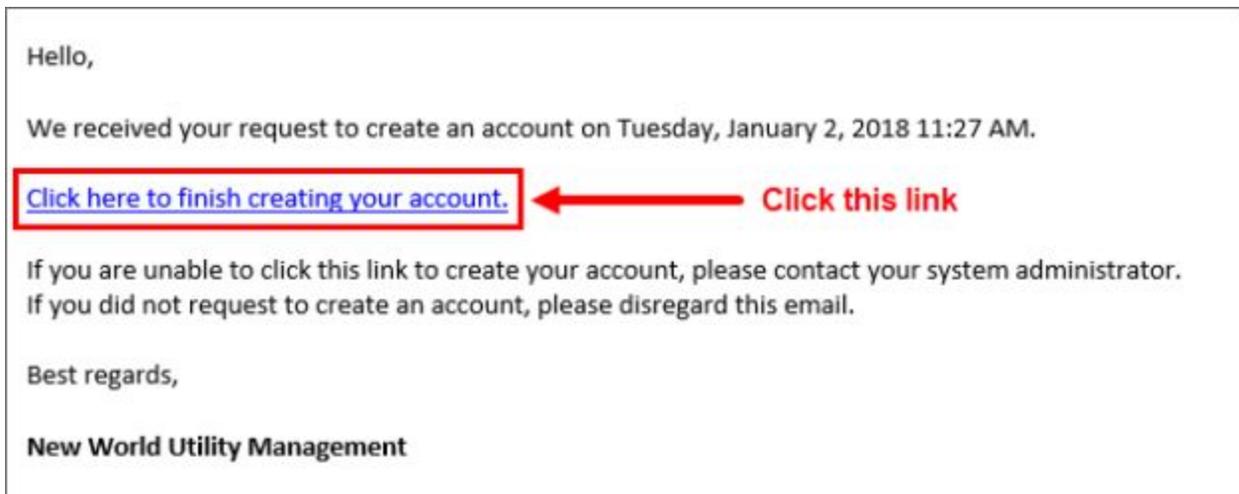

Only by clicking this link will the activation process be completed. If the user does not click this link, the user's account will remain inactive and they will not be able to access their eUtilities account.

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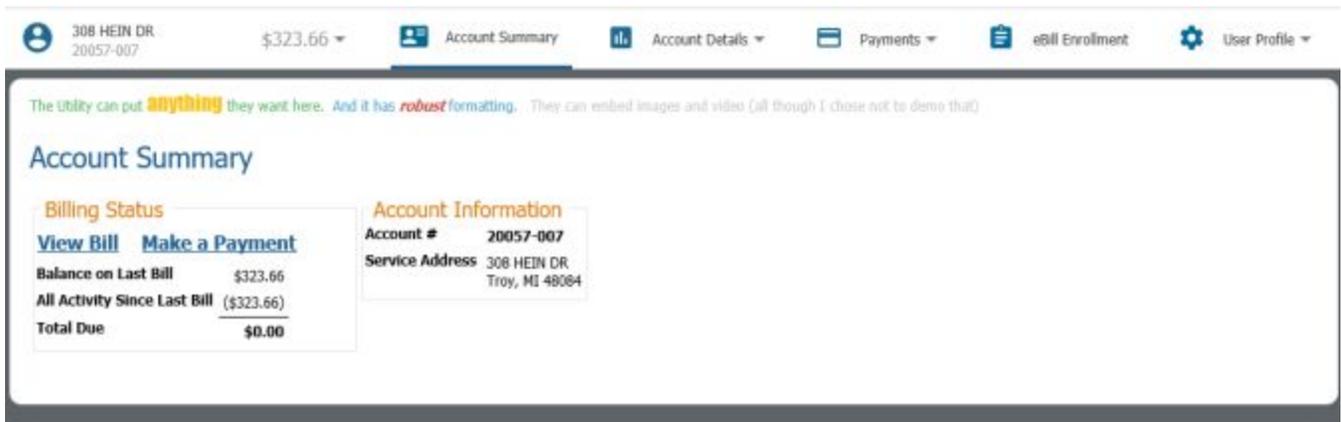
    c. Click **SIGN IN**.
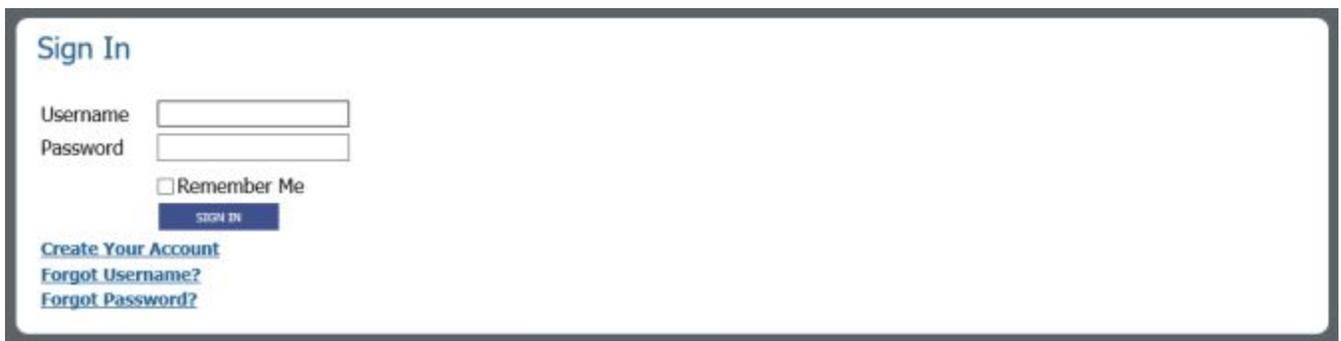
7. The **Account Summary** page will open (i.e., the default page for the customer's account), thus completing the customer account activation process.