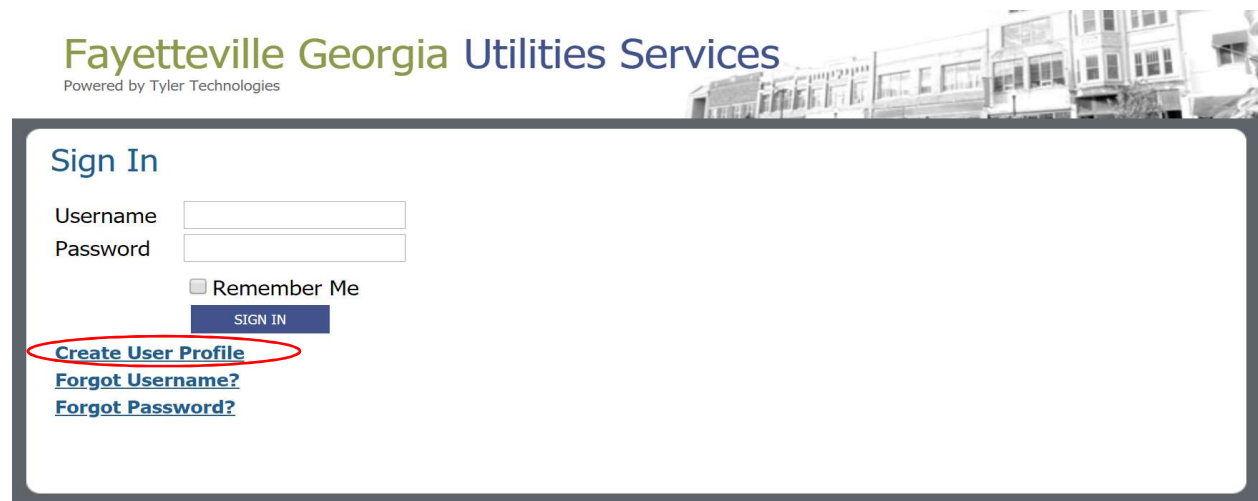# Creating a Water Utilities User Profile

For better security and easier access to your billing information without having to know the account number each time you access your information, you are now required to create a one-time User Profile. You will now be able to access your account by Username and Password.

To establish a user profile, do the following:

1. Open City E-Suites (Fayetteville Georgia Utilities Services) portal. This will bring up the new **Sign In** page. If you have not created a new profile, you will need to click on "**Create User Profile**" in order to access eUtilities. Follow the below instructions

2. The **Confirm Account** page will open. The user must identify their account by entering the appropriate values and clicking the **CONFIRM ACCOUNT** button.

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 | 12345-123 | *Including any dashes (ie. 002923-001)*

* Last Name | Smith | *Your full last name*

CONFIRM ACCOUNT

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

All fields in this window are required. Make the necessary entries and click **REGISTER**.

Important note: Be careful when creating your new username and you're your email address. Once submitted, it cannot be changed or deleted. The email address is to confirm your new profile and to reset your password.

Recommended not to use the account number for your "User ID." By using a login name example such as "jsmith" or "johnsmith" makes it easier to access your account without the long account number.

Activate Your Account

Complete the form below to begin the account activation process.
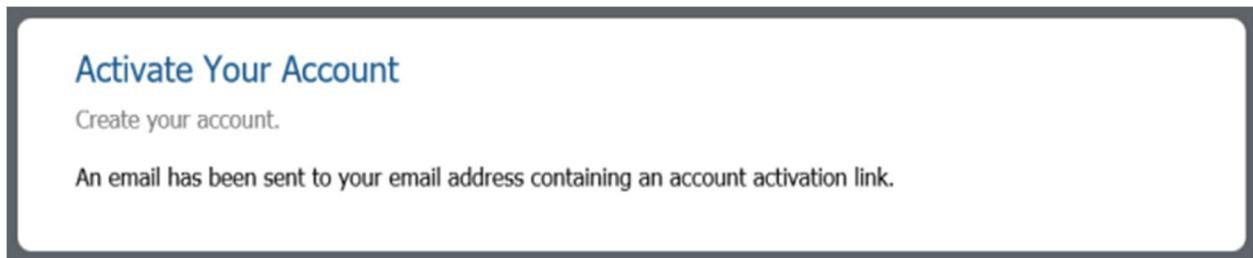
Create Your Account

Username	JSmith ✕
Password	••••••••
Confirm Password	••••••••
Email	john.smith@steinman.co
Confirm Email	john.smith@steinman.co

REGISTER

4. The following window will display:

Activate Your Account

Create your account.

An email has been sent to your email address containing an account activation link.

At this point, you should check your email. You 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 in the body of the message (shown below). If you do not get an email, check your junk mail or antivirus email blocker

Hello,

We received your request to create an account on Tuesday, January 2, 2018 11:27 AM.

Click here to finish creating your account. ⬅ **Click this link**

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.

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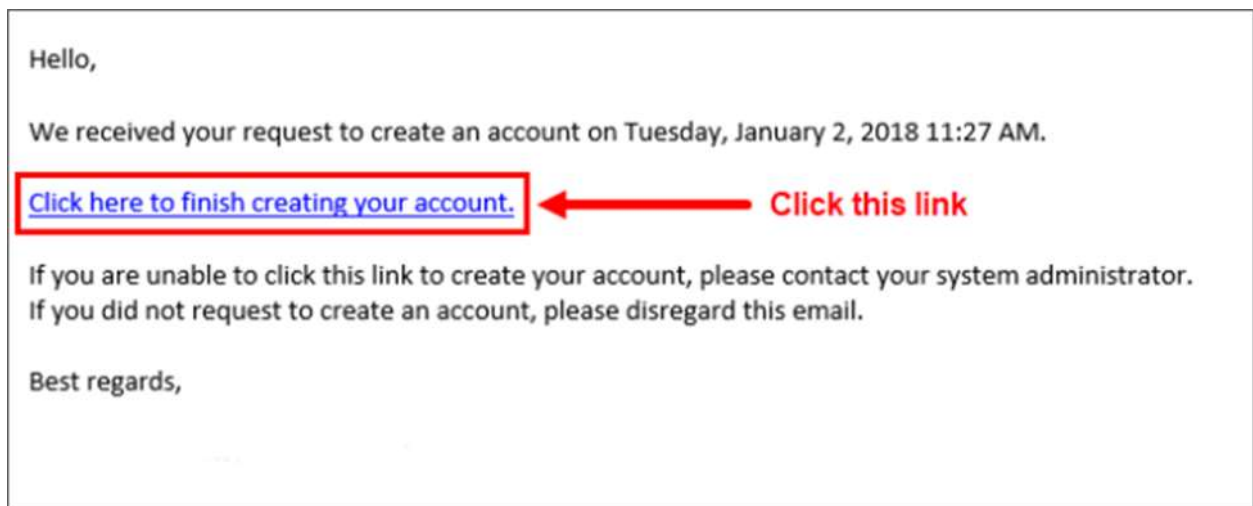
Only by clicking this link will the activation process be completed. If the user does not click this link, the user's account will remain inactive and they will not be able to access their eUtilities account.

> **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.

5. 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.
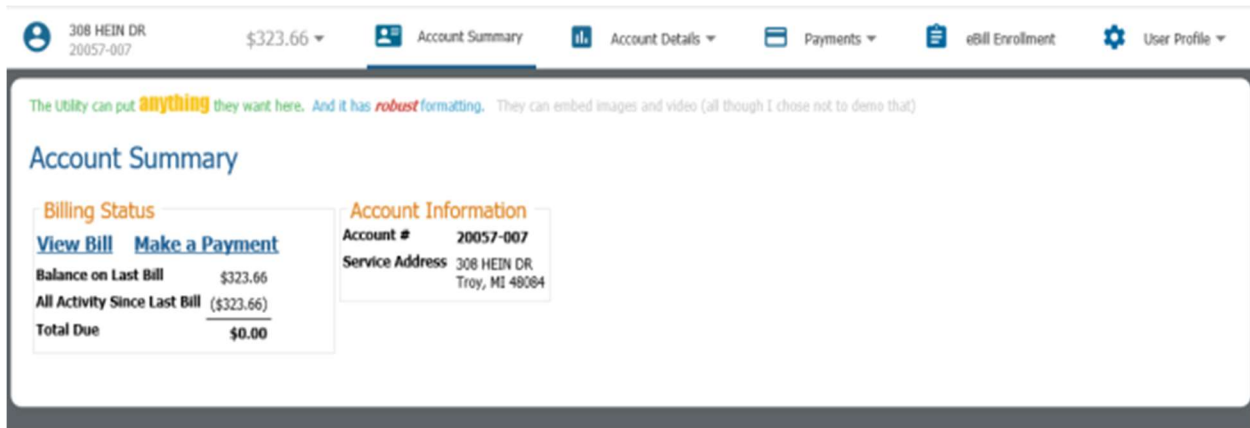
    c. Click **SIGN IN**.

Sign In

Username

Password

☐ Remember Me

SIGN IN

Create Your Account
Forgot Username?
Forgot Password?

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

Resolving Forgotten Sign-In Credentials

eUtilities > Sign-in page

Options on the Sign In page provide quick and easy solutions for users who forget their user name or password. The **"Forgot Username?"** option allows users to recover a forgotten user name. The **"Forgot Password?"** option will walk a user through resetting a forgotten password.

Forgotten Username

Forgotten Password

eUtilities Menu Bar Enhancements

Open eUtilities > Sign In

The eUtilities menu bar has been reorganized to make navigation within the software easier and more intuitive. All of the options that were previously available are still available, but related options have been grouped together in appropriately labeled drop-down lists.

For example, the following options are now included in the **Account Details** drop-down list: View Bills, Consumption Analysis, and Account History. None of these options are new, they've just been reorganized under a common heading.   **Show me.**

The **Payments** drop-down list includes the following options: Make a Payment and Credit Card Enrollment. Again, these options are not new, they've just be relocated