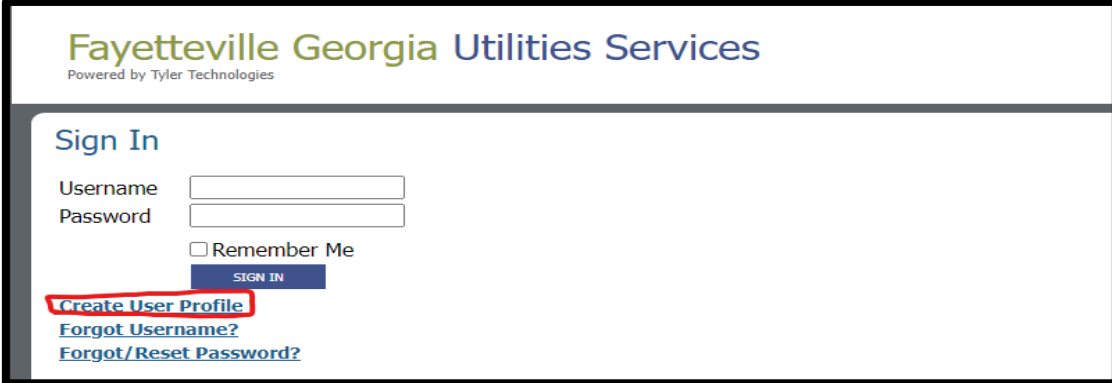


## Creating an eUtilities User Profile

To establish a user profile, do the following:

1. Click **Create Your Account**.



Fayetteville Georgia Utilities Services  
Powered by Tyler Technologies

Sign In

Username

Password

Remember Me

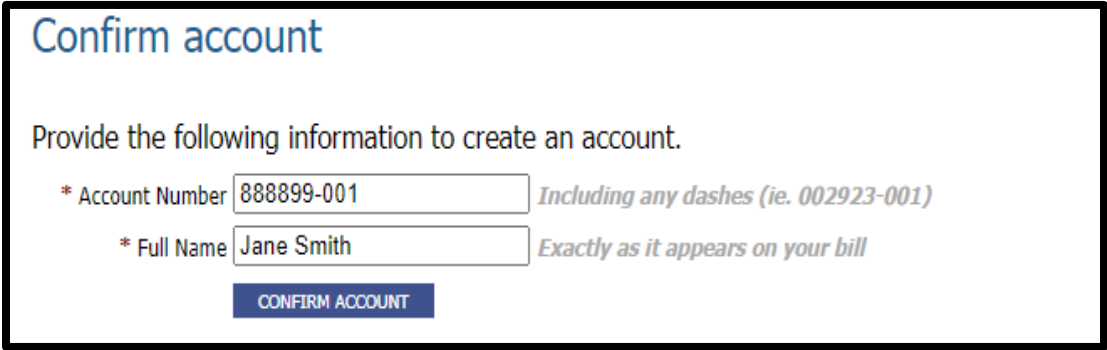
[Create User Profile](#)

[Forgot Username?](#)

[Forgot/Reset Password?](#)

2. The **Confirm Account** page will open. It will consist of the **Account Number** field and **Full Name** field

The user must identify their account by entering the appropriate values and clicking the **CONFIRM ACCOUNT** button.



Confirm account

Provide the following information to create an account.

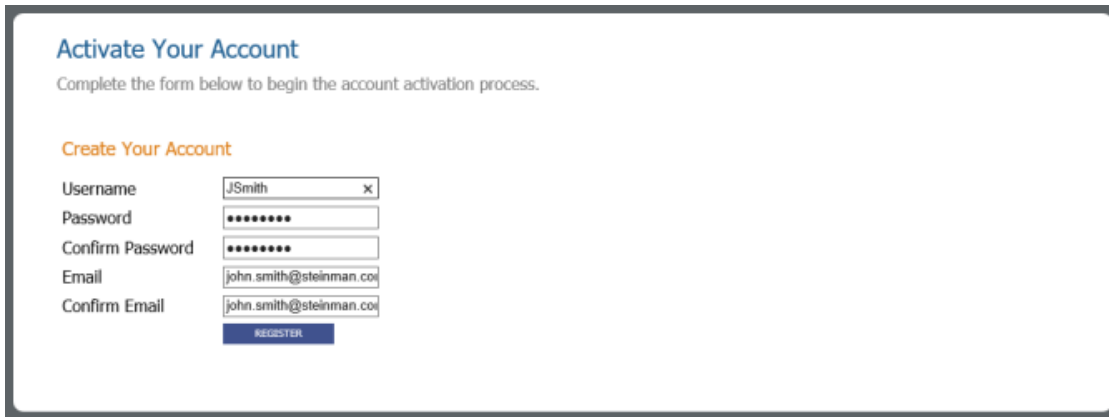
\* Account Number  *Including any dashes (ie. 002923-001)*

\* Full Name  *Exactly as it appears on your bill*

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.

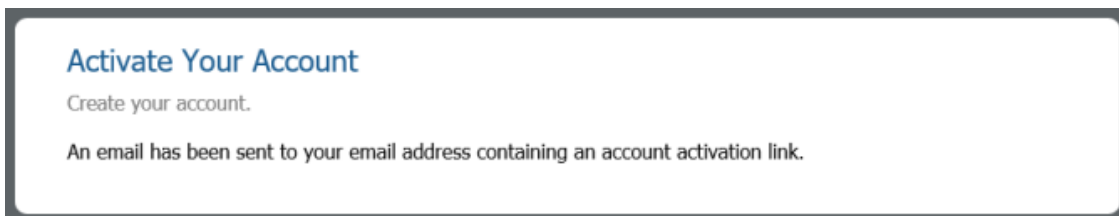
All fields in this window are required. Make the necessary entries and click **REGISTER**.

For field descriptions, click [here](#).



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

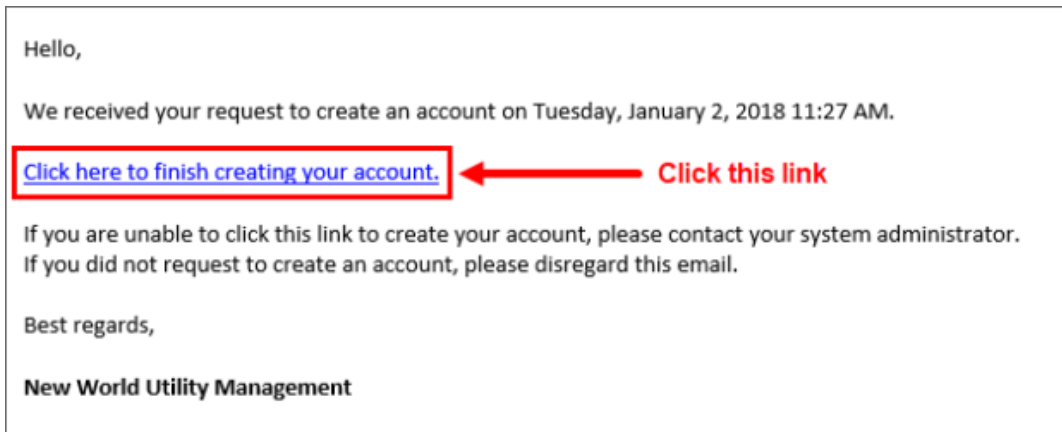
4. The following window will display:



The screenshot shows a confirmation message titled "Activate Your Account" with the text "Create your account." and "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 in the body of the message (shown below).



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

[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.

The screenshot shows a web application interface for an account summary. At the top, there is a navigation bar with a user profile icon, the address '308 HEIN DR 20057-007', a balance of '\$323.66', and several menu items: 'Account Summary' (selected), 'Account Details', 'Payments', 'eBill Enrollment', and 'User Profile'. Below the navigation bar, there is a main content area with a heading 'Account Summary'. Underneath the heading, there are two columns of information. The left column is titled 'Billing Status' and contains a table with three rows: 'Balance on Last Bill' (\$323.66), 'All Activity Since Last Bill' (\$323.66), and 'Total Due' (\$0.00). Above the table are two links: 'View Bill' and 'Make a Payment'. The right column is titled 'Account Information' and contains two rows: 'Account #' (20057-007) and 'Service Address' (308 HEIN DR, Troy, MI 48064). Above the main content area, there is a small text block that reads: '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)'.

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**

[View Bill](#) [Make a Payment](#)

Balance on Last Bill	\$323.66
All Activity Since Last Bill	(\$323.66)
<b>Total Due</b>	<b>\$0.00</b>

**Account Information**

Account # **20057-007**

Service Address 308 HEIN DR  
Troy, MI 48064

# 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.

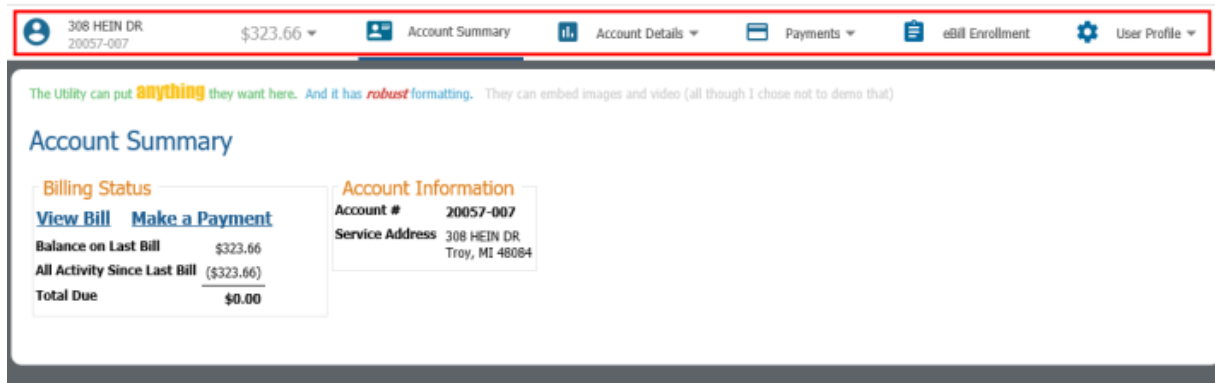
## Forgotten Username

## 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.

The **Payments** drop-down list includes the following options: Make a Payment

The user profile-related features at either end of the menu bar make it easier for customers to view and maintain their user profile and associated accounts.

## Viewing and Maintaining a User Profile and its Associated Accounts

In eUtilities, enhancements have been made to make it easier for users to view and manage their user profile and associated accounts.

The user identifies their **primary account** during the initial eUtilities account activation process (see [Creating an eUtilities User Profile](#) above). Once the primary account is successfully activated, the user can associate any number of additional accounts to their profile. This allows them to view information about all of their associated accounts from the same place and within the same login session.

The unlabeled **Account** drop-down control at the left end of the menu bar and the **User Profile** drop-down at the opposite end of the menu bar provide access to the new features described in this section.

The screenshot displays the eUtilities user interface. At the top, a navigation bar includes a search box with the address '308 HEIN DR' and account number '20057-007', a balance of '\$323.66', and several menu items: 'Account Summary', 'Account Details', 'Payments', 'eBill Enrollment', and 'User Profile'. The 'User Profile' menu item is highlighted with a red box. Below the navigation bar, a message states: '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)'. The main content area is titled 'Account Summary' and is divided into two sections: 'Billing Status' and 'Account Information'. The 'Billing Status' section includes links for 'View Bill' and 'Make a Payment', and a table showing the balance on the last bill as \$323.66 and the total due as \$0.00. The 'Account Information' section displays the account number as 20057-007 and the service address as 308 HEIN DR, Troy, MI 48064.

Billing Status	
<a href="#">View Bill</a>	<a href="#">Make a Payment</a>
Balance on Last Bill	\$323.66
All Activity Since Last Bill	(\$323.66)
<b>Total Due</b>	<b>\$0.00</b>

Account Information	
Account #	20057-007
Service Address	308 HEIN DR Troy, MI 48064