

# Detailed Customer Portal Sign-Up Instructions



## Setting Up Your Account

First-time users must set up an account.

1. The Customer Portal software requires the use of a supported web browser:

- [Internet Explorer](#)
- [Google Chrome](#)
- [Safari](#)
- [Firefox](#)

**If your internet browser is not one of the supported browsers, you can pick any of the above mentioned and download it for free.**

2. Using a supported browser, go to the [customer portal site](#) and click “Need to set up an account?” Accept the Terms and Conditions and enter your email address.
3. An email invitation with a link will be sent. Click the link to finish account set up.
4. Input your account information.
  - Your account number can be found on your bill; be sure to enter it exactly as it appears.
  - **If your account shows your first and last name (not a business) please enter your last name, then your first name, to set up the Customer Portal. Even though the site says to enter your “Name as it appears on the Bill,” please enter your last name first, a space, and then your first name. No comma. (i.e. Smith John)**
  - If you have multiple accounts, choose one account to set up initially. Additional accounts can be added after sign-in on the **User Settings** page.
5. The sign-in page will come up. Enter your email address and password to log-in.
6. If you input a cellular phone number, an activation code will be sent as a text message. Once you have signed in you will be prompted to enter the code.

### Password Rules

The password must follow these rules:

- Be at least 6 characters long
- Use at least one lower-case character
- Use at least one upper-case character
- Use at least one number

