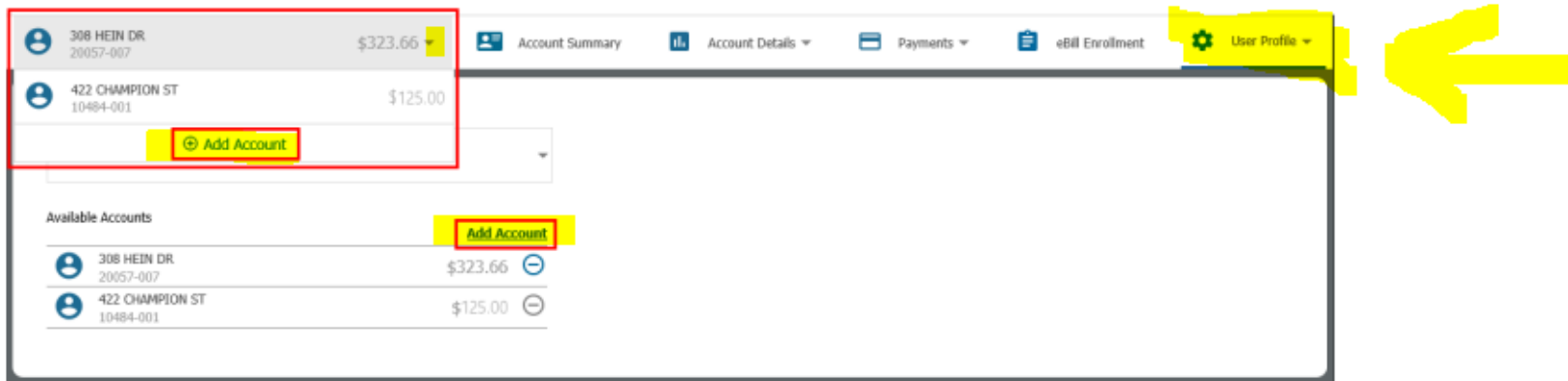


## ❑ Adding an Account

Sign into eUtilities > User Profile > Linked Accounts > Click the Add Account button

Users can add an associated account to their user profile by clicking one of the **Add Account** buttons on the Linked Accounts page. There are two Add Account buttons, one at the bottom of the **Account** drop-down list and another at the top of the **Available Accounts** section. Both buttons work the same way (see [Step-by-Step: Adding an Account to a User Profile](#) below).

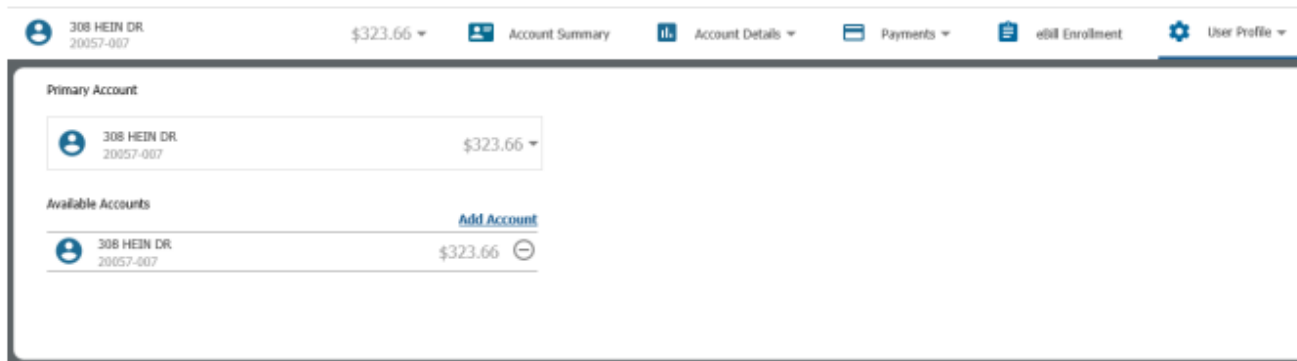


The user can add as many accounts as is necessary. Once an account is added it will display in the **Account** drop-down list (shown in the screen shot above). From there the account can be selected for viewing. Once an account is selected, all features in eUtilities will pertain to that account. For example, the Account Summary page will display summary information pertaining to the selected account; making a payment via the Make a Payment page will transact against the selected account, etc.

In this way, the user can toggle between all of their accounts.

## Step-by-Step: Adding an Account to a User Profile

1. On the Linked Accounts page, click the **Add Account** button in the Available Accounts section.



The screenshot shows the top navigation bar with the user profile '308 HEIN DR 20057-007' and a balance of '\$323.66'. Below the navigation bar, there are several menu items: 'Account Summary', 'Account Details', 'Payments', 'eBill Enrollment', and 'User Profile'. The 'User Profile' menu is expanded, showing a 'Primary Account' section with a dropdown menu for the account '308 HEIN DR 20057-007' showing a balance of '\$323.66'. Below this is an 'Available Accounts' section with an 'Add Account' button and a list of available accounts, including '308 HEIN DR 20057-007' with a balance of '\$323.66' and a minus sign icon.



**Note:** You can also add an account by clicking the **Add Account** button at the bottom of the **Account** drop-down list. Both **Add Account** buttons work the same way.

2. The Confirm account window will open.



The screenshot shows a 'Confirm account' window. At the top, it says 'Account log in message' and 'Please create a user name and password for eUtilities.' Below this is the heading 'Confirm account' and the instruction 'Provide the following information to create an account.' There are two input fields: 'Account Number' with the value '12345-123' and a note 'Including any dashes (ie. 002923-001)', and 'Last Name' with the value 'Smith' and a note 'Your full last name'. At the bottom of the form is a blue button labeled 'CONFIRM ACCOUNT'.

Do the following:

- a. Enter the **Account Number** associated with the account you are adding.
- b. Enter all other identifying criteria for the account.



**Note:** The required criteria that displays on this page will vary based on how the system administrator set up the login requirements.

c. Click **CONFIRM ACCOUNT**.

The account will then be added to the user profile. Now, when a user clicks the (unlabeled) **Account** drop-down control, both the primary account and the newly added account will appear in the drop-down list. Any number of accounts can be added in this way. Clicking an account in the list will open that account for viewing.

The screenshot shows a user profile page with a navigation bar at the top. The navigation bar includes a user profile icon, the name '308 HEIN DR' and address '20057-007', a balance of '\$323.66', and several menu items: 'Account Summary', 'Account Details', 'Payments', 'eBill Enrollment', and 'User Profile'. Below the navigation bar, the page is divided into two sections: 'Primary Account' and 'Available Accounts'. The 'Primary Account' section shows a single account with a balance of '\$323.66'. The 'Available Accounts' section has an 'Add Account' link and a list of two accounts. The first account is '308 HEIN DR' with a balance of '\$323.66'. The second account is '216 PINECROFT DR' with a balance of '\$0.00'. A red arrow points to the second account with the text 'The newly added account'.

Primary Account	
308 HEIN DR 20057-007	\$323.66

Available Accounts	
<a href="#">Add Account</a>	
308 HEIN DR 20057-007	\$323.66
216 PINECROFT DR 10251-001	\$0.00

## ❑ Changing the Primary Account

The **Primary Account** section displays the user's current primary account and its balance. The primary account is initially determined during account activation when the user identifies and activates their account. After that, the user can add as many accounts as he likes.

Clicking the **Primary Account** drop-down control displays a list of all associated accounts. Selecting an account from this drop-down list makes it the user's primary account. The primary account is the default account, the account that displays when a user first signs into eUtilities.



The screenshot shows the top navigation bar of the eUtilities interface. It includes a user profile icon, the account name "308 HEIN DR 20057-007", the current balance "\$323.66", and several menu items: "Account Summary", "Account Details", "Payments", "eBill Enrollment", and "User Profile". Below the navigation bar, the "Primary Account" section is highlighted with a red box. It displays a dropdown menu with the selected account "308 HEIN DR 20057-007" and its balance "\$323.66". Below this, the "Available Accounts" section lists two other accounts: "308 HEIN DR 20057-007" with a balance of "\$323.66" and "216 PINECROFT DR 10251-001" with a balance of "\$0.00". An "Add Account" link is also present.


Primary Account		
	308 HEIN DR 20057-007	\$323.66

[Add Account](#)

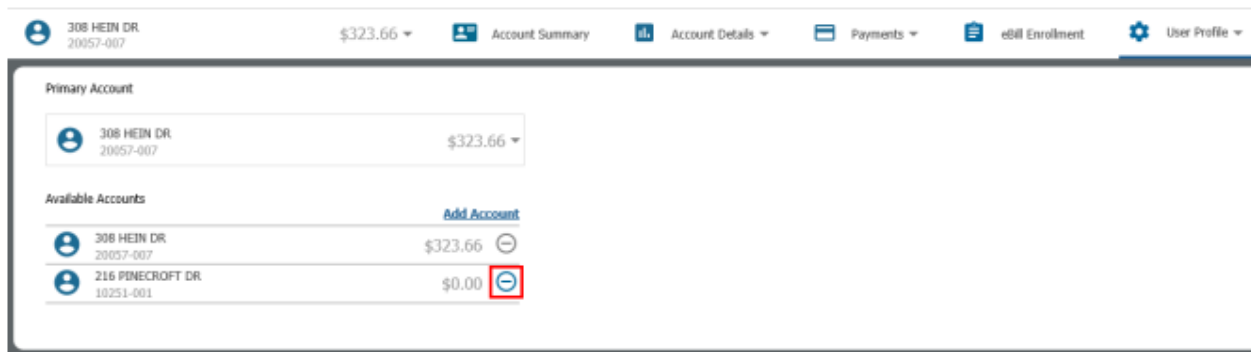
Available Accounts		
	308 HEIN DR 20057-007	\$323.66
	216 PINECROFT DR 10251-001	\$0.00



## ☑ Removing an Account

Each account listed on the Linked Accounts page has an associated **Remove**  button. Clicking an account's **Remove**  button removes the account from the user profile.

1. In eUtilities, select **User Profile > Linked Accounts**. The Linked Accounts page will open listing all of the accounts associated with the user profile.
2. In the **Available Accounts** section, locate the account you would like to remove from the user profile and click its associated **Remove Account**  button.

The account will then be removed. It will no longer appear in the Linked Accounts page or the Account drop-down list.



Account ID	Balance	Action
308 HEIN DR 20057-007	\$323.66	
308 HEIN DR 20057-007	\$323.66	
216 PINECROFT DR 10251-001	\$0.00	



**Note:** The primary account cannot be removed from a user profile. Notice in the above screen shot the primary account is listed in both the **Primary Account** and **Available Accounts** sections. In the latter, the **Remove Account** button is disabled (i.e., grayed out); clicking it does nothing. To remove a primary account, a different account must first be made primary (see [Changing the Primary Account](#)). Only then can the previously "primary" account be removed.