CUSTOMIZING YOUR PROFILE – PUBLIC UTILITIES ONLINE PROFILE
In our first guide we set up your new “Profile”. This guide is designed to show you how to add more utility accounts to your profile, update your profile details, and modifying your accounts.

ADD A UTILITY ACCOUNT TO YOUR PROFILE
From the “Summary of Accounts” screen, click on the Manage Account(s) link.

STEP 1a: MANAGE YOUR ACCOUNTS SCREEN
On this screen you may add or remove accounts to your main profile. We will start by walking you through the steps of adding an account to your profile. Please begin by clicking on the “Add a Utility Account to your Profile” link.
**STEP 1b: ATTACH A UTILITY ACCOUNT TO YOUR PROFILE**

Please note: In order to attach accounts to your profile you must have the account number and house number. Please enter the Account number and House number; next click on the “Verify accuracy” button.

![Attach Your Utility Account to Your Profile](image)

**STEP 1c: CONFIRM ACCOUNT INFORMATION**

1) Please take a moment and review the account name, account number, and service address information.

2) On this screen you may also assign a “Nickname” for the account. You may do so by entering the desired name in the “Account Nickname” field.

3) Placing a check in the checkbox indicates you verified your account information is accurate.

4) Clicking on the “Complete Attachment” button will finalize the process.

Upon completion of the above steps you should now be viewing the “Summary of Accounts” screen. The new utility account should appear under the “Attached Accounts” section.
### Summary of Accounts

**Customer Information**
- **Name:** John Doe
- **Email:** jd@email.com
- **Phone:** 561-000-0000

**Customer Tools**
- Manage Profile
- Manage Account(s)
- Logout

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**Instructions:** For consumption history, payment history, or a statement detail, please click on the account number link that you would like to view.

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### Attached Accounts

<table>
<thead>
<tr>
<th>Nickname</th>
<th>Account #</th>
<th>Service Address</th>
<th>Pay</th>
<th>Balance</th>
<th>Pay Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>JD</td>
<td>1234567890</td>
<td>200 MAIN ST</td>
<td>✗</td>
<td>282.08</td>
<td>282.08</td>
</tr>
<tr>
<td>ROBBIE</td>
<td>0987654321</td>
<td>600 WEST DR.</td>
<td>✗</td>
<td>667.39</td>
<td>667.39</td>
</tr>
</tbody>
</table>

**Selected Payments Total**

0.00

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[Pay with Credit Card] [Pay with eCheck]
REMOVING ACCOUNTS
To remove an account - return to the “Manage Your Accounts” screen by clicking on the “Manage Account(s)” link located on the “Summary of Accounts” page.

**Summary of Accounts**

- **Name:** John Doe
- **Email:** jd@email.com
- **Phone:** 561-000-0000

**Attended Accounts**

<table>
<thead>
<tr>
<th>Nickname</th>
<th>Account #</th>
<th>Service Address</th>
<th>Pay</th>
<th>Balance</th>
<th>Pay Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>JD</td>
<td>1234567890</td>
<td>200 MAIN ST</td>
<td></td>
<td>282.08</td>
<td>282.08</td>
</tr>
<tr>
<td>ROBBIE</td>
<td>0987654321</td>
<td>600 WEST DR</td>
<td></td>
<td>667.39</td>
<td>667.39</td>
</tr>
</tbody>
</table>

**Selected Payments Total** 0.00

- **Pay with Credit Card**
- **Pay with eCheck**

**Instructions:** For consumption history, payment history, or a statement detail, please click on the account number link that you would like to view.

**STEP 1: SELECT THE ACCOUNT YOU WISH TO REMOVE**
Place a check in the checkbox that appears next to the account you wish to remove.

**Manage Your Accounts**

- **Remove**
- **Nickname:** JD
- **Account Number:** 1234567890
- **Service Address:** 200 MAIN ST

- **Remove Selected Account**

**NOTE:** To Change the Nickname on an account, click on the name to be changed.

Next click on the “Remove Selected Account” button.
Upon removal of the account you will receive the following confirmation message.

```
Manager Your Accounts

The accounts you selected have been removed from your profile.

<table>
<thead>
<tr>
<th>Remove</th>
<th>Nickname</th>
<th>Account Number</th>
<th>Service Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>JD</td>
<td>200 MAIN ST</td>
<td></td>
</tr>
</tbody>
</table>

Add a Utility Account to your Profile

Remove Selected Account

NOTE: To change the Nickname on an account, click on the name to be changed.
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CHANGING A NICKNAME
You may change an account nickname by accessing the “Manage Account(s)” link on the “Summary of Accounts” screen.

```
Summary of Accounts

Customer Information:
Name: John Doe
Email: jd@email.com
Phone: 561-000-0000

Customer Tools:
- Manage Profile
- Manage Account(s)
- Logout

Manage Your Accounts

<table>
<thead>
<tr>
<th>Remove</th>
<th>Nickname</th>
<th>Account Number</th>
<th>Service Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>JD</td>
<td>200 MAIN ST</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FLAG</td>
<td>500 EAST DR</td>
<td></td>
</tr>
</tbody>
</table>

Add a Utility Account to your Profile

Remove Selected Account

NOTE: To change the Nickname on an account, click on the name to be changed.
```

From the “Manage Your Accounts” screen click on the Nickname you wish to modify.
You may now enter the new Nickname in the “Account Nickname” field.

If your information was added correctly you will receive the following confirmation message.

The attached account was successfully updated.
MODIFYING YOUR PROFILE
Changing your Login, Password, E-Mail Address or Telephone Number

From the “Summary of Accounts” screen, click on the “Manage Profile” link.

MANAGE YOUR PROFILE - TOOLS MENU
This screen provides you with the ability to modify your login information / profile e-mail address, profile password, and profile telephone number.

Important Reminder: Your e-mail address is also your account login. If you change your email address your login information will also change.
CHANGING YOUR E-MAIL ADDRESS / LOGIN INFORMATION

If you wish to modify your email account – start by clicking on the “Change E-mail Address / Login” link from the Profile Tools screen.

On the “Change Your Login / E-Mail Address” screen enter your new email address. You will also be required to enter your profile password. Click on the “Change Profile” button to submit your changes.

If your information was added correctly you will receive the following confirmation message. You will be required to respond to the confirmation e-mail.
CHANGING YOUR PASSWORD
If you wish to change your password start by clicking on the "Change Password" link from the Profile Tools screen.

On the "Change Password" screen enter your current password and then enter your desired new password. Click on the “Change Profile” button to submit your changes.

If your information was added correctly you will receive the following confirmation message.
CHANGING YOUR NAME OR PHONE NUMBER
If you wish to change your Name or Phone Number start by clicking on the “Change Your Name or Phone Number” link from the Profile Tools screen.

On the “Customer Information” screen enter your new name or phone number. Click on the “Change Profile” button to submit your changes.

If your information was added correctly you will receive the following confirmation message.